

# Fun is just one of the many benefits Endress+Hauser has reaped by using MindManager



## Endress+Hauser

People for Process Automation

A family-run business which is a leading supplier of products, solutions and services for industrial process measurement and automation. Endress+Hauser offers comprehensive process solutions for flow, level, pressure, analysis, temperature, recording and digital communications across a wide range of industries, optimizing processes with regards to economic efficiency, safety and environmental protection. The company employs 13,000 people in 50 countries and achieved revenues of EUR 2.1 billion in 2016. [www.endress.com](http://www.endress.com)

## The challenge

Endress+Hauser, a leading supplier of products, solutions and services for industrial process technology, was looking for a better way of managing information. While today, millions of users worldwide have adopted MindManager to address this common business issue, Endress+Hauser, a family-run business that prides itself on always being at the cutting edge of IT, first began using MindManager mapping software more than 17 years ago.

Juergen Ekert, Head of the Project Office at Endress+Hauser, recognized that effective information management would not be an easy challenge to solve with more than 13,000 people worldwide, spanning multiple time zones and cultures. Add to this that the company culture focused on working closely with its international customers in an open and flexible manner. Juergen did not want any new software tool introduced to negatively impact this strong culture of personal accountability but also wanted to ensure that an environment of innovation did not become restricted in any way. Each year, about 7 percent of the company's revenue is channelled into Research and Development and a total of 7,000 active patents bear witness to the innovative spirit of Endress+Hauser.

## The solution

Juergen decided to introduce MindManager as a supporting tool in project management at Endress+Hauser. He had become familiar with the software while still a student and felt that it offered many benefits for project-based working and as a collaboration tool.

"As part of the everyday reality of business life, people constantly need to prepare for appointments and to document meetings – tasks that no-one enjoys doing, but can be carried out in MindManager as an ancillary activity." In fact, Juergen Ekert notes that the software makes these tasks so easy that they almost do it for themselves! He goes as far as to say that he actually owes part of his professional success to MindManager.

Beyond project management, Juergen has seen the tool used for a wide variety of key processes. "When a colleague told me that he was having the latest version of MindManager installed in order to draw up a business plan, I was impressed. His comment that this was much more fun if you do it with MindManager," says Juergen Ekert.

Today, the company maintains a corporate licence, so that all of its 13,000 employees have the opportunity to use MindManager.

### CHALLENGE

In a company such as Endress+Hauser, a large number of complex tasks need to be tackled and across all departments. In order to avoid losing track of those tasks, the company expects its employees to be open to the use of the latest methods and applications in the area of project management and collaboration. The aim is to display and control process and projects in such a way that managers always have access to the very latest information and authoritative reports can be compiled with a simple click of a mouse.

### SOLUTION

Endress+Hauser uses the visualisation and structuring facilities of MindManager since 17 years. The key rationale for its implementation was, and still remains, that the map format not only makes it possible to structure complex content in a manner that is easily understood, but it also enables staff to more effectively execute their projects.

### RESULT

Having used MindManager on a company-wide basis for so many years, the software has long since become an established practice and is something that is used by the company's staff to perform a variety of tasks. Whether those tasks involve conventional brainstorming, the planning and documenting of projects or developing a knowledge database, Endress+Hauser uses MindManager as a means of presenting complex and interlinked topics in a clear and understandable way.

„I can't imagine working without MindManager – it's a way of approaching and structuring things that is so unique and helpful. It is very possible that I've only managed to achieve major career milestones as a result of my long-term use of MindManager.“

Juergen Ekert, Head of the Project Office, Endress+Hauser Group Services

## The results

Today, the employees of Endress+Hauser make use of the software to perform a diverse range of tasks. Juergen, for example, uses it to prepare and carry out meetings and then uses the relevant map in order to immediately draw up the minutes. What's more, he also uses this solution to compile reference documents and other critical documentation for corporate knowledge management. In addition, he has created a large number of templates for items such as training workshops, brainstorming sessions, employee interviews and much more, that he can draw upon quickly.

“The particular features that help us get ahead quickly are the filtering function, prioritising, displaying connections and the ability to visualise complex matters using shapes and colours,” shares Juergen.

Though he can't quantify the many benefits, he is convinced that the company's projects run so smoothly due to the fact that they are planned and implemented using MindManager. As example, he notes that it is highly likely that there are fewer misunderstandings, as information is always readily available in a transparent and understandable format, while Gantt charts and summaries can be generated instantaneously. “Within our company, MindManager enjoys a substantial presence and is extensively used for tasks that extend beyond project management. Carrying out our everyday work without this tool is something I simply can't imagine,” concludes Juergen.

