Collaboration

ISW

Cochlear®

ISW helps hearing experts talk and listen better

Result? Improved teamwork across continents.

ISW has been working with Cochlear Limited since 2006 on a number of different technology projects. During 2011, Cochlear identified major problems in co-ordinating real-time communications between their global offices and laboratories, and began investigating IT options for a web based social business collaboration platform. In particular, they searched for a solution that was capable of hosting their entire global user base.

PHOTO: ETHANROHLOFF.COM

Cochlear is the world's leading manufacturer and supplier of hearing implants, with over three decades of business success.

SOLUTION

After evaluating various technologies and vendors, in June of 2011, Cochlear selected ISW's proposed solution, IBM Connections. To provide these services, ISW allocated a number of resources to the project, including a Senior Systems Architect, two Senior Systems Engineers, a Senior Software Engineer, a Project Manager and a training professional.

Premier
Business
Partner **IBM**

Ready For
Social Business

Over the following weeks, ISW worked with Cochlear to implement the solution. ISW provided the following professional services:

- System architecture and design;
- Installation of IBM Connections 3.0.1, including supporting WebSphere, Domino, DB2 and Tivoli Directory Integrator software;
- Customisation of user interface;
- Configuration of system settings and notifications;
- Integration with existing Cochlear LDAP for authentication;
- Integration with existing custom Cochlear directories for profile population and maintenance;
- User adoption strategies; and
- Project management.

A trusted partner

In adherence to ISW's project management methodology, a number of lessons were documented and shared with the team, in order to learn from experience. From a technology perspective, during this project ISW recognised that through better use of VMware templating capabilities, ISW could more rapidly deploy IBM Connections environments through leveraging pre-packaged, pre-configured VM servers with minimal re-configuration required. As such, ISW has developed a range of VMware templates that enable rapid deployment and configuration of hosted IBM Connections environments.

This project also had a number of quite specific technical requirements, such as personalised file quotas for senior managers, and customisation to specific communities to alter the user actions available.

RESULTS

Cochlear's entire employment base of 2700 globally now have the world's best enterprise social business platform[1], and each other, at their fingertips. Anyone at Cochlear can call upon internal expertise with ease and consistency, whether collaborating across the room or across the globe.

ISW has always understood that when implementing social business tools like IBM Connections, the technology is only 20% of the problem. The other 80% of the problem is addressed through focus on user adoption. Throughout this project, ISW provided Cochlear with user adoption strategy consulting. ISW learned that whilst on-boarding adoption strategies are important, ongoing engagement requires different approaches, but is far more valuable to the business.

As such, ISW's understanding of user adoption challenges has matured over the years, and knowledge and experience of different industries and corporate cultures positions ISW as a trusted resource and solution provider of organisational adoption challenges.

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[1] Gartner Magic Quadrant; 2010, 2011, 2012, 2013, 2014.

A trusted partner

Since the initial implementation, ISW has successfully implemented a number of related projects for Cochlear, including:

- Implementation of Kudos Badges as a key user adoption strategy
- Upgrade of IBM Connections from 3.0.1 to 4.5
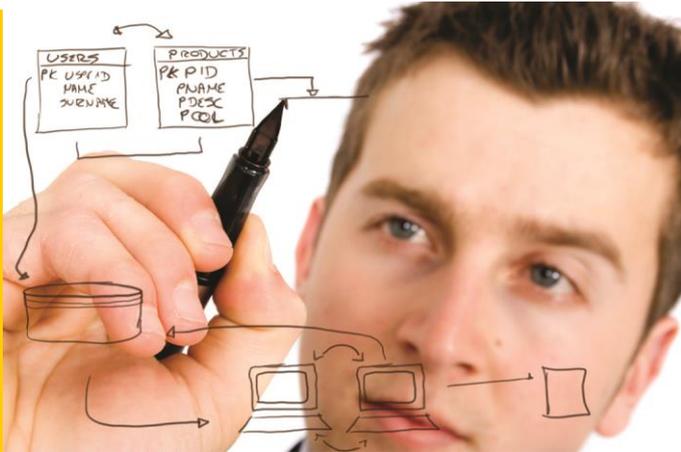
Today, ISW continues to provide managed hosting services to Cochlear for their IBM Connections environment. ISW provides the following post-implementation services to Cochlear Limited:

- Server hosting
- Server monitoring
- Regular environment health checks
- Upgrades and maintenance of servers, operating systems, and IBM Connections software
- Service desk for managing incident and problem reports, and service requests.

For More Information

What ISW helped this client to achieve with integrating IBM Connections, it stands ready to help other companies achieve too. Please get in touch to schedule a discussion to learn more.

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