



HMN strengthened internally

HNG and Naturgas Midt-Nord (now named HMN Naturgas I/S) decided to merge their operations administration in order to streamline their joint organization and promote knowledge sharing across geographical and psychological boundaries.

Getting the two companies' administrations to work together was a major task, as a great many different systems had been developed and were functioning separately of each other in the smaller departments.

The solution for streamlining the organization was GoPro.

Overview

■ **The challenge**

When HNG and Naturgas Midt-Nord merged to HMN Naturgas I/S, they needed to implement a joint case and document handling system that could replace the numerous different systems used by the two organizations and thus forge close user ties across the organization. Common work procedures were to be established following the merging of the two companies so that the whole administration could fully exploit competencies and resources.

■ **The solution**

Following lengthy deliberation, HMN chose GoPro as their case, document and process management system to manage documents, contacts, e-mails and process flow from a central server. HMN is using GoPro on Lotus Domino platform.

■ **The The Result**

With a well-integrated solution based on GoPro HMN has now a system that makes it easier for the staff to find and handle company data. Today, it is therefore easier to document compliance with statutory requirements and share knowledge across the organizations.

GoPro is an electronic, portal-based case, document and process management system. The solution HMN chose is running on IBM Lotus Domino. A lot of the employees at HMN were already used to work with Lotus Domino.

There were an incredible number of processes that could be optimized using GoPro in the merging of the companies' administrations. It ended up in more than 30 processes including everything from sales to product departments.

Knowledge sharing across the organisation

Today, knowledge sharing and efficient document management across large organizations is one of the fundamental values for a well-run company. The results of the new GoPro solution is already apparent. All users have now been set up and staff training is well

"It is incredibly important to have precise business procedures in an industry such as ours. We are a company with a pipe monopoly but we are also the owner of companies that supply gas. EU statutory requirements mean that we constantly have to be able to document that competition regulations are being observed – GoPro has made it easier and clearer for us to document that we are complying with these rules," explains Bjarne Mortensen.



Bjarne Mortensen

underway. The system makes it easier for staff to find and use information in their day-to-day work. It is a huge advantage for employees that are not located at the same offices to have access to exactly the same data in both places and no longer have to transport tons of data from one location to another.

It has made a big difference for HMN to acquire a system that is constantly updated and stores information across departments. When they are working on projects that require knowledge and input from several departments, GoPro automatically updates information on project participants and new participants as they join the project. After implementing GoPro HMN therefore no longer have to search different databases or call round to find contacts. They share contact information across the organization so that everyone can see which people are relevant in which situations. This has already saved HMN an incredible amount of time.

Knowledge and efficient staff

All in all, GoPro search functions have made it easier to find relevant information the HMN staff. It saves time when the system manages documents and when knowledge is now shared automatically and efficiently across the merged departments.

The advantage of the system is also that most of the workforce already feels at home with the system. Everyone is familiar with IBM's Lotus Notes, and GoPro is built on the same system, which made it very easy to migrate to the new system.

GoPro has a significant impact on the day-to-day work of the HMN workforce and their ability to supply facts and information to collaborative partners, suppliers and authorities.

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