

ØSTFOLD ENERGY – A COMPANY ENJOYING RAPID GROWTH

Streamlining business processes with the help of 360°

When the Østfold Energy moved from being a traditional electricity supplier to focusing on developing new areas of expertise and new services, the need to achieve simpler and more efficient completion of day-to-day work processes grew, along with the need for secure storage of information. The company now uses 360°, an application for information and document management which helps Østfold Energy to work smarter.

“Our workforce made it clear to us they hoped for a number of positive modifications to our process. These included: access to a shared electronic archive; the organisation and storage of email, documentation and work instructions; project tools; improvements to the catalogue structure; output verification, etc. After a comprehensive evaluation of available applications for document management and collaboration, our choice had to be Software Innovation’s 360°,” says Trude Bjerjing-Strand, Head of IT at Østfold Energy.

Software Innovation has almost 20 years experience with clients in the energy sector. Østfold Energy played an active role in the development of 360° 4.0 for energy providers. This means that the company now has an application which contributes to them being better prepared for the future and the further expansion of the company.

Complete overview and verification

360° is a tool that gives Østfold Energy a comprehensive overview of all types of documentation and contributes to ensuring that all archive-worthy materials in the organisation are looked after properly. Due to integration into a broader search facility, employees can have fast access to information by carrying out simple searches in archives, email and other business applications. The fact that the application is built in SharePoint is an advantage for Østfold Energy. They are familiar with work rooms in SharePoint and can use 360° web elements in existing SharePoint portals.

“Østfold Energy often uses freelance consultants in their projects and SharePoint point allows them to produce documents for 360° through a SharePoint work room,” Bjerjing-Strand says.

Product: 360°
Industry: Energy



About Østfold Energy

Østfold Energy is an energy supplier with ambitious plans for expansion, running its own energy production facilities as well as operating through co-owned companies. In addition to having large and small scale hydro power plants in the Inner Sogn, Østfold and Nordland areas of Norway, the company is involved in renewable energy production from waste, district heating development, wind power and other regional creative and innovative activities. The company co-owns numerous renewable energy companies in Norway, including Norwegian Green Energy AS, Norwegian Hydro Power Production AS, Bio Heating Sarpsborg AS, Zephyr AS and Rygge Civilian Airport AS.

The company is owned by Østfold County Administration and thirteen of the county’s municipalities. Alongside running their existing facilities, Østfold Energy is constantly working on expanding them while also developing new facilities within their areas of focus. Østfold Energy currently employs around 90 people, many of whom also work in their co-owned companies.

360° is the only case and document management application on the market to be built on SharePoint and can therefore use the full range of this platform’s plentiful options for process support, group collaboration, social networking and retrieving information.

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Everything in one place

At Østfold Energy the most important uses of 360° are case management, system documentation and project and contract management. The application ensures that business systems and processes are documented for future use.

“With Energy 360° we are able to work using one single document archive. This allows technical documentation of facilities to be transferred directly to 360° and important documents like instructions and procedures are categorised as separate document types within the application. It is essential that all procurement and delivery projects are documented in accordance with Norwegian supplier regulations,” says Bjerjing-Strand.

“A lot of time is saved because case managers have access to all the relevant information in one place and always have an overview of the latest versions of documents and related correspondence,” she continues.

NOARK support and integration into bespoke systems

Energy companies are to a large degree regulated by the public sector in Norway. This means they are required to satisfy the NOARK standard of regulations. 360° supports the NOARK standard, but can also be used independently of it. The application is extremely well suited to integration and interaction with existing bespoke systems – this allows information from a wide range of systems to then be presented and processed within a shared interface.

“At Østfold Energy, we have integrated 360° with our company’s accounting and maintenance system, IFS. This allows us to work more simply and efficiently, have access to accumulated information and avoid duplication,”

Trude Bjerjing-Strand, Head of IT at Østfold Energy

This integration makes it simpler to associate external documents to objects in IFS. The integration is user-friendly and familiar for IFS users.

“In the initial phase, the integration connects IFS construction objects, different types of job orders and the archiving system. In the longer term, Østfold Energy plans to expand the scope of this integration and potentially attach the 360° elements for case and project work to specific IFS objects.”

User-friendly focus

An important aspect of putting 360° in place for Østfold Energy users consisted of having a good desktop for information management and document production, which creates structure and grants an easily accessible overview. Collaboration across the organisation, including contributions from external consultants, had become an increasing part of the working day for the organisation’s staff. The aim was for staff to work smarter and more efficiently, as well as having an engaging and uplifting user experience.

Om 360°

360° 4.0 is an important tool for Østfold Energy. They have secured the application in order to ensure effective document management, achieved by gathering in one database the processes for structuring and looking after email, electronic archiving, comprehensive production of documents, collaboration across departments and project management.

Application of 360°

- Case management
- Archives
- Document management including email (integrated with MS Word and MS Outlook)
- Collaboration / Project Rooms
- Contract management
- Policy Documents and Handbooks

“The employees now have desktops specific to their job role, giving them an overview of their own and their department’s workload, projects and contract archive, as well as recent documents and ongoing cases. 360° allows us to relate to a good database which is in accordance with Østfold Energy’s archiving regulations.

“Despite having a multi-company structure, with physical distance between users, everyone has access to the very same database. We have differentiated access to information, allowing sensitive information to be well protected,” explains Bjerjing-Strand.

With 300 employees, Software Innovation is one of Scandinavia’s leading providers of software for case and document management, collaboration and process management. The company has been helping organisations in the private and public sectors to control, manage and share information and documents for over 25 years.