



# Reimagine your workplace

Microsoft Office 365 for the Manufacturing  
and Resources Industries



# INNOVATE

# PERFORM

# GROW

The manufacturing and resources industries continue to undergo significant transformation driven by a number of factors, including globalization, changing employee demographics, supply chain complexity, a power shift toward consumers, increased regulation, and demands for greater sustainability.

Prospering in the face of these complex and global challenges requires a commitment to making daily progress on three fundamental imperatives:

## Innovation

Top industry players will demonstrate the ability to quickly and skillfully enable new business models, processes, products and services, and power sustained competitiveness. High-performing development teams are distinguished by their ability to collaborate, leverage social thinking, problem solve, and identify and embrace high-value ideas.

## Performance

Finding good ideas is easy compared to consistently executing them. All your employees – from the factory floor to the warehouse aisle, from remote field locations to headquarters human resources, accounting, and sales and marketing offices – need tailored, real-time, role-based workspaces that facilitate the sharing of good ideas and deliver the information they need to make better, faster decisions and improve operational efficiency.

## Growth

Teams across every area of your company – from customer-facing groups to product development and back-office functions – have new avenues for engaging customers, colleagues, and partners, including digital marketing and social analytics. However, using those tools effectively is a big challenge. Competitive advantage comes from creating valued offerings and giving your employees the capabilities they need to build and leverage productive relationships.

It's not just a matter of automating and speeding up production processes. Manufacturers have to find ways to integrate the information that comes from production lines so you can make better, faster decisions. Technology underlies the ability to successfully achieve each of these imperatives. Information is the lifeblood of business success. You need world-class mobility, cloud, Big Data and analytics, and collaboration capabilities to improve your ability to recruit talent, access data, and drive productivity.



## EMBRACE THE NEXT GENERATION OF EMPLOYEES

Retiring manufacturing and resources employees are being replaced by younger people with expectations about technology that evolved from their experiences as a consumer. They are *always on*: using multiple devices throughout the day, taking technology everywhere, and engaging in an ongoing stream of messaging and social media interactions. Those expectations don't disappear when they get to work.

How well are your internal collaboration, mobility, and social media capabilities supporting your efforts to recruit, retain, and nurture this generation of employees? Today, over 64% of organizations allow personal mobile devices for business use<sup>1</sup>, and that figure is only going up. "Technology dinosaur" is a reputation every employer should avoid.

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<sup>1</sup>Computing Technology Industry Association (CompTIA), "[Trends in Enterprise Mobility](#)," 2013, p. 2



## A PROVEN VISION OF PRODUCTIVITY

Microsoft Office 365 lets you reimagine your work environment to propel your operations and business. This unique set of workplace tools combines the productivity innovations of Microsoft Office with the power of enterprise-grade cloud services to energize your entire company. Office 365's unparalleled approach to productivity gives everyone – from production line workers, maintenance technicians and field service engineers to road-warrior sales people and master production power users – the tools they need, wherever they are. Investing in your employees' ability to access, digest, synthesize, and share critical data consistently results in dramatic dividends in decision-making quality and speed.

Office 365 is built for business. It evolved from Microsoft Office, a familiar set of productivity tools designed for people like you who work in a demanding professional setting, not a dorm room. Irish industrial chemical and pharmaceutical manufacturer Carbon Group researched alternatives to an on-premises communications and collaboration solution, hoping that a more cost-effective solution could address their needs. "We looked into Google Apps, but it just didn't provide the business

features we needed, like the capacity for online meetings," explains Carbon Group's finance director. Carbon Group chose Office 365 and never looked back. "The whole range of products – from SharePoint Online to Lync Online and the integration with Microsoft Office – is so far ahead of Google Apps that there's really no comparison. Since everyone in the company was already familiar with the Microsoft interface, they found Office 365 easy and intuitive to use." Microsoft Office is used by over one billion people, 84% of all U.S. enterprises, and the vast majority of enterprise manufacturing and resources companies.

Office 365 is built for business.

Your best path to mobility, cloud, Big Data, collaboration solutions and more.

But Office 365 is much more than an online version of Office. It's a trustworthy path to the promise of mobility, cloud, Big Data, collaboration solutions, and more. It gives your employees a single, integrated, secure workplace, customized to their role in your organization. From this individualized portal or workspace, employees can access and share personal and enterprise data and applications – from anywhere and from any device, online or offline.

