

CASE STUDY

Transforming Operations: How Vesuvius Leveraged Pro-Sapien for Enhanced Data, Collaboration, and Compliance

BACKGROUND

Vesuvius is a global leader in molten metal flow engineering and technology, creating innovative solutions that help make customers' industrial processes safer, more efficient and more sustainable.



THE OPPORTUNITY

Vesuvius had been using the Lotus Notes platform for decades, which had become obsolete. The company needed a new toolbox to replace the old system and were looking for a combination of pre-built modules with the ability to customize.

The goal was to find a solution that could cover Quality, Health, Safety, Environmental and Sustainability (QHSES) reporting, serving multiple purposes beyond just Environmental, Health and Safety (EHS).

After reviewing various offerings, Vesuvius chose Pro-Sapien for its flexibility, reliability, and Microsoft SharePoint-based integration.

WHY PRO-SAPIEN?

Alexander Laugier-Werth, VP of Sustainability explains “We were looking for a flexible toolbox with standard modules that could be customized, such as the action manager.

We needed a tool for Quality, Health, Safety, Environment and Sustainability (QHSES) reporting that also served operational needs.

Additionally, it had to be SharePoint-based for seamless integration with our other systems, master data, and BI applications. This led us to choose Pro-Sapien.”



He continues, “Having a SharePoint based collaborative platform is helping us reset and redesign the way we work. I'm using it as a tool to drive change in the company. Change is always going to be difficult. So, you want the difficulty to be coming for the right reasons, not for the wrong ones. If there's extra difficulty due to the tool, it makes things even harder, and here the tool is not getting in the way. It supports a change in our approach to teamwork.”

A significant reason for Vesuvius selecting Pro-Sapien was its user-friendliness, familiarity and efficient structure of information.

“It's user-friendly because of the clear layout with tabs and subtabs, making it easy to organize information. The system requests precise information based on the problem type, avoiding irrelevant fields and reducing user frustration. Users only see the necessary fields for each form, which simplifies the process and enhances clarity. This ensures that any complexity users face is due to the information required, not the system itself.”

IMPLEMENTATION

The implementation process involved a cross-functional team, including Pro-Sapien, the BI team, master data team, IT, and business representatives. Clear communication and well-defined specifications were key to the successful implementation. The Pro-Sapien team was praised for their reliability and responsiveness to issues.

“It was very important for us to start with something simple and to work on a deep integration between Pro Sapien, our master data system, our master data management system and our BI report. We then tested that and the whole chain worked well.” Alexander highlights.

He continues, “Then we went to the next step, which was a little bit more complicated, but it was a new module where we report all our material used, different types of waste, recycled materials, and things related to our inputs and outputs of materials. The scope was for 50-60 manufacturing locations with a certain level of granularity for quarterly reporting.

Last year we deployed what we call CCAR customer corrective actions requests, which is basically our Complaints Management System. We trained 1500 people on this, and it was as if they hadn't even noticed that we changed systems. The silence in the room was the best testimony of how smooth that transition has been. That's perfect.”



Vesuvius and Pro-Sapien built a strong partnership, ensuring that there was clear directive, effective communication and an efficient pace of deployment was achieved.

Alexander highlights, “With Pro-Sapien the discussions, commitments, and specifications are very clear, with significant time spent clarifying things upfront, which is essential. The Pro Sapien team is reliable. When issues arise, Pro Sapien has been reactive.”

BENEFITS

Vesuvius has seen significant improvements from data quality and efficiency to collaboration and compliance. With its user-friendly design, it has enhanced the accuracy and transparency of reporting, enabling more in-depth analysis and better insights. The shift to a collaborative SharePoint-based platform has also fostered teamwork, while ensuring the company meets its compliance goals, including ISO certifications and detailed environmental reporting.

Improved Data Quality and Efficiency

The user-friendliness and familiarity of Pro-Sapien has led to better data quality, with users more willing to provide accurate and complete information.

