

Delivering Global Business Value...

... via Knowledge Collaboration

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How to
lead and create value through
accelerated change,
greater complexity,
uncertainty and ambiguity?

Knowledge Collaboration

as durable competitive advantage

We are the global specialist in energy management and efficiency technologies

25

billion € revenue
(FY 2013¹)

4-5%

of sales devoted to R&D

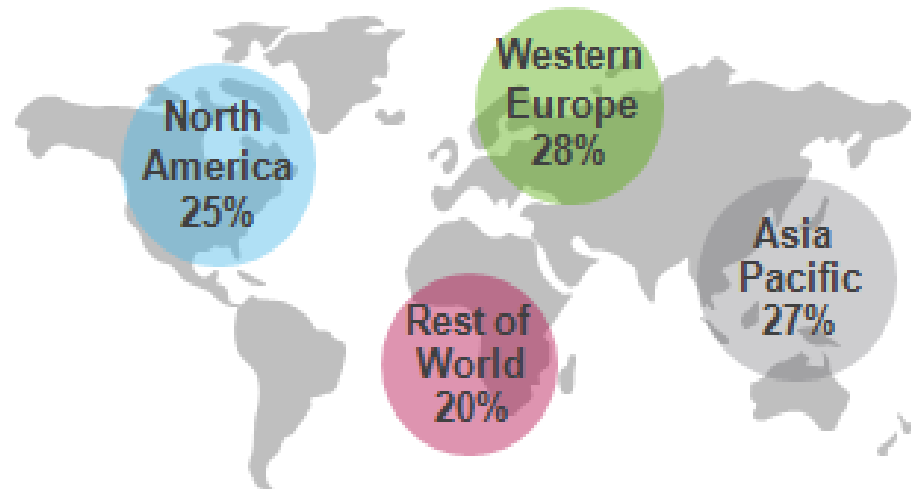
43%

of revenue in new economies
(FY 2013¹)

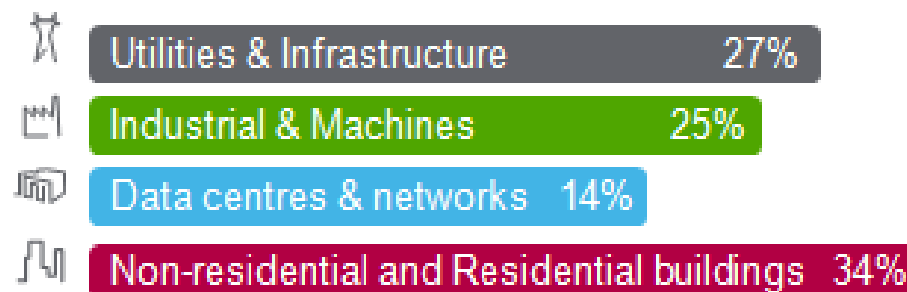
160 000+

people in 100+ countries

Balanced geographies – FY 2013 revenue¹



Balanced end markets – FY 2013 revenue¹



Making energy:

- Safe
- Reliable
- Efficient
- Productive
- Green



Healthcare Solutions Community

- Instrumental in winning the South Australia Health & Medicine Research Institute

« Schneider International Network is obviously a huge advantage to SAHMRI, in terms of enabling us to bring on board the very best development from around the world »

Prof. Steve Wesselingh, Executive Director, SAHMRI

- How did we win a world-class medical research institute project?.

- According to SAHMRI “the successful bidder shall:

