

SOLUTION OVERVIEW

INDUSTRY

Food & Beverage; Manufacturing

KEY BENEFITS

- Automated Content Targeting for Multinational Audience
- Integration of Corporate Intranet with SAP
- Single Source of Employee/HR information
- Centralized, Extensible Security Model for Future Portals

TECHNOLOGY USED

- SAP
- Collaboration Services
 - Microsoft Office SharePoint 2007
- Business Consulting

STATERA PRACTICE AREAS EMPLOYED

- Business Consulting
 - Project Management
- Business Applications
 - Portals & Collaboration
- Platform & Integration
 - Custom Application Development

Company Profile:

Molson Coors Brewing Company is one of the world's largest brewers. It brews, markets and sells a portfolio of leading premium brands such as Coors Light, Molson Canadian, Molson Dry, Carling, Coors, and Keystone. Molson Coors Brewing Company markets products in more than 30 countries, including the Americas, Europe and Asia Pac. In the U.S., Molson Coors shares ownership in the market's second-largest brewing company, MillerCoors, through a joint venture. For more information, visit the company's Web site, www.molsoncoors.com.

The Challenge: Corporate Merger Resulting in Disjointed Employee Information

Incorporation of a New Global Intranet Built on Microsoft SharePoint into an Existing SAP Environment

In the wake of a corporate merger in 2008, Molson Coors Brewing Co. set out to create a connected corporate culture. Their plans were to build one corporate intranet that connected all of their locations in multiple countries and enabled them to collaborate more effectively across all business units on one branded corporate portal. Standing in the way of evolution and growth as a new organization were the hundreds of departmental worksites and portals that had been created to serve the employees of a particular division of the three companies, Molson, Carling and Coors. The additional challenges facing the team at Molson Coors were multiple languages. With offices and manufacturing plants in Canada, the United Kingdom and the United States, translations were required for languages that could occur simultaneously as information was published, regardless of the source language. Another challenge was integration into their pre-existing SAP environment, which was already established as their enterprise-wide ERP platform.

The Solution: Start from the Ground Up

Leverage Agile Development Methods to Build an Employee Self Service Experience

Molson Coors reached out to Statera to assist with the planning, architecture, and deployment of their corporate intranet. Statera's team of Project Managers, Portal Experts and Integration Specialists wasted no time in conducting a knowledge transfer session between the stakeholders at Molson Coors and the IT team, made up of Statera's consultants and Molson Coors employees. After gathering requirements and long term vision for the intranet build out, Statera and Molson Coors started with the Human Resources portion of the portal. Starting deployment of the portal with the HR team would accomplish SAP integration for payroll, benefits, PTO, and employee profile information, which in turn, would establish an integrated foundation that the other business divisions could build upon.

Statera went to work with Molson Coors to build out an employee portal for the HR team. Molson Coors had invested heavily in Microsoft SharePoint 2007 (MOSS 2007), which afforded the collaboration team a relatively simple path toward integration and customization. By leveraging a common product in Microsoft SharePoint, the path to user adoption was seamless and the technical support team at Molson Coors would not have to bear the burden of learning a new collaboration platform. Working together, the Statera and Molson Coors teams consolidated content from existing portal sites and integrated it into the new site, taking taxonomy from the existing sites to ensure that it would be easily located by employees and managers. The two teams then went to work on designing a user experience for the portal that would accommodate content targeting. Content targeting represented a huge evolution for the Molson Coors culture because it allowed managers and employees to access the portal from the same entry points and view content based on role and country of residence. It also made it much easier for remote IT teams to help users troubleshoot in remote locations. Employees in the UK, USA, and Canada are able to select the information most pertinent to their role without having to click through any standard content not related to their job role or country of residence. Content targeting provides an additional benefit to Molson Coors HR staff who continue to discuss how best to consolidate their content given the variances due to compliance law and corporate policy. In this manner, they can selectively review content appropriate for consolidation and make those changes as time permits – all without impacting end users.

Molson Coors Brewing Company

One of the biggest benefits to the company came with the integration of SharePoint with their SAP HRMS. SharePoint's flexible presentation layer allowed Statera and Molson Coors developers to surface structured Line of Business data from SAP and unstructured content such as context-sensitive Job Aids (help files), relevant HR policies, and related self-service tasks all on the same page in one easy to use screen. This could not have been accomplished through SAP's navigation and presentation. The front end presentation layer in SharePoint provides the business with 95 percent of the total solution value compared with 5 percent of the total program development costs when compared to SAP. As the Global CPO stated in the team celebration, "SharePoint has provided 95% of the success to the business through successful integration of our SAP and other core HR functions into a single point of entry for all employees and managers global harmonization of these systems takes us a long way to our twin goals of creating a passion for our brand and investing in our people".

The Result: A Unified Workforce***Creating a Passion for Our Brand and Investing in Our People***

Today, Molson Coors has completed the first phase of a corporate intranet. The HR team now has a standardized user experience that enables them to push content to all locations without the need for any reformatting or customization. The portal solution automatically manages content marked for translation and also content targeting, ensuring relevant and timely dispersion of information. Where the old portal was unable to maintain identical content in multiple languages, the new solution synchronizes content across each language as the company implements.

The net result of Statera's approach to this project was to overcome roadblocks quickly. Business owners were able to see the results of the Statera Team's input; design signoffs became routine and conflict-free; and finally, the business was able to articulate to their organization, the changes about to occur in their respective countries.

As a sideline, while only a small number of languages were implemented with this solution, the overall design and build process enables new HR portals to be built as quickly as key terms and content can be translated and loaded onto the sites; the reliance on custom technology and technologists has been removed from the process.

For more information on Statera's capabilities, please visit www.statera.com or call 720.346.0070

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