

## Credentials

### About - Schering-Plough Singapore

Schering-Plough Ltd (SPL) is a worldwide pharmaceutical company with over 50 years of history, committed to discovering, developing and marketing new therapies and treatment programs that can improve people's health and extend lives. The company is a recognized leader in biotechnology, genomics and gene therapy. SPL has facilities in more than 50 countries worldwide, with headquarters located in Kenilworth, New Jersey.

### Business Challenge - A Leap Forward Into A Paperless and Self-Service Environment

With almost 1,000 employees in Singapore, SPL Singapore sought after an intranet solution that was robust enough to handle the large pool of local users, and account for scalability to serve its extended China operations in the near future. Flexibility was also key to build diverse sets of business applications that were essential for fulfilling existing business objectives and meeting future ones.

### The Solution - Zephyr Intranet Suite - Scalable and Flexible in Supporting Diverse Applications

Based on SPL Singapore's requirements, Zephyr Intranet Suite, one of Zephyr's application suites, was chosen as the ideal solution to meet SPL Singapore's objectives:

- A simple, affordable communication platform to create a paperless environment and bring the latest corporate information to employees and Board of Directors
- A scalable, flexible infrastructure to support existing diverse applications, build multiple future applications, and integrate all functions seamlessly
- A variety of workflow-enabled applications to allow employees to self-service: organize, share, coordinate, and track and view daily activities and information quickly, easily and from any location.

*"We believe that it is absolutely critical to leverage technology in ways that will improve business processes and help us stay competitive.*

*elipva supported our strategy in ensuring success for the present and the future, by deploying technology around 3 fundamental concepts: real-time information, self-service information, and collaborative information."*

**Andrew Mitchell -  
Director, IT  
Schering-Plough Ltd  
Singapore**

## A Leap Forward Into A Paperless & Self-Service Environment

With 3 existing remote manufacturing plants and additional 3 new plants investment, they also expressed concern about the lack of communication, need for co-ordination between different plant locations, and excessive administrative paper work. SPL Singapore needed to establish a more efficient mean of communication and information sharing among their remote offices employees, and at the same time, eliminate excessive paper forms.

In essence, the concept of self-service was ideal as it would reflect employees' empowerment and efficiency to help themselves to services, manage and administer information cohesively, and leverage on a common platform to streamline business processes.

- Provide a central online information storage platform for updating, maintaining and publishing
- Empower non-technical users to maintain and publish intranet content, and reduce reliance on IT department
- Automate requests for helpdesk support and other services applications, with workflow to handles approval of such requests
- Support for multi-language capabilities for overseas expansion



elipva Zephyr Intranet Suite	Visible Results
<p><b>elipva Zephyr Intranet Suite</b></p> <p>Rich-Text Editor, Scheduled Publication and Advance Search capabilities of Zephyr Content Publishing</p>	<p>Reduced time-to-market new and updated content. Delivered real-time and dynamic information, using a rich-text editor or simply copy &amp; paste content from any source. Ease of mind with automatic scheduled publication, and instilled proper procedures to manage content effectively. Access rights and permission based publishing engine enabled effective delegated administration to publishing groups.</p>
<p>Events Publication, Online Registration and Attendees Management of Zephyr Events Management</p>	<p>Streamlined events logistics lifecycle and presented holistic view of events details, registration, attendees and post-event management.</p>
<p>HelpDesk Request Submission and Issues Tracking</p>	<p>Increased time-to-respond and effectiveness of customer service teams. Full accountability to all helpdesk requests and tracked progress of all issues and resolutions.</p>
<p>Employee Feedback and Suggestion Box</p>	<p>Increased employee's involvement, sense of ownership and loyalty. Also served as an effective channel to solicit ideas to improve company policies and procedures.</p>
<p>Online Weekend Meal Orders</p>	<p>Fine-tuned order-taking process for employee's weekend meals, and consolidated all orders for faster and more accurate meals deliveries.</p>
<p>Security Pass and ICC request submission, Approval Requests and processing</p>	<p>Strengthened security policies within the premises through online submission and permission-granted-only access into plant facilities. Workflow mechanism built-in to handle security passes approved by the security department only. Other services requests and approval included ICC applications.</p>
<p>Employee and Location Directories</p>	<p>Reduced communication barriers, with finger tips and up-to-date information on co-workers and departments locations. Saved costs on helpdesk enquiries and printed directories.</p>
<p>Integration to Legacy Application</p>	<p>Protected existing HR legacy system through integration and data synchronization to Zephyr.</p>



Rich-text editor for easy content creation and scheduling for publication

**Benefits – Well-Informed Employees Working Smarter and More Efficiently**

The intranet has become a crucial tool that is used to disseminate and manage business information, a critical element in SPL Singapore's overall commitment to both employees and customers. Their corporate intranet is used daily by almost 1000 employees. It has made a significant difference to daily operations within the company. All employees around multiple offices remain in tune with each other and are able to access critical corporate information. With workflow capabilities incorporated, it kept processes systematic, thus improving productivity and is a timesaver and contributor to long term cost savings.

Since implementation, SPL Singapore has established a group of well-informed employees who in turn serve their customers better and contribute to the company's overall success. Via the Zephyr solution, they work together smarter and more efficiently. With the success of Zephyr's solution in Singapore, SPL Singapore has plans to bring these best practices to regional overseas operations and hopes to achieve the same proven results they have experienced.