



CASE STUDY:

Enhancing Inovet's digital experience



"Orbid supports our digitization from A to Z"

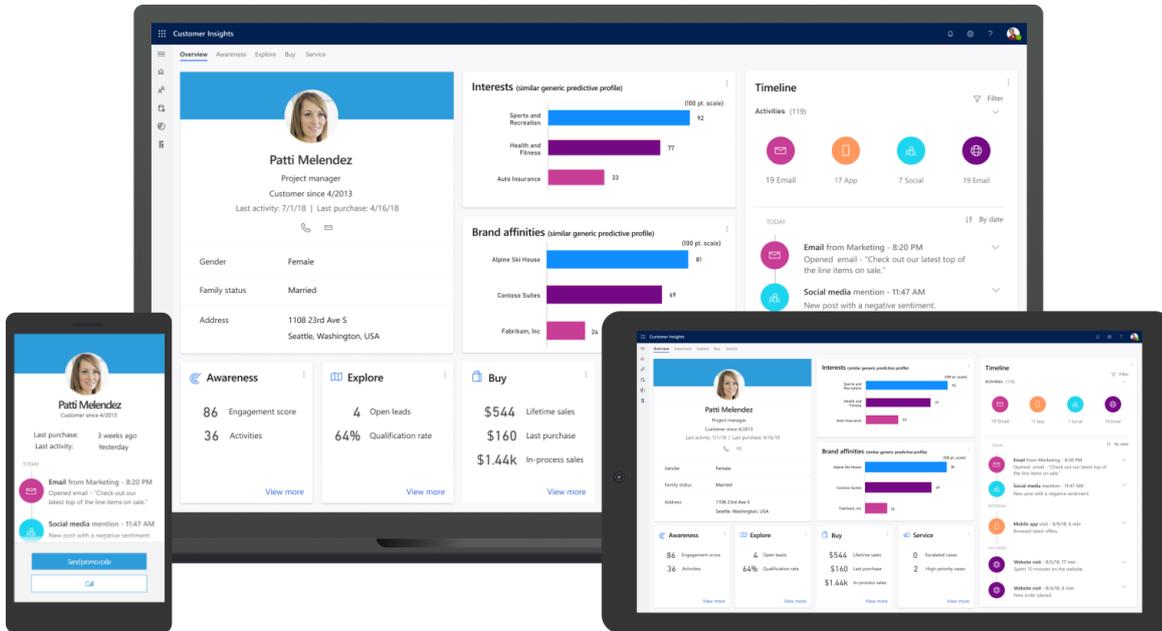
COMPANY & CHALLENGE

Inovet develops, produces and sells veterinary medicines worldwide. "Inovet is a company in full growth", says Lara Moons, Strategy & Digitization Manager at Inovet. "There are 160 of us, of which about 50 work in Belgium. We are fully investing in extra production capacity in France, we have been working on the integration of our branches in Belgium and France in recent years and we are strongly committed to the further digitization of our organization."

For the ICT integration of their branches in Belgium, France and Hungary and for a further digitization of their processes, Inovet has called upon the broad expertise of **Orbid, a Ricoh entity**.

SOLUTION

Orbid supports Inovet in the field of ICT infrastructure and various software projects. "In the first phase, it was important to set our ICT infrastructure and ICT security in place," says Lara Moons. "Orbid has carried out a security scan of our ICT environment for this, via a technical scan and interviews with our people. Following on from the accompanying action plan, we first tackled the critical points. In addition, we have integrated our sites in Belgium and France into one ICT environment. For example, everyone now works within the same Office 365 environment. Orbid has also supported us in the field of GDPR, so we now have a system with all the necessary action plans, prevention rules and documentation."



"Now that everything is technically in place, we are now in the next phase where we digitize our processes on a project basis. Together with Orbid, we are launching SharePoint as a platform for internal communication and document management. We will post news items such as information about new employees but also changes in a production line. In addition, we have Microsoft Dynamics 365 as a sales tool via the CRM FIT of Orbid. Our employees are very satisfied with this and there is a smooth integration with Microsoft solutions such as Outlook and SharePoint. This allows us to easily assign documents to customers, such as a report of a customer visit or trip."

"The biggest challenge remains to get people involved in the story of digitization. We are therefore strongly committed to digital awareness and demonstrating the benefits. For example, we have worked with a pilot group for SharePoint, we send out digital tips & tricks every week and we visit the people to ask for feedback about the new tools. In addition, Orbid supports us in security awareness. Training is given and by, for example, sending fictitious phishing emails, we keep the theme under the spotlight."

"Thanks to Orbid's flex staffing, we have on-site support from various experts 2.5 days a week. Thanks to their knowledge and experience, they are aware of new trends. The experts at Orbid are fun, motivated people to work with. Everyone is very down-to-earth and immediately looks for solutions."

Find out more by watching the Inovet [customer testimonial video](#).



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Lara Moons, Strategy & Digitization Manager at Inovet.



ABOUT RICOH

Orbid was acquired by Ricoh in 2020 to grow its IT Services capabilities. Ricoh offers innovative services and solutions for the digital workplace, enabling people and companies to use smart working more widely. For 85 years, Ricoh has helped to transform workplaces with document management solutions, IT services, communication services, commercial and industrial printing, digital cameras and industrial products.

Headquartered in Tokyo, Ricoh operates in more than 200 countries. In the financial year ending March 2020, the company had global sales of \$19.06 billion.

For more information, visit www.ricoh-europe.com