

Bio Products Laboratory

Intranet improves communication and access to knowledge



Bio Products Laboratory (BPL) is a not-for-profit organisation wholly owned by the British Government. The organisation supplies high quality plasma-derived products to a growing global market. Research and development, manufacturing and marketing – for both the UK and overseas' markets – operate from the company's headquarters in Elstree, Hertfordshire.

As a government-owned organisation, BPL offers the global health market security and stability, giving customers and potential purchasers of plasma products confidence in the integrity of both products and services.

The challenge:

In the specialised world of bio-products access to the latest research material and other medical information is critical.

The solution:

An innovative Intranet Solution from Kelros.

The benefit:

Bio Products Laboratory now benefits from a single source of information for its technical documentation as well as a more dynamic infrastructure for all kinds of corporate and non