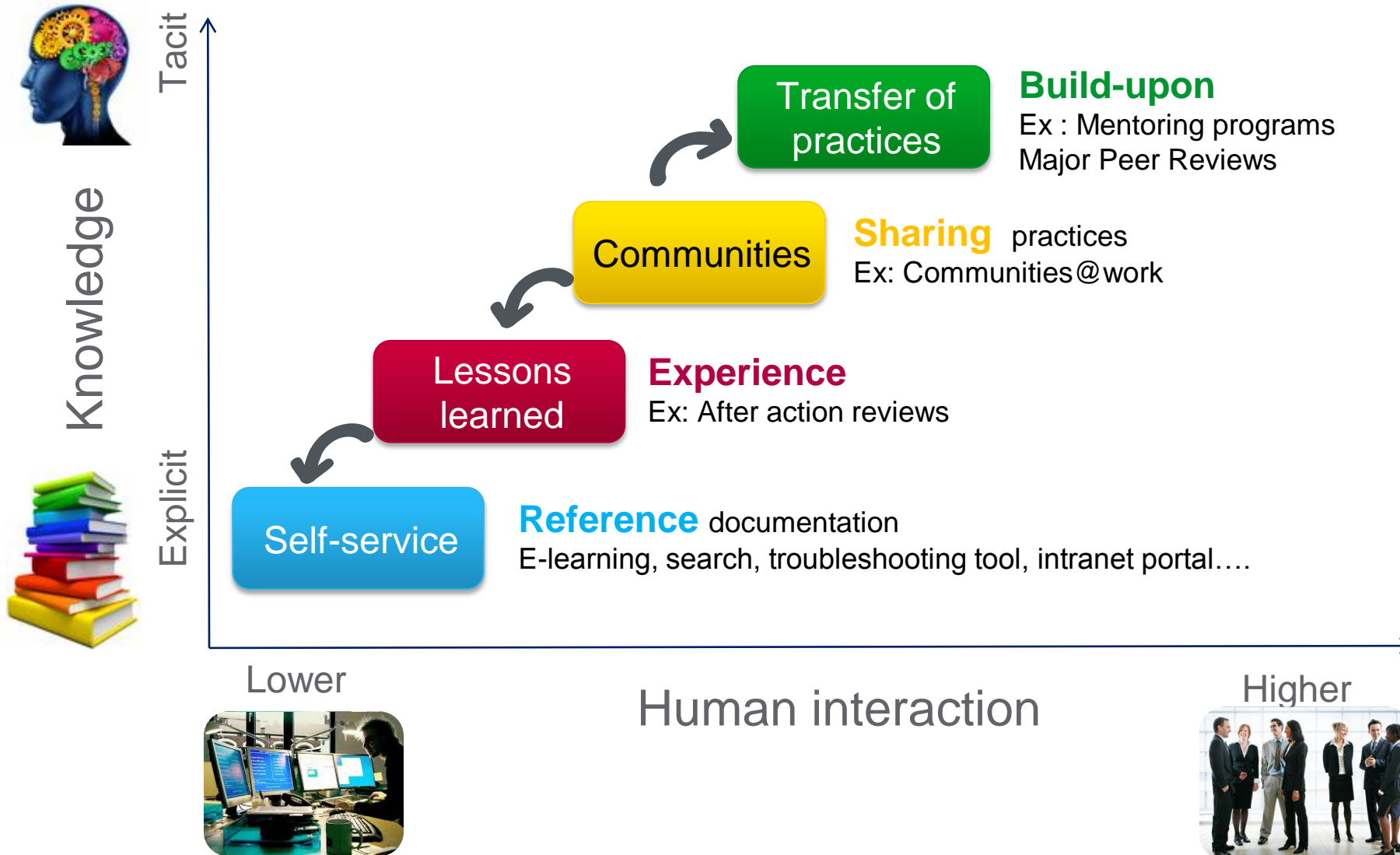
- Be a local organisation, supporting South Australian economy & community
- **Access global knowledge and best practices**
- Deploy cutting edge technology, actively promote innovation and creativity
- Be prepared to support SAHMRI’s

“We could not have the healthcare segment value to the customer without the community. Tacit knowledge is the most valuable knowledge; it enables us to make differentiating solutions, shared by KAM and solution architects.”