Office 365 is also available as a user-based subscription service, Office 365 Pro Plus. With users increasingly working with a range of devices, this new user-based subscription service gives each user up to five concurrent installs across their PCs, Macs, and mobile devices ensuring great Office application access. Office 365 Pro Plus lets you get users up and running very quickly – often within two minutes – without interrupting their work by running existing versions of Office side-by-side.





IMPROVE COLLABORATION,  
TIMELY DECISION MAKING  
AND PRODUCTIVITY

Office 365 uniqueness shows up in a couple of important ways. First, no other technology integrates with as many other best-of-breed solutions as Office 365 does. That means your teams can pull critical data from across your ecosystem's core solutions – such as Microsoft Dynamics, SAP, Oracle, Salesforce.com, Dassault Delmia, OSIsoft, and Rockwell Software, to name only a few – to substantially improve collaboration, decision making, and productivity.

In fact, our recently expanded partnership with SAP is increasing the data interoperability between SAP applications and Office 365, including connectivity between SAP Business Objects business intelligence solutions and Microsoft's Power BI offering plus a host of other services for private clouds, service provider clouds and Office. Our recent collaborations with

Salesforce.com developers provides new interoperability between Salesforce and Office 365 and will let users access, share and edit Office content from within Salesforce. Analysts continue to recognize Office 365's real-world effectiveness: it's been an industry leader in Gartner's Unified Communications Magic Quadrant Enterprise Content Management space for years.

Second, Office 365 gives you the flexibility to adopt the cloud incrementally and on your own timeline. It lets you easily split users or workloads between on-premises data centers and the cloud, so *you* can decide on a migration process that best meets your unique needs.



## THE REIMAGINED WORKPLACE IN TODAY'S CONNECTED WORLD

Microsoft's approach to a reimagined manufacturing and resources workplace evolved around a role-based workspace with the goal of combining people, process, assets, and insight. Office 365 inspires leading-edge productivity by supporting workers in several important ways:

### **Broad access to enterprise information and insights to improve decision making**

Data-driven market, consumer, operational and financial analytics are useless if they're only available to a few business intelligence (BI) gurus. Your teams need direct access to both small and Big Data results to deepen their business understanding, help identify new ways to manage the supply chain and facilitate faster problem identification and resolution. Office 365's natural language query capabilities give users answers to complex questions without having to first undergo complex BI training. And its ad hoc reporting and analysis capabilities let users instantly analyze, visualize, share, and present line-of-business and application data so they can quickly identify actionable insights.

Office 365 inspires leading-edge productivity.

Office 365 includes knowledge management portals that automate the collection and presentation of individualized and role-based information for each user. These content management capabilities reach across almost every system in your environment to give factory, field and office workers alike the information they need in one place. Manufacturing and resources companies consistently report real gains in innovation, forecasting, time to market, self-service training, customer behavior insights, pricing effectiveness and production quality.

## Collaboration and communications anytime, anywhere and any device

Too often, technology puts obstacles between people and their work. Office 365 will engage and excite your employees, customers, partners, and suppliers by letting them work naturally and easily – at any time, from anywhere, with any device. Office 365's consumer-like, Bring Your Own Device (BYOD) experience makes your company more collaborative and responsive across your ecosystem of colleagues, customers, partners, and suppliers. It also pays meaningful dividends when it comes to recruiting and keeping talent.



*Role based workspace*

## Social engagement across every level of your company's ecosystem

Social media is an increasingly essential tool for manufacturing and resources companies. Peer networks let you tap into expertise from employees, partners, and customers. The result is an ongoing stream of global, dynamic conversations that sparks ideas and new ways of approaching every kind of business challenge, including executing marketing campaigns, solving production problems, and improving customer service. Office 365's proven social media tools evolve existing systems of records into systems of engagement that drive greater innovation and competitiveness by providing real-time access to a dedicated online workspace with powerful collaborative capabilities.

Peer networks let you tap into expertise from employees, partners, and customers.



## INCREASE SOCIAL ENGAGEMENT AND COMMUNICATION ACROSS YOUR ECOSYSTEM

Manufacturing and resources enterprises are poised to reap great benefit from mobile, cloud, social and big data technologies for at least two reasons. First, implementation of these technologies to date has been limited and poorly integrated with core business processes. Second, the increasingly complex and geographically dispersed nature of manufacturing and resources operations and supply chains makes these technologies particularly valuable for “shrinking” the world.

