

Swisslion Takovo

Customer: Swisslion Takovo

Website: <http://www.swisslion-takovo.com>

Customer Size: 2000

Country or Region: Serbia

Industry: Food Manufacturing

Partner: Extreme, <http://www.extreme.rs>

Customer Profile

Swisslion Takovo is major Serbian food and drinks manufacturer, constantly expanding on the regional market. It owns a number of factories across the region and employs over 2,000 people.

Software and Services

- Microsoft Office 365 Midsize Business
- Microsoft SharePoint Online
- Microsoft Lync Online

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Serbian Food Manufacturer Turns to the Cloud to Keep Senior Executives in the Loop

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Dragan Virijevic, IT Manager, Swisslion Takovo

Frequently travelling senior executives and important field-based employees were often difficult to reach, which was causing operational difficulties for Swisslion Takovo, a major Serbian food and beverage manufacturer. The company implemented Office 365 to not only ensure anytime, anywhere access for senior management, but also to ensure that business-critical decisions could be made at any time and irrespective of the decision maker's location.

Business Needs

Swisslion Takovo is a major Serbian food and drinks manufacturer. Headquartered in Belgrade, it produces a range of produce exported across Europe, ranging from pasta, soups and baby food to alcoholic drinks, ice cream and confectionary. The company has factories in Serbia, Croatia, Macedonia and Bosnia and Herzegovina, and employs over 2,000 people, reaching €119.4 million in revenue in 2012.

Its executive managers comprise a group of 12 people, including the CEO and CFO, who spend much of their time out of the

office, travelling in the region and further. About 35 further key employees also spend much of their time in the field, visiting suppliers, factories and other partners in the supply chain. However, it was difficult for both the executive managers and the field workers to remain in touch with their home offices and the Belgrade headquarters.

The company has an email system based on Alt-N technology. While it was a robust technology, suitable for internal use, it lacked support for field-based work and mobile devices. This was causing communication problems that were

impacting on the business. Staff in the headquarters often had difficulty in establishing the location of the executive managers and the field-based employees, which meant that business decisions were sometimes delayed, meetings were difficult to arrange, and work on critical shared documents was held up until the various people returned to their respective locations.

Solution

Swisslion Takovo was already making extensive use of Microsoft technologies and it wanted to extend the benefits it was gaining to a mobile platform. It already used both Microsoft Exchange for business email and Microsoft Office applications for everyday tasks, Microsoft SharePoint for document sharing and Microsoft Lync for communications. These technologies were highly regarded because they enabled shared working and low-cost communications across the company.

The company reasoned that if it could gain the same functionality for mobile devices it could address the issue of not being able to get in touch with senior management and field workers when out of the office. With this in mind the company investigated the potential of Microsoft Office 365 to address mobile communications and in particular document sharing when on the move.

The company was particularly interested in the Microsoft Office 365 Midsize Business subscription plan, which provides a raft of features that essentially provide a mobile office on the move. Documents can be accessed using SkyDrive Pro, while collaboration is enabled through SharePoint Online, allowing user to access and edit documents while on the move. Microsoft Office Outlook also provides a single

project-specific mail box. From an IT management perspective, a web-based portal is available for administrative tasks, such as adding and deleting users and establishing rules and policies.

Dragan Virijevic, IT Manager at Swisslion Takovo, says: "Our senior management and field workers were not visible on the network. Clearly, this caused problems but we believed that if Office 365 was implemented it would solve our problems by making them visible to other people in the office and also providing them with access to the network, irrespective of their location."

"In terms of maintenance, it requires little management, and the costs are also very low"

Dragan Virijevic, IT Manager, Swisslion Takovo

Benefits

Microsoft Office 365 Midsize Business provides Swisslion Takovo with a wide range of communication benefits that are helping streamline the business. A 50 GB mailbox, shared calendars, scheduling, and task-list tools make it easy to schedule appointments on behalf of senior management, while Lync Online provides HD video conferencing, real-time note taking, and screen sharing. "By implementing Office 365 senior managers can now access these tools remotely which is leading to an improvement in business operations," explains Virijevic.

- With Office 365 and SharePoint Online, the company has a centralized home for all documents that are also synchronized on mobile devices. Regardless of how many people or devices are accessing the document, only a single version of the document exists on SharePoint.
- Shared documents are now visible to all relevant parties and are easily edited. As a result, high-level decision making is now enabled irrespective of the location of senior executives. In turn, this is improving business operations, with delays no longer an issue because executives are now available at all times.
- Office 365 is cutting the company's communication costs. With executives travelling extensively across the region and sometimes further afield, the cost of staying in touch was relatively high. "I can say with confidence that communication costs are now much lower," says Virijevic.
- From the IT perspective Office 365 is also delivering compelling benefits. "We don't need as many discs because data is stored in the cloud and of course this reduces our expenses. It's certainly easy to use and I can add or delete users in seconds, manage email policies, and set rules for document access. In terms of maintenance, it requires little management, and the costs are also very low," adds Virijevic.