Michael Sullivan, Healthcare Solutions Community Sponsor

“Benchmarks and experience show that Communities are the foundation of virtually every mature KM Program”

APQC – The new edge of knowledge management - 2011



A **Community@Work** is

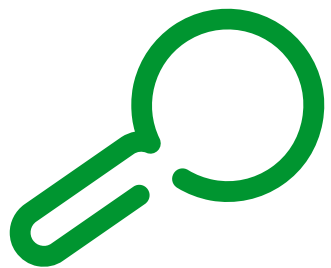
A group of people who share



Common objectives written in a **charter**

Collaborative working environment animated by the **leader**

Common strategic vision provided by the **sponsor**



130 Communities@work

24,000+ members in 100+ countries
150 community leaders



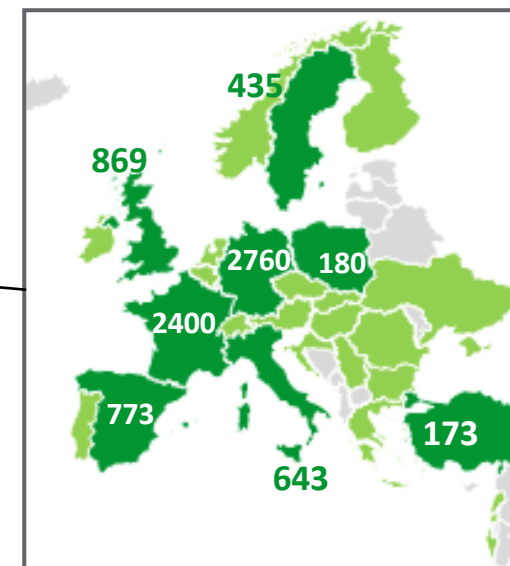
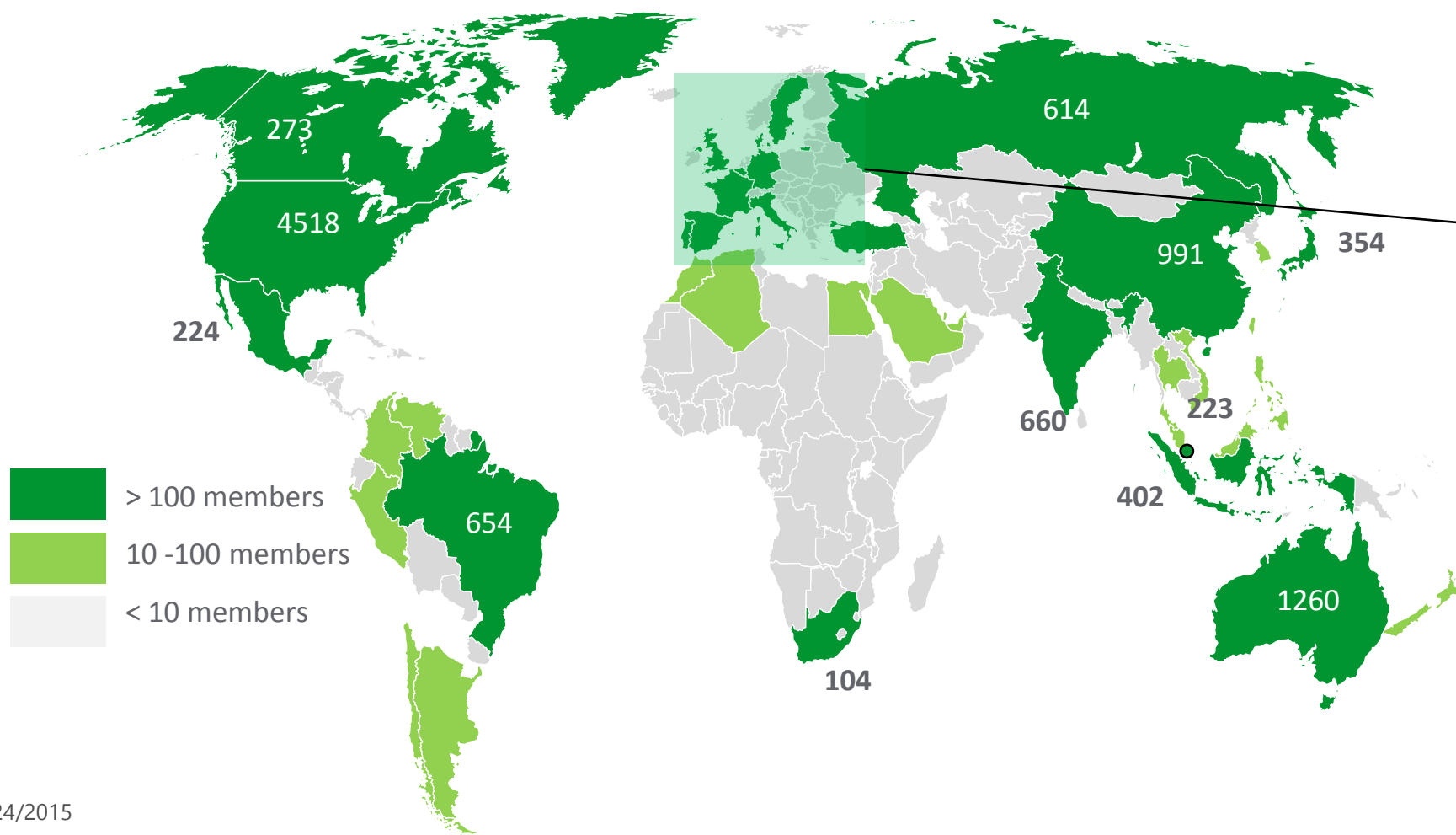
20

