



OFFICE365 @ HILTI

**CREATING A CONNECTED,
INFORMATION-ENABLED COMPANY**

ProIT, September 2018

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THIS IS HILTI

- Founded in 1941 in Schaan, Liechtenstein
- World market leader in fastening and demolition technology for construction professionals
- Sales of CHF 5.1 billion
- Roughly 27,000 employees in more than 120 countries
- Direct sales approach:
Roughly 230,000 customer contacts per day
- 100% family owned: all shares held by the Martin Hilti Family Trust



WHAT MAKES US PROUD

Innovation

Approximately **6%** of sales spent on R&D

Top 100 applicants
(European Patent Office, 2017)

On average
60 new products annually

Customers

More than **1 million** buying customers per year

Roughly **250,000** daily customer contacts

Around **75%** of employees in direct contact with customers

Willingness to recommend Hilti
68% (Net Promoter Score)

Corporate culture

Development of corporate culture as a core competency for over **30** years

Annual investments of more than **CHF 10 million**; around **70** internal trainers worldwide

Best multinational workplaces
(Great Place to Work)
Europe: **7th** place (2017)
Globally: **22nd** place (2017)

70% Engagement: Willingness to say, stay and strive

HILTI GLOBAL IT – FACTS & FIGURES

We support a globally integrated business model with common data structures and processes

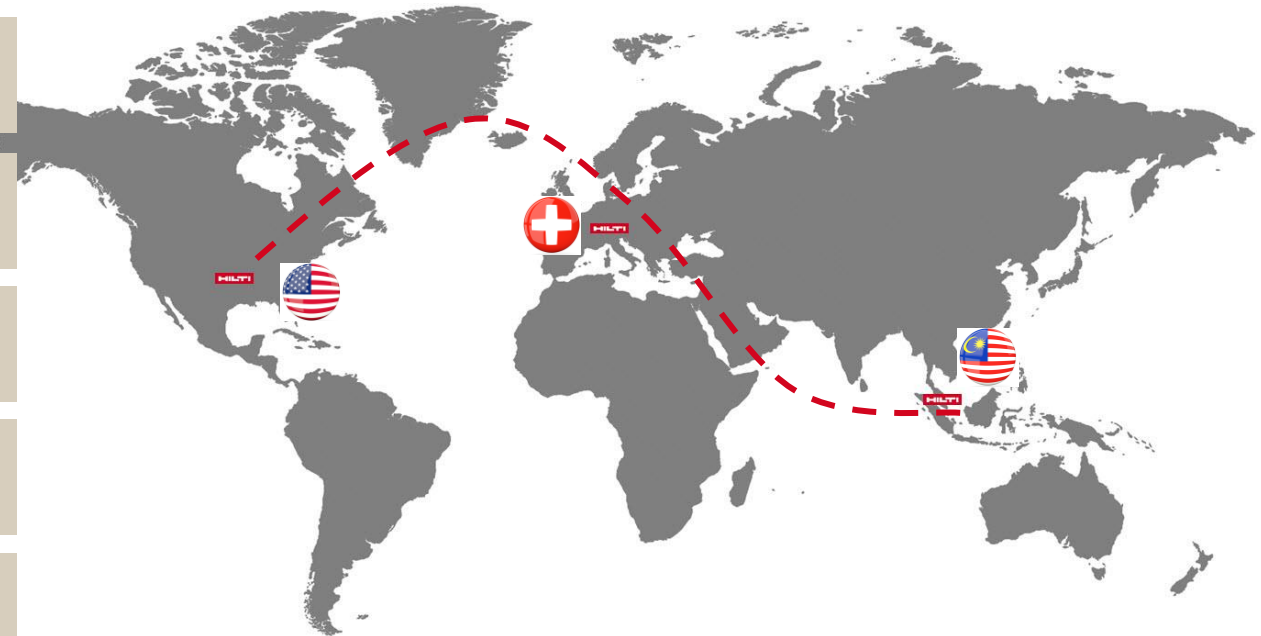
We do so with **2** SAP business application suites: GPD/H2 and ByD (for smaller organizations)

We support **>27,000** Hilti internal IT users. **21,000** of these use GPD/H2 and **700** ByD

We support **10,000** sales people with SAP CRM 7 and Mobile Applications

We support **1,200** connected Hilti locations (Hilti Stores, Warehouses, Repair Centers and HQs)

We are proud we cover the vast majority of Hilti IT services & solutions with our highly qualified in-house employees



Our Mission: Creating engaged customers as part of Hilti Business

MICROSOFT OFFICE 365 @ HILTI

A SUCCESS STORY?



