

*"PrismaDoc is a fantastic Notes application, I love it! We are now handling our quality documentation in an efficient organized manner that gives our users the flexibility to work together in a large system without imposing rigid constraints."*  
 Auguste Goldman, Global IT Manager.



**AGA**  
 Member of the Linde Gas Group

*Linde*

## MANAGING QUALITY DOCUMENTATION AT AGA LINDE

### THE CHALLENGE

When the AGA Corporation, based in Sweden, decided to merge with Linde Gas, IT management recognized the importance of standardizing their quality system. Because AGA already had an internally developed Lotus-Notes based application in place, priority was based on finding an application that could accommodate this platform. Other requirements were finding an open, centralized system that could handle large document volumes across several sites worldwide, and could still offer be flexible in terms of user language and habits.

### ENNOV'S RESPONSE

When Mr. Auguste Goldman, AGA's International IT Manager, first spotted PrismaSuite at Lotusphere 1998, he was impressed with the wealth of functionalities the product offered. "Here was a Notes-based application that was capable of organizing quality documents in a truly sophisticated manner - the Ennov solution seemed much more complete than other products on the market," he stated. "We appreciated the central source database, the flexible user profiles, and the ability to let functional managers play a large administrative role reflecting the particular needs and work methods of their domains of responsibility." AGA executives were also pleased by the seamless integration offered between PrismaDoc and PrismaProcess. "We were really looking for a total Quality Management system that could incorporate document and Business Process management. PrismaSuite offered a complete solution that would be easy to implement and accessible to all levels of users."

AGA Linde is a global manufacturer and distributor of industrial, medical and specialty gasses and hardware, supplying plants, laboratories, hospitals, and manufacturing customers around the world.

AGA Linde is present in North & South America, Northern Europe, France, Germany & Central Europe.

## THE PROJECT

AGA Linde decided to set up an initial project for a total of 10,000 users. 2000 of these users are registered in the PrismaSuite system and can therefore participate wholly in the creation, validation, and distribution cycles of document management. 8,000 users have consultation rights only.



After preliminary training of AGA Linde staff, PrismaDoc was rolled out site by site across the world. A central unit feeds corporate information to each country unit. Within these country units, workflows and communication channels were established that to handle all validation all aspects of the document life cycle.

"For the most part, the project roll-out went very smoothly," stated Mr. Goldman. "From beginning to end, we were impressed with Ennov's professionalism. The system is now being used in several countries world-wide and the response from our end users has been very positive. They adopted the product easily and the move to a paperless, central source system was accomplished quickly without disrupting work methods already in place."

AGA Linde is now looking toward the future with plans to extend their use of PrismaSuite. PrismaSuite's scalable architecture allows large organizations such as AGA Linde to keep pace with changing business needs quickly and easily.



AGA Linde's short term plans for extended use of PrismaSuite include rolling out Ennov's double signature extension module, (designed to meet FDA requirements in the United States) and PrismaProcess, to handle the the management of AGA Linde's business processes.

## ABOUT ENNOV

Ennov produces a series of turnkey Knowledge Management solutions known as PrismaSuite. Thanks to its flexible structure and ease of implementation, PrismaSuite guarantees significant timesavings, rapid availability of information, content integrity and interconnection with company processes.

PrismaSuite is developed specifically for an Intranet/Internet environment. No client deployment is necessary. Users can create, administer, distribute, and consult content just by using a simple browser (Internet Explorer or Netscape Navigator).

The logo for Ennov, featuring the word "ennov" in a stylized, lowercase, blue font. The letter "e" is lowercase and blue, while "nnov" is in a larger, bold, blue font. A vertical blue line is positioned to the left of the "e".

[www.ennov.com](http://www.ennov.com)