



# SWORD

UPGRADE YOUR BUSINESS

## Collaboration Workspace

## NNE

### NNE Leverages Collaboration Workspace to Complete Pharmaceutical Plants 60% Faster Customer Details

#### Background

NNE is a leading supplier of engineering and construction services to the worldwide pharmaceutical and biotechnological industries. The company's technical competencies span engineering, construction, validation, start-up optimization, reconstruction for product development and production plants, laboratories and more. A subsidiary of Novo Nordisk A/S, NNE has functioned independently since 1991, and is headquartered in Denmark with subsidiaries in China, France, Switzerland, Sweden and the United States.

#### The Challenge

In 2001, NNE set a goal of becoming the first engineering firm to build biotechnological and pharmaceutical factories in 12 months or less from order to occupancy. This time frame, a stunning reduction from the 36 months typical of its competitors, would be certain to enshrine the company as a world leader in fast-track building.

To make its goal a reality, NNE carefully nurtured select strategic partnerships rather than relying on a loose constellation of vendors and suppliers. The company also developed a range of innovative, exceptionally effective processes in order to elevate its operations to the level it wished to occupy.

But before NNE could run construction projects the way it believed they could be run, the company needed the right enabling technology. It needed a strong, enterprise content collaboration system—one that could be run, the company needed the right enabling technology: a strong, project centric document and collaboration system. One that could provide overarching control capabilities, integrate processes with partners and customers, make current information available everywhere at once, and fully integrate with the company's existing enterprise resource planning (ERP) systems.

NNE needed to ensure its engineers were making their best designs available to everyone who could use them. And the company needed a system that would be easy to use and offer quick, obvious benefits; otherwise, adoption would lag. NNE had tried in-house solutions but decided the total cost of ownership - including maintenance, support, etc. - was too great. Still, the company wanted a flexible system it could customize as required.

#### The Solution

NNE uses modular engineering practices and Collaboration Workspace to great effect. NNE systematically breaks down its fast track projects into discrete, recognizable modules both from a process perspective and a physical perspective. The company's modular design process divides huge construction projects into small segments that can be expedited as required using repeatable, best practice solutions. Just as important, NNE's modular engineering breaks down physical plants into plug-and-play sections that can be independently manufactured and tested offsite.

Excellence in Life Science  
Consulting and Engineering

#### Customer Details

NNE

[www.nne.biz](http://www.nne.biz)

#### Industry

Engineering and Construction

#### Challenges

- Become the first engineering firm to build pharmaceutical and biotechnological plants in 12 months or less
- Enable overarching project control capabilities
- Integrate design and construction processes with partners and customers
- Make project information available in real time to multiple, geographically dispersed parties
- Implement easy-to-use system that delivered quick and tangible benefits

#### Results

- Record Breaking 60% faster project completion
- Improved project and program visibility
- Enhanced internal and external collaboration
- Low-maintenance solution
- Improved project and program controls

The onsite arrival of the modules is tightly orchestrated to accommodate their designed placement in the facility. Individual modules are so self contained that the final, onsite assembly process involves only the mating of simple interfaces via pipes, wires, drains, etc.

This approach takes advantage of the deeper and more flexible resources available beyond the worksite. And it avoids many of the constraints typically imposed by construction sites — such as limited access to qualified test personnel and quality assurance resources — that add time to a project. Modular engineering also means future expansion can be planned during the initial construction, and implemented later in the same efficient way. Thanks to fast track engineering, NNE can begin construction in earnest before the final process design is complete. As the functional modules are being manufactured, concrete is being poured; meanwhile, NNE engineers are still designing the facility's control systems.

"In many ways, Collaboration Workspace makes it possible for us to do what we do," says Bo Memhave, NNE business director and CIO. "It's an excellent tool that really gives us the advantages we need, and enables us to take on the kind of projects we want to take on."

## The Results

### *Improved Project and Program Visibility*

Memhave stated that Collaboration Workspace gives NNE an up-to-the-minute design and construction overview of what needs to be done and ties together all the individual phases and participants. The company leverages Collaboration Workspace to efficiently and safely distribute documents from its United Kingdom data center to design teams across time zones and around the world. Collaboration Workspace workflows also enable project managers to design and enforce critical document-control business processes and solicit comments on documents from partners and clients across geographies.

### *Enhanced Internal and External Collaboration*

"Collaboration Workspace has also proven to be the ideal tool to help us collaborate with our partners and bring new pharmaceutical products to market faster than ever before," said Memhave. "By creating reusable processes, we can build collaboration solutions on demand. And the easy-to-use

Windows interface makes it easy to bring in new partners with little or no training."

### *Low Maintenance*

NNE also takes advantage of Collaboration Workspace's open and published API. "We customize the software to simplify ongoing project support and administration," said Memhave. "For example, if you lose your password, we've configured Collaboration Workspace so you can go directly to our website, press one button and immediately receive a new password. Our goal is to eliminate wasted time whenever possible."

NNE can add new projects to the system simply by filling in some form fields and pressing a button. "This generates a whole new workspace and rolls in our standard layouts in just a few seconds," explained Memhave.

### *Improved Controls*

Memhave added that authorized users can always access the documents that are necessary to perform their jobs. But when it comes to data entry, the system enables the company to maintain data integrity through the use of dedicated document supporters. "We don't want hundreds of engineers inundating Collaboration Workspace with information," said Memhave. "NNE's document supporters act as gatekeepers, filtering the information to be published."

Document supporters rely on Collaboration Workspace's 'Rader tool, which enables them to create a special repository, akin to a physical three-ring binder, for bringing together related documents - such as a series of plans related to a specific area of the building, or a specific discipline. NNE can then restrict individual partners and subcontractors to particular Binders, allowing them to find the information they need quickly.

When asked how Collaboration Workspace has changed the way NNE manages project communications, Memhave responded, "in the old days, you'd send out a lot of information in all directions and hope it got to the right people at the right time, and to none of the wrong people. But with Collaboration Workspace, a project manager can just check the task list to gain one single view of his or her projects' health. And the information is totally secure."

#### **SAN FRANCISCO**

t 415 882 1888

#### **HOUSTON**

t 713 267 2330

#### **CHICAGO**

t 312 447 5600

#### **NEW YORK**

t 212 279 2300

For further information please visit: [www.sword-ctspace.com](http://www.sword-ctspace.com)  
or email us at: [contact-us@sword-ctspace.com](mailto:contact-us@sword-ctspace.com)

**SWORD**  
UPGRADE YOUR BUSINESS

For a complete listing of our  
offices please visit our website

[www.sword-group.com](http://www.sword-group.com)