



CASE STUDY

SSAB

COMPANY
SSAB

INDUSTRY
Manufacturing

LOCATION
Global

Sustainable steel company leverages M-Files solutions to lead a new journey into digitization and collaboration

As a highly specialized global steel company, Stockholm-based, SSAB is driven by a commitment to nurture close relationships with its customers. SSAB develops high-strength steel while also providing related services for better performance and improved sustainability. With production plants in Sweden, Finland, and the US, SSAB boasts an annual steel production capacity of approximately 8.8 million tons and, the company is currently planning to launch fossil-free steel into the market by 2026 and eliminate all company carbon dioxide emissions by 2045.

With more than 14,000 employees across 50 countries, SSAB has been using M-Files since 2013 for several critical business processes, including SAP Archive and Material Certificate Management (MCM).

HIGHLIGHTS



Automated workflows to manage multiple divisions




More efficient, fulfilled workplace for 14,000 employees



Enhanced digitalization of core processes to improve customer support

M-Files
The Smarter Way to Work.



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Gunnar Lindström

Director of EHSQ Management,
SSAB-Europe

KEY CHALLENGES BEFORE M-FILES

Digitalization: The journey to a more data-driven company

SSAB’s European division has recently focused efforts on the digitalization of core processes as they relate to enhanced customer support. During this journey, SSAB leaders began to map new ways to improve collaboration across shared systems. Joint production platforms require joint systems and shared steering and guidance in order to lead the way for other divisions.

In addition, a new internal challenge arose—SSAB completed a merger with Ruukki Construction, a Finnish supplier of steel-based building products and services. The two companies needed collaborative, common methods for handling vital processes, such as product certificates and customer feedback. They also sought a common production platform, support system, database, and unified management system. Within the European division, data had been stored in a myriad of varied platforms and older systems—some based on Lotus Notes, and others located in physical folders.

“We had two major requirements: The new system had to be based on our processes and not our organizational structure,” SSAB’s European Director of EHSQ Management Gunnar Lindström said. “In addition, documents had to be handled in a modern and professional way based on metadata, and not in the traditional way of searching and indexing.”

“There was also a need to communicate in the local Swedish and Finnish languages, as well as English for global needs,” Lindström added. “SSAB needed a common and integrated system, which had to be process-based and easy to navigate. We also required comprehensive search functionalities and connection to our document repositories. Documents had to be in printable forms when needed. It also needed to have a connection with SSAB’s intranet.”

THE M-FILES SOLUTIONS

Process visualization & intelligent document management

The solution consisted of two technical platforms: visualization of processes and organizations in QPR software and document management through M-Files. Structures drawn in QPR are communicated to M-Files and M-Files classifies how processes, activities, and organization parts are connected using AI functionality.

"We have a process-based way of working. This means that we have described the process owner role and have also dedicated e-learning solutions available to best define these roles. We also have a program called SSAB One, which focuses on improving processes from a LEAN point-of-view. This ensures that everyone works in an effective and secure way in accordance with applicable laws and regulations, with high quality, and with minimal environmental effects," Lindström said.

THE RESULTS

Metadata-driven solutions drive a continuing digital (and more sustainable) future

"Our process-based work strategy has helped us to identify common processes in the Europe division. When an employee can see the correlation of his process to other processes, it gives them a deeper feeling of engagement," Lindström said. "It's also important that all the improvements are now completed in accordance with accepted processes and workflows. Work is based on processes, not on organizational roles anymore," he added.

From a more technical point-of-view, the new system is easier to navigate and improves employee efficiency. Thanks to metadata, it's easier to find documents and check the contents. Employees can also build their own views of the document system, making it easier to create new documents and analyze existing documents. "All in all, we have been able to implement a process-based way of working with the help of digitalization and a data-based system," Lindström said.

WHY M-FILES?

M-Files is a global leader in information management. The M-Files metadata-driven document management platform enables knowledge workers to instantly find the right information in any context, automate business processes, and enforce information control. This provides businesses with a competitive advantage and substantial ROI as they deliver better customer experiences and higher-quality work with lower risk.

For more information, visit www.m-files.com.

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