Alexander explains, “We're very, very happy with it. It's giving us a lot of data that we did not have access to before. It's giving us the opportunity to do a lot of statistical analysis, which we're not within reach until now.” He continues, “Now we're at the phase where the system is running, people are getting used to it and now we're trying to maximize the benefit of all that data that we're that we're getting. It's starting to get interesting.”

Enhanced Transparency

The system's clear structure and ease of use has been well-received internally and is meeting the company's operational needs efficiently.

“Our energy and material reporting are crucial KPIs for the company. We're pleased with their performance. I gauge effectiveness by monitoring complaints, especially how many and how high up they go. There have been no complaints within the organization, indicating smooth, user-friendly, and reliable modules.” Alexander highlights.

Increased Collaboration

The SharePoint-based platform has facilitated teamwork across functions, moving away from the workflow-based approach of Lotus Notes to a more collaborative environment which was a desired change Alexander wanted to encourage.

“Before we had a workflow approach where each person completes their task and passes it on, which does not work well for modules like complaints management that require teamwork across functions. Switching platforms has allowed us to eliminate the workflows and establish checkpoints where team members validate the work collectively without passing tasks along.”

Improved Adherence to Compliance

With more and better data being collected through Pro-Sapien's system, Vesuvius have been able to improve their adherence to regulations and effectively demonstrate compliance.

“We have been ISO 9001 accredited for decades. What we're currently working towards is ISO 14001 and 45001. We have external verification for our data. We report our CO2 emissions, with a detailed breakdown by type of fuel, location, and product line. Conversion factors from energy sources to emissions are utilized, which vary depending on the country for electricity. Therefore, a comprehensive system is required to transition from the utility bill to the final figures. This entire process involves Pro-Sapien and BI, and it is subject to auditing.” Alexander explains.

RESULTS

Vesuvius experienced significant improvements in error rates, data quality, and collection following the transition to the new system, showcasing its increasing efficiency and value.

REDUCED ERROR RATE

The transition to the new system was smooth, with a low error rate of around 1-2% in the first five months, and even lower in subsequent months.

“Our error rate or failure rate when creating new reports in that system is I would say probably 0.5%. In the first five months it was 1-2%, so this is continuing to improve.”



BETTER QUALITY AND INCREASED DATA COLLECTION

The new system provided a lot of data that was previously inaccessible, enabling better statistical analysis and insights. The user-friendly design led to better data quality and more transparency.

“If we look at the Complaints Management System, I will say it takes as much time to create a complaint now as it did in the old system, but we're collecting twice as much information. There's tremendous value.”



FUTURE PLANS

Vesuvius is amid a culture change driven by the need to become even more collaborative; the company is also increasing transparency and is determined to achieve its targets. Pro-Sapien as a tool is helping to manage information and therefore enable this change.

“We are now in a period that will be critical over the next 6 to 12 months as people need to find new ways to work effectively. This situation is intentional. To achieve different results, it is sometimes necessary to approach problems from a different perspective, and this transition may be challenging for the organization.

We are currently working with Pro-Sapien on a way to enhance traceability by allowing the attachment of documents to certain reports. This addition will enable our sites to provide evidence related to the data they are entering, thereby improving the accuracy and reliability of our records.”

Vesuvius plans to develop an HSE database for monthly reporting and incident management, document management for ISO 9000, and insurance audits.

“In terms of document management and ISO 9001, we are replacing our outdated system, which we have used for a long time but are not satisfied with. This transition will provide us with a new group standard.”

These upcoming modules and features will help standardize processes and improve reporting.

A PLATFORM THAT ENABLES POSITIVE CHANGE

With Pro-Sapien, Vesuvius didn't just implement a QHSES solution—they adopted a platform that aligns with their digital strategy, integrates seamlessly into their existing infrastructure, and actively supports organizational change.

From customization and SharePoint integration to user-friendliness and operational alignment, Pro-Sapien continues to help Vesuvius manage their safety and sustainability processes and elevate their QHSES initiatives whilst empowering teams across the business to work smarter - not harder.

“We're very happy with what we've done, it's a huge step for us.”

Inspired by Vesuvius's success story?
Get in touch with us to start your
journey toward outstanding results.

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