Many industry analysts predict that these technologies will be essential to a manufacturing and resources company’s long-term ability to perform, innovate, and grow.

Office 365 lets you leverage the mobile, social, Big Data and cloud capabilities needed to capitalize on those trends:

- **Mobility:** Office 365 lets you confidently and flexibly accommodate new and different devices (including tablets, ultraportable laptops, smart phones, connected vehicles, and smart equipment), evolving work styles, the need for always-on connectivity, and

growing expectations for anywhere access to critical applications and data. That includes deskless production workers using a kiosk or device, workgroups on factory floor sharing CAD models and workflow diagrams, and remote employees in an ad hoc video conference to solve a production problem.

“By 2020, mobile, cloud, social, and big data technologies will drive at least 80% of the [manufacturing] industry’s growth.”<sup>2</sup>

– IDC

- **Social:** Stay ahead of the cultural shifts related to how people work and interact. Online customer engagement is now a vital business differentiator. Innovation is enhanced when engagement, collaboration and the generation of self-service insights among your employees, partners and customers is supported and encouraged.

<sup>2</sup>IDC, “[Top 10 Predictions](#),” 2012, p. 4

“CIO's increasingly see technologies such as analytics/business intelligence, mobility, cloud and social in combination rather than isolation to address business priorities.”<sup>3</sup>

– Gartner

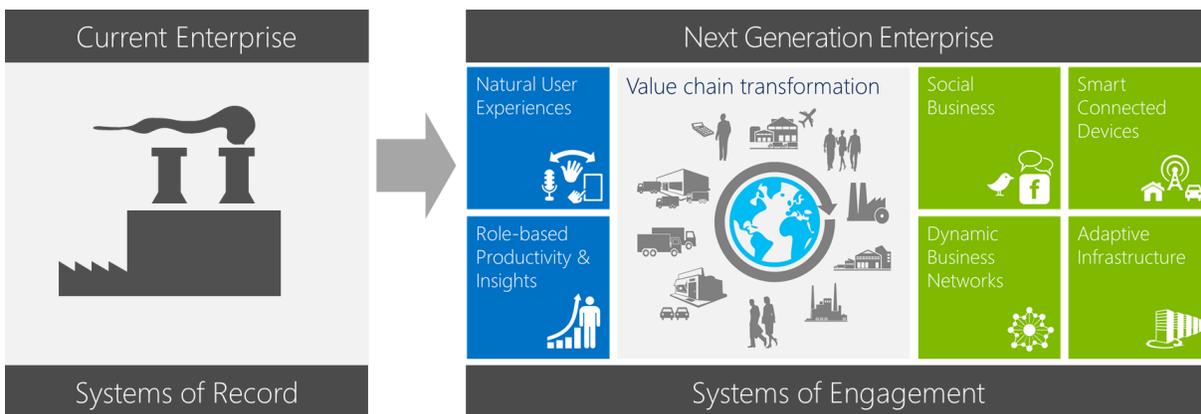
- **Big Data:** Manufacturing and resources companies store an enormous amount of data (including third-party data) and the volume continues to grow exponentially. Office 365's Big Data capabilities give your staff the tools they need to quickly explore, visualize and act upon the insights previously hidden within your data.
- **Cloud:** Office 365's enterprise-grade cloud capabilities enable connection, collaboration and control. The flexibility it offers lowers barriers to markets and computing power, makes application delivery more efficient, improves time to market performance, and adds agility to development models.

Office 365 uses its cloud computing and social networking capabilities to support knowledge-intensive information flows away from “systems of record” – essentially any technology that contains a database – and toward “systems of engagement.” This refocusing broadens how and to whom your employees can communicate, which improves organizational agility and market responsiveness.

“In 2012, the ICT industry's shift to its third major platform of growth – built on mobile, cloud, social, and Big Data technologies – will accelerate.”<sup>4</sup>

– IDC

Perhaps most importantly, Office 365 gives you the *combined* power of mobility, social, Big Data and cloud. Using these technologies together – rather than in a piecemeal approach – creates opportunities for dramatic improvements, including reductions in process latency, speeding product development, shortening problem awareness/resolution cycles, and ultimately creating more value for customers.