Communities voted actives by their members in **2013**



33

Communities voted actives by their members in **2014**



Schneider
Electric

Example of usage by communities on **Spice**



Sara El-Fandi

Posted to: **Solution Purchaser Community** and **1 more** March 29, 2013 at 18:28

Solution Purchasing Community: News of week 12 & 13 News about: 1. Next "à la carte Webex" 2. Next referent for Abriba e-sourcing tool 3. Finalized STARS commodities for Solution Market (SO) 4. New release of OTTO S&S tool Have a nice week-end



👍 | 🔄 | More ▾

Christophe Deschamps, Sophie GRUGIER and 3 more 👍 this.

Add a comment

News of the week



Subhas RCV

Posted to: **Execution Centre Community** **Network of Excellence (NoE) Spice** and **5 more** January 23, 2013 at 17:00

We are trying to develop and standardise our solutions for Mobil Grid (National Grid) company in Saudi Arabia, in view of high volatility standard (... Continued)

👍 | 🔄 | More ▾

Christophe Deschamps, Philippe DEBARTHELE and 4 more 👍 this

Show all 26 replies



Dear Colleagues, Thanks a lot for your input. Dear Nicolas, The file you posted was very interesting. Where do you have a vendor locally?

March 12, 2013 at 17:21 | 👍



Hi Subhas, need to get in touch with our people in Brisbane

March 19, 2013 at 11:00 | 👍

Mutual help



Fagih Moud

Posted to: **Agile Community** and **1 more** March 26, 2013 at 22:29

What are the biggest impediments that you face in the your agile adoption?

☐ Don't have sufficient skilled team members to form cross-functional team

☐ Lack of coaching/mentoring

☐ Reward structure prevents team collaboration

☐ Existing (waterfall) project management processes & habits

☐ Agile is being imposed without team buy-in

Poll to drive adoption



Philippe DEBARTHELE

Posted to: **Execution Centre Community** and **3 more** March 19, 2013 at 20:19

Execution center Webex #7- slot 1 - 9am CET Agenda: Community News + StruxureLabs develop EcoStruxure Reference Architectures by Customer Segment, Technical documents delivered, practical aspects of (... Continued)

Apr
15

You have not responded yet RSVP

April 15, 2013 at 10:00

Event Duration: 01 hours and 00 minutes



Call for webinars

Measure Business Value

ROE* instead of ROI



ROE*: return on engagement

NPS**: net promoter score

3. Efficiency

- Success stories with benefits
- The value realized

2. Engagement /satisfaction

- Community NPS**
- Voice of the members – Active community

1. Adoption and participation

- Platform measurements (Spice)
- Number of attendees at events

Value – Results 2014

24 100 community members assessed, 5100 voters
 126 communities short-listed including 23 Invensys (just acquired company

33 communities won the

20 in 2013

3000+ suggestions and examples of value

“Active participation and open communications from the field improves the culture, improves customer satisfaction and improves deployment of our solutions”

A large majority is satisfied with their community!

