



## Case Study: Novartis Vaccines

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SharePoint Consulting Services

### **The Client**

The Novartis Vaccines and Diagnostics division is a leader in providing products to fight more than 20 vaccine-preventable viral and bacterial diseases. It is the world's fifth largest manufacturer of vaccines and the second largest producer of influenza vaccine. Novartis Vaccines has a strong global presence, most notably in Europe, with its centers of excellence in Germany, Italy and the UK—where it is among the leading suppliers of several crucial vaccines.

### **The Challenge**

Novartis Vaccines needed a primer for a diverse group new to SharePoint technology. The company sought a professional who not only knows the ins and outs of SharePoint, but also could effectively communicate technical information to SharePoint novices. In addition, Novartis wanted live training in its environment, focused on real-world problems and applications, rather than training from a presentation or a canned demonstration.

### **The Solution**

After an initial two-hour consultation with SharePoint Solutions Consultant Kevin Pine, Novartis Vaccines purchased 24 hours of flexible, web-based consulting time. "For me, it was the only way to go," said Michael Donnelly, Director, Strategy & Operations for Global Public Health & Market Access. Having three straight days of training would not have been the best use of time, he believes, because people would have been overloaded with information and there likely would have been scheduling conflicts.

Donnelly noted that having flexible times not only was more accommodating to schedules, but also gave participants an opportunity to practice in between sessions, apply what they learned and then come back with new questions. While Pine's primer thoroughly covered SharePoint basics, he also was able to provide practical solutions to problems participants were dealing with on a daily basis.

Donnelly especially commended Pine's patience, flexibility, "handholding as people learned" and his ability to put forth a more complex solution when needed.

"Kevin would get an idea of what someone wanted to do, and then he showed the possibilities of how it could be done." Donnelly said. "He was willing to try things and see if they worked; if not, he had a Plan B and a Plan C, with different ways of accomplishing a task. He used a variety of tools rather than trying to use one tool for all problems, and he provided us with very individual solutions to our problems."

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Pine also showed team members how to experiment on their own. “He didn’t come across as being an overly technical person, but when needed, he would demonstrate solutions we never would have figured out on our own,” Donnelly noted.

One specific task was transitioning the group, which supports global marketing teams, from using folders to metadata. “We sensed the metadata elements were missing, but we couldn’t place our finger on it. After Kevin’s primer training, the light bulbs went on – this is how to organize information, not in folders but in applicable columns,” Donnelly said.

The SharePoint basics Pine taught during his consulting stint are now being shared among group members as they bounce things off each other and continue learning from one another.

“In a lot of cases, the solutions are self-perpetuating and have many additional applications beyond one use. If Kevin had just presented information rather than taking the time to show us how and why, we would not have gained as much out of his consulting,” Donnelly stated, adding, “He’s provided us with a living tool.” The before and after aspect of the time Pine spent with the Novartis team was recently illustrated when Donnelly, some of his team members and Pine were reviewing areas of improvement from the site of some internal colleagues.

“We realized that a month or two ago our site looked just like theirs,” Donnelly noted with a touch of irony. “To me, that’s the real value of Kevin’s consulting.”