

Montana teams collaborate with Lotus Workplace

Case Study: The purchase of Corbans Wines prompted Montana to adopt a collaborative web based work ethic, and build an extensive central knowledge repository for wine making...

When Montana purchased Corbans Wines in November 2000, as an enlarged company it knew it could achieve greater economies of scale and optimise opportunities in international markets. At the same time, however, the purchase also brought about the challenges of:

January 2004

- How to communicate and collaborate more effectively amongst the company's five wineries
- How to manage the vast amount of wine making information lying on individual PCs and servers throughout New Zealand
- How to allow access to highly confidential information to Montana personnel anytime and anyplace
- How to avoid duplication of specialised projects and make others aware of the latest research and development underway in Montana



Solution

An intranet developed with IBM Team Lotus Workplace (formerly known as QuickPlace). This self-service Web tool allowed Montana's geographically dispersed staff to:

- Securely work with each other
- Manage projects
- Respond rapidly to ad-hoc initiatives
- Create team websites and reference libraries

Why select IBM Team Lotus Workplace?

After evaluating its options, Montana chose IBM Team Lotus Workplace for the following reasons;

- Offers best-of-breed Lotus software
- Provides an integrated collaboration tool
- Ensures security of information
- Strong history of success with IBM Team Lotus Workplace
- Guidance from IBM knowledge management business partner Crossware

Benefits to business

One of the key benefits to Montana's business is that using IBM Team Lotus Workplace captures Montana's intellectual property for wine making, which is a key competitive advantage for the company. Team Lotus

Workplace also enables fast delivery of the most up to date research and development information and creates time efficiencies for Montana personnel by eliminating duplication of projects. Lotus Workplace also;

- Increased communication in Montana enabling actions and decisions to be made faster
- Enabled other areas of Montana to see the value of creating a knowledge repository
- Meant Montana could claim to be a leader in the wine industry in the use of collaborative technologies

Vital statistics

- Early 2002 project commenced
- July 2003 had full content loaded and accessible on intranet
- Around 100 plus specialist users
- Server housed at Montana Auckland

"We've been able to capture every piece of knowledge integral to winemaking," says Montana Winery Services manager Dennis Robinson, "through the intranet and continue to be amazed at the amount of data that is added to it. Through IBM Team Lotus Workplace we have a dynamic, robust, customisable tool that has allowed us to develop an invaluable knowledge repository and manage ongoing critical research and development projects"

The scenario

Prior to using IBM Team Lotus Workplace, winemaking information was spread throughout the Montana. Some of this information was paper-based, or not accessible to all the individuals who needed it - and was often lost when an employee left the organisation.

Furthermore, the exchange of information was limited. With a diverse grape resource spread throughout Gisborne, Hawke's Bay, North Canterbury and Marlborough, Montana felt these limitations even more so when it purchased Corbans Wines.

The company realised an approach was needed to develop a centralised pool of knowledge for Montana's geographically spread personnel. This approach had to easily enable access, communication and collaboration of information, and meticulously manage all projects related to research and development in winemaking.

Capturing intellectual property

Montana's highly competitive information is on the intranet, which is copyright protected. The sections cover viticulture research through to vineyard configurations, botrytis control, and engineering and property management. The wine making and viticulture sections account for 99% on the information on the site.

Standard operating procedures for wine making and laboratory functions are specific to each Montana winery and critical to its operation. The flexibility of IBM Team Lotus Workplace allows Montana to quickly add new procedures and update existing ones, and through its collaboration tools introduce these to everyone. The latest procedures are now readily and easily accessible through the Web to all personnel. Previously they had to refer to large paper manuals which may have been outdated.

A comprehensive library of technical publications related to winemaking is also accessible on the site and has been indexed thoroughly.

R & D collaboration

The intranet serves as secure, centralised workspace on the web to track a wide range of winemaking projects. The capabilities of IBM Team Lotus Workplace allow Montana to see all projects underway and manage the progress of each. It keeps all parties involved in a project informed on developments, when reports or tasks have been completed, key findings and allows fast access to project information.

"Montana has established guidelines for personnel to be followed when submitting information," says Robinson. "Using IBM Team Lotus Workplace, we've established a basic template of folders that support any of Montana's projects and we can set up a new project faster than ever."

The result? Rapid turnaround on projects, avoiding duplications, pooling together specialised knowledge and all in a secure environment.

Future developments

- The site is dynamic and Montana is on the way to defining the way the viticulture and winemaking will be for Montana. Changes will always be incremental in its structure.
- A new section for engineering procures and policies is currently underway.

About Montana

Montana Wines is the country's leading winemaker, the number one selling New Zealand wine company in both the domestic and export markets. Montana has a staff of 750, which increases to over 1000 during vintage, spread throughout New Zealand. Internationally Montana has offices in Australia and the UK and a representative in the US.

Further Reading

- [E.L.V.I.S. lives on the Internet - through AMWAY](#)
- [IBM to implement i2 streamlined procurement at TVNZ](#)
- [Campbell Soup Company chooses IBM's e-Workplace solution](#)
- [IBM maps Firestone's ENTIRENET success](#)
- [PRG channels harmonise with WebSphere](#)
- [The New Blue - CEO's masterplan to restore it to greatness](#)
- [Database power and a mobile solution for EMS](#)
- [Big Blue and the 7 pillars of wisdom](#)
- [SKYCITY bets on IBM for Peoplesoft implementation](#)
- [The Edge gets smart with IBM](#)

Visit the [IBM](#) exhibit in the B2B & System Integrate pavilion

Visit the [Systems Integration](#) section of the Research Centre



[ENQUIRE NOW](#)

[View Solution Provider](#)