OUR JOURNEY WITH MICROSOFT OFFICE 365 STARTED IN 2012



2013 - Started to move TTM docs to **Sharepoint**

February 2013 – March 2014
Lync Rollout HQ – MO Germany
Mailbox migration to **Exchange Online**



OneNote - Biggest use case for tablets



February 2016
Hilti launches **Yammer** for all markets



Pilot **Microsoft Teams**
(July 2017 – September 2018)



2012
Hilti moves to **O365** as the first customer in Switzerland



Summer 2014
Integration of **video conferencing** with Lync



July 2015
Switch from Lync to **Skype for Business**



Pushing **OneDrive** overall Devices with selective Sync

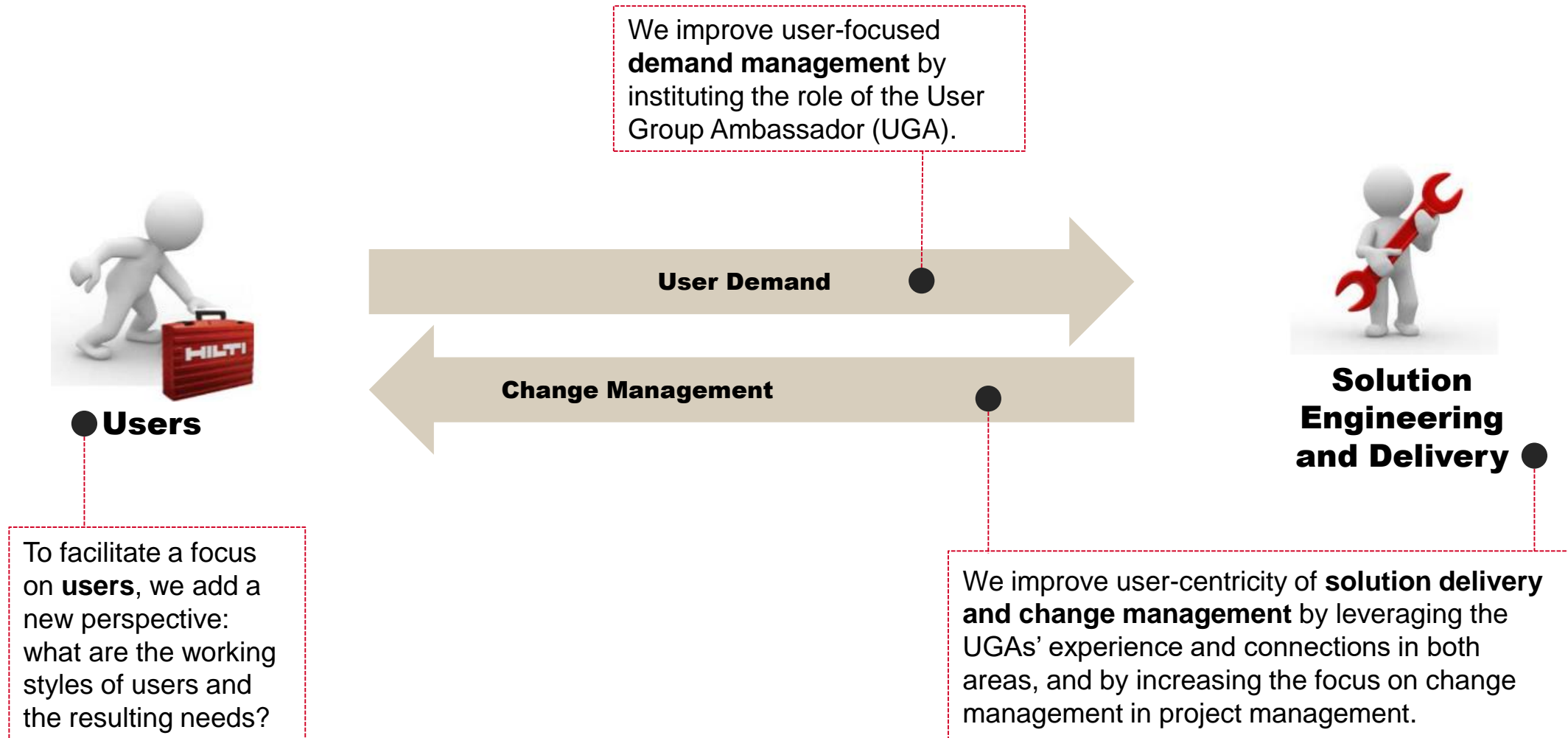


June 2018
Release of **Microsoft Forms**



Change Management

WE MOVE TOWARDS USER CENTRICITY BY INCREASING OUR FOCUS ON USER DEMAND AND CHANGE MANAGEMENT



DON'T ROLLOUT TECHNOLOGY, ROLLOUT WORKSTYLES!



HILTI USES ACTIVELY MICROSOFT OFFICE 365

67 478

Conference Participant's hours (in Aug '18)



Skype
for Business

38 469 395

Latest Total File Count



OneDrive

1 432 263

Skype sessions (in Aug '18)

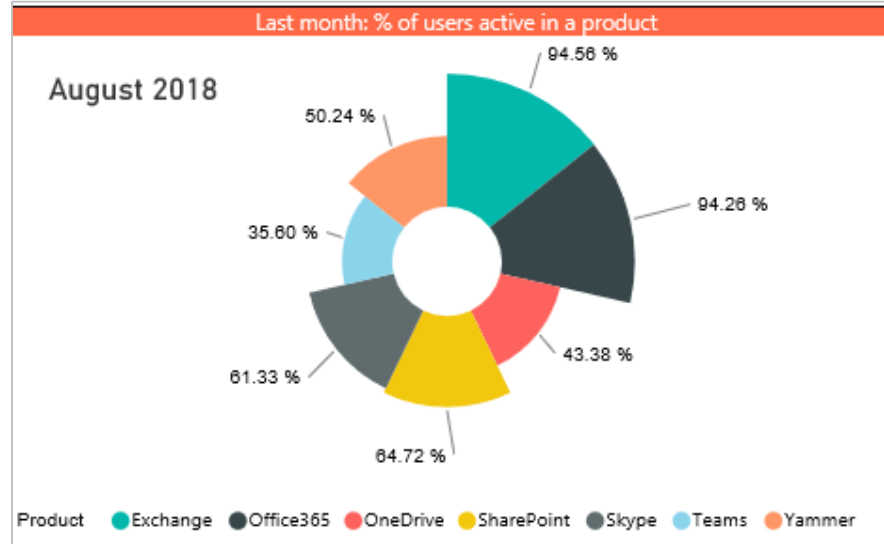
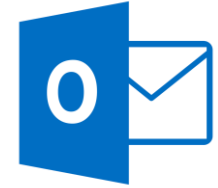
94.26%

Active users out of 32 000 (in Aug '18)



Office 365

>31 000
Mailboxes



1 253

Messages posted in Sept '18



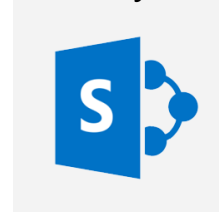
24 790

Chat messages (in Sept '18) with 600 users



13 007 914

Total files in any SharePoint site



OFFICE 365 HAS GREAT OPPORTUNITIES BUT BRINGS ALSO SOME CHALLENGES

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- **Integration** within Office365 products & tools
- One **single vendor** (account management team, support, ...)
- Well known **industry standard**

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- Overlapping functionality resulting in **user confusion** => which tool for which use case?
- Constant inflow of **new releases** (and bugs)
- Difficult to follow a **best-of-breed approach**

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- **Early bird** and **adoption programs**
- **Cloud storage and cloud licenses** – pay per use

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- **Contract Negotiation** and Prices
- **Lock-in situation** with Microsoft
- German's **workers council & concerns with cloud computing**

QUESTIONS?

THANK YOU

Contact

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