

# BSW Timber

Interact has improved communication across BSW's 7 sites and between departments and reduced the strain on their email system.

## The Organisation

BSW Timber is the largest sawmilling business in Great Britain producing a total of over 700,000m<sup>3</sup> of sawn timber per year. BSW Timber supply sawn timber products to customers in the Construction, Pallet and Packaging, Fencing, Decking, Joinery and Cladding product sectors.

BSW sawmills are located throughout the UK and Latvia. Group Headquarters remain in the town of Earlston in Berwickshire, where the business originated. Today the firm employs over 650 people and has a turnover in excess of £110 million.

## The Challenge

Before installing Interact, BSW used a series of network drives and email to store and share documents. This became unsuitable as there was no means of document version control and finding a specific document or file in the shared folder was very time consuming as there was no search provision.

Also, the continued growth of email usage was placing strain on email servers and network infrastructure.

## The Objective

BSW needed a system that could integrate with their current IT infrastructure and provide users with a simple, straightforward approach to navigation and contribution. It needed to have enough flexibility to grow with BSW's changing requirements.

Particular objectives were:

- To improve communications within BSW, across BSW sites and between business functions.
- To provide an improved communication platform; this would enhance and control the process of information distribution.
- Through readily available information, the concept of best practice in all business functions would be more achievable.
- The Intranet would provide an infrastructure that would ensure standardised information

and reports while not compromising the flexibility of the business.

- Easy to use and flexible system able to grow with changing requirements.
- The Intranet would provide a user-friendly platform which would make the process of obtaining / receiving / submitting information more efficient, leading to a reduction in duplication of effort and protracted searches for key information.
- It would reduce the strain on the email system.

## The Solution

Before BSW selected Interact they conducted an evaluation of a number of intranet solutions. These were measured against the following criteria:

### System Proposals

- Compatibility
- Software Requirements / dependency
- Hardware Requirements / dependency
- Functionality
- Simplicity
- Intuitiveness
- Shelf life

### Project Execution Proposals and Plan

- Approach to quality
- Proposed timescale
- Method
- Relevance of plan to specification



**Organisation**  
BSW Timber

**Sector**  
Sawn timber products

**Objectives**

- Improve communication and information sharing across departments and sites
- Reduce strain on email system

**Solution**  
Interact Intranet

“ We chose Interact because we recognised that it allows us to meet our objectives for Phase 1 of our Intranet, whilst having enough functionality within its modules for us to grow and expand over time. It has improved communication across our seven UK sites and helped to harmonise reports and procedures. ”

**Eve Johnson**  
Intranet Project Team  
Manager, BSW Timber



**Supplier Project Team**

- Experience
- Skill set
- Resources
- Communications plan
- Interview performance
- Personality
- Compatibility

**End Product**

- Functionality
- Simplicity
- Intuitiveness
- Relevance to specification
- Enhancements

**Interact outscored competitors in all areas of the above evaluation criteria.**

BSW particularly rated Interact's simplicity and flexibility, as well as the increased functionality offered by the business application modules which would enable their intranet to evolve with their business needs. These qualities, coupled with the excellent support package, made Interact the obvious choice.

BSW has incorporated additional business applications into their Intranet:

**Workflow & Forms Manager**

This application will enable them to easily create forms and build sophisticated rule-based workflow moving their business processes online and making them easily accessible to everyone through the Intranet.

**Advanced Document Manager**

This application is used to manage all company

policies, procedures, technical references, work instructions and forms. It is the first time that BSW has been able to store / access these documents from one central location.

**Intranet Governance and Management**

BSW have appointed an Intranet Management Group. This Group meets quarterly to monitor performance and suggest development. In each department there are Business Function Champions who are responsible for all information within their department and at each site they have appointed super-users. Super-users are members of staff who have received additional training (provided by Odyssey) to enable them to provide technical and administrative support at each site.

**Ensuring success - the launch**

BSW embarked on a training roadshow around all of their sites. There were different levels of training for different audiences, e.g. a three hour session for those who would be adding and maintaining articles / sections, and a one hour session for those users who would only be navigating the system. This meant that everyone was involved and helped achieve user 'buy in' and enthusiasm for the new system.

**Maintaining Interest / keeping usage high**

Hyperlinks for news items are regularly emailed to users. Also, promoting the fact that the Intranet is the only place to find key business reports and up-to-date documents has been crucial to the continued success of BSW's intranet. They will also be publishing an electronic newsletter via the Intranet.

**Key Benefits**

- Improved communication and information sharing between departments and sites.
- Reduced strain on email system.
- Standardisation of key business reports.
- Improved document management. BSW now have a centralised area for documents that can be managed easily, with versioning and an audit trail. It delivers real benefits to staff and management, as they always know which is the most up to date policy or procedure.

**Functionality**

- Content Management
- Searchable Staff Directory
- Search Engine
- Alerts (Transactional Messaging)
- Security Platform
- Configurable Structure
- Online System Administration
- Multi Dimensional Menus
- Mandatory Read Facility
- Homepage Manager
- Corporate Calendar
- Football Challenge
- Document Manager
- Statistics
- Voting & Polling
- Workflow & Forms Manager
- Discussion Board
- KPI Manager

**Technology**

The system runs on a Windows 2003 server. All information is managed via a Microsoft SQL Server 2000 database.

The Intranet is accessed via Internet Explorer 6.0 and above web browser.

