

The BOC Group Case Study

Background:

As part of The Linde Group, BOC Gases, with its 120-year history of customer service, today operates around the globe. Their business and reputation is built around their customers. Whatever the industry or interest, they continue to respond to its needs as quickly and effectively as possible. The ever-changing requirements of customers are the driving force behind the development of all their products, technologies and support services.

The Linde Group adds value to a diverse range of industries and organisations worldwide. The expanded company operates in some 70 countries, employs 53,000 people and has annual sales of €12.7 billion.

Situation:

As in any large corporation, Human Relations is an integral part of company operations. Managers must be supported with the most up-to-date company policies and governmental guidelines. Servicing over 450 line managers and 4200 employees in the UK/Ireland Division, The BOC Group needed a knowledge management solution to store the Human Resource documents for accurate and easy retrieval. What's more, the system needed to allow varying permission level members to view pertinent content based on the position of the manager.

Strategy:

The BOC Group selected the Novo Knowledge Base Software to house their Human Resource information. Articles were very quickly created from existing intranet documents. Soon HR documentation, from career development articles to grievance policies, was housed within the easily searchable knowledge base system. Managers were assigned permissions, so secure company information was retrieved appropriately.

Results:

The BOC Group says, "the system is working great...no complaints". Installation questions were handled quickly by the Novo technical support department and the project is deemed a success.