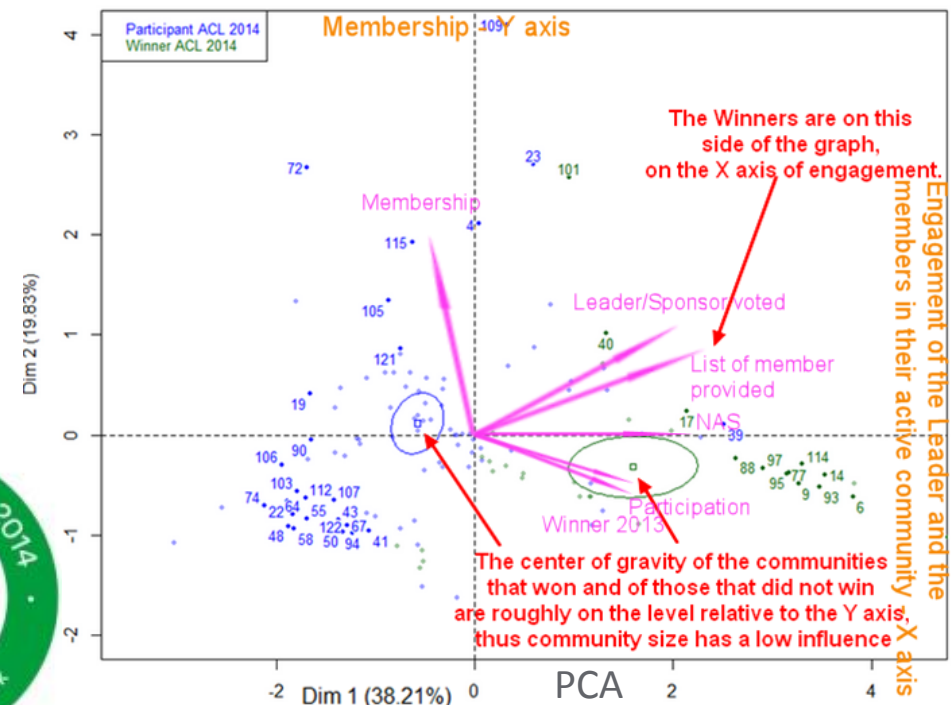
OVERALL

Participation = 21%; Net Activity Score = 61%; C@W-NPS = 29

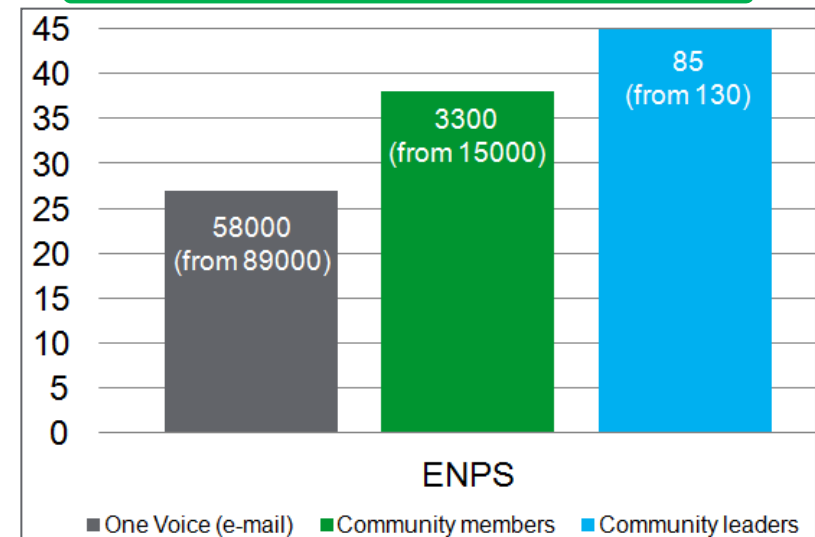
30 in 2013

56 in 2013

33 in 2013



Size does not matter



Community members more promoters

Microsoft Slides Removed
No IP Rights

Measuring business value discussion

Basic economics says that if you want to get return of any asset, you need to exploit it as often as possible.

Start to measure intangible assets such as intellectual capital via knowledge collaboration and business value via survey.

Knowledge sharing, improvements and reuse drives, efficiency, innovation, predictability, quality which in turn drives customer satisfaction.