

Case Study

NOVARTIS

Novartis simplifies the sharing of information between departments, increasing innovation and generating new opportunities, with Hivemine's AskMe platform.



Novartis, the fourth largest pharmaceutical company in the world, focuses on developing medicines to prevent and cure diseases and promoting general health and well-being. Novartis has over 100,000 employees, operates in 140 countries and generates \$28.9 billion in sales.

Challenge

Novartis had three main challenges they wanted to address:

- 1) Enable teams to easily work together:** Both the R&D teams and Marketing teams required a platform to enable them to easily communicate with one another, even though they were dispersed around the globe.
- 2) Connect departments around the world:** By facilitating a connection between innovators from R&D and Marketing, Novartis wanted to promote innovation and increase communication.
- 3) Centralize information sharing:** Novartis needed a one-stop place where all R&D and Marketing employees could access information and facilitate knowledge exchange.

Solution

Following an evaluation of products and services available on the market, Novartis decided to utilize Hivemine's AskMe platform. Almost immediately, Novartis increased efficiency across the organization, saved valuable research time and money and generated new and better opportunities. "We have our R&D scientists and Marketing experts spread across multiple countries. Not only people, we have numerous data sources containing thousands of invaluable research papers, laboratory results, marketing strategies etc. The only way we could have made our drug innovation and marketing process faster and efficient was to connect these people and content centrally. AskMe provided that platform," says Alberto Paredes-Diaz, Head of Global Medical Affairs at Novartis.

Their AskMe knowledgebase is now comprised of over 800 employees from R&D and Marketing, more than 10,000 available documents and approximately 100,000 hours of research and development work.

About Hivemine

Hivemine provides social business software products, including AskMe, an award-winning solution that delivers business-ready social media tools on top of a knowledge management and business process management foundation.

AskMe tackles business challenges such as expertise identification, employee disconnect and knowledge erosion to help organizations create and leverage knowledge capital—a strategic asset that can speed innovation, reduce costs, and improve customer service.

Enterprise-Proven, Small Business Ready

Hivemine helps companies socialize their knowledge in complex enterprise Fortune 500 environments as well as small and mid-size businesses. From sophisticated workflow features to deep integration capabilities including Microsoft SharePoint, Hivemine is proven in the enterprise and ready for deployment in any size of organization.

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