[microsoft.com/dira](http://microsoft.com/dira)

<sup>3</sup>Gartner, Inc., “[Worldwide Survey of More Than 2,300 CIOs Shows Flat IT Budgets](#),” 2012

<sup>4</sup>IDC, “[Top 10 Predictions](#),” 2012, p. 1



## PROVEN, REAL-WORLD MANUFACTURING AND RESOURCES SUCCESS

Here are some examples of how Office 365 is helping improve operations, drive productivity, and build competitive advantage:



**ABB energizes production and maintenance operations:** Swiss global power and automation technology leader ABB Group wanted to keep improving operational efficiency. To that end, it sought a solution that would combine easy-to-use diagramming and collaboration features with support for Event-driven Process Chain (EPC) and Business Process Modeling Notation (BPMS) 2.0.

Implementing Office 365 helped ABB accelerate compliance with the BPMN 2.0 standard, speed diagram completion by 60% and reduce costs with a single solution that supports both the EPC and BPMN 2.0 standards. The newly enhanced capabilities for collaboration and more vividly communicating process flows also gave ABB executives confidence that they can accelerate companywide adoption of important operational changes.



**Aston Martin drives up collaboration and innovation:** Luxury sports car manufacturer Aston Martin wanted to give employees the latest communications and collaboration capabilities without increasing the need for IT administration resources. It chose Office 365 to provide email, instant messaging, presence, conferencing and collaboration capabilities for its employees.

Aston Martin has seen a variety of benefits. For example, employees are now sharing information with partners more efficiently. Aston Martin's IT infrastructure manager says, "We tended to use email for collaboration in the past, but that can be inefficient. Office 365 helped to speed up interactions and ensure that our teams get the information they need in a timely manner."



**Fortescue Metals Group forges growth and savings:** Fortescue, one of the world's largest iron ore producers, on-premises messaging server environment was not keeping pace with the company's accelerated growth, which resulted in email downtime, slow onboarding of new hires, and added hardware and storage costs. IT managers decided to move from Microsoft Exchange Server 2007 to Microsoft Office 365.

Moving to Office 365 has transformed Fortescue's IT services, letting them fuel business growth while improving reliability, security and overall operational agility. It also reports reduced IT administration requirements and costs (including USD\$260,000 in third-party savings during the first year), and improved employee productivity and team collaboration.



**Johnson Controls dials in greater agility:** Johnson Controls, a global diversified technology and industrial leader, has always valued and encouraged collaboration. In an effort to upgrade its communication and collaboration tools, Johnson Controls evaluated multiple options and concluded that Office 365 cloud solutions offer the most reliable, cost-effective and scalable tools for a global corporation.

Office 365 allowed Johnson Controls to:

- Connect 300 production plants in real-time to avoid production issues
- Foster innovation through knowledge sharing using real-time translation capabilities
- Improve customer service consistency and responsiveness by coordinating account teams across different countries
- Extend communication and collaboration to 70,000 "un-wired" employees

Ultimately, Office 365 lets Johnson Controls employees engage in dynamic, evolving conversations that spark new ideas and solutions from wherever they are located.



**SP AusNet powers on-site collaboration with hosted services:** This Australian energy company wanted to improve its email system and give remote technical staff better communication tools as well as the ability to instantly share photographs and technical drawings. This was an important because technicians frequently encounter unexpected issues while working in the field.

Office 365 allowed SP AusNet to reduce IT costs, increase corporate flexibility and enable field staff to communicate more effectively with each other and company resources. With mobile email, field technicians are no longer restricted to receiving information updates through voice or SMS messages. Now, SP AusNet's Control Centre can send detailed pictures, map, weather information and technical drawings, which allows field technicians to better plan their work and complete it faster.



## BREAK THROUGH ASSUMPTIONS ABOUT WHAT'S POSSIBLE

Everything your employees need to innovate, perform, and grow is now accessible from one place on any device. They no longer need to bounce around from one application to the next to execute tasks – and can cut the cord to “their” computer and work from wherever they wish. They can instead quickly search for and access the information they need, collaborate more easily, and stay connected from anywhere. Let Office 365 help you transform the way your company works to take full advantage of your environment, accelerate productivity and meet the needs of tech-savvy employees.

Transform the way you work  
with Office 365.

The reimagined manufacturing and resources work environment is available now with Office 365. Take better advantage of your human and information resources to get ahead in today's hyper-connected world. Office 365 and companion applications let you conveniently achieve more in your data-rich, day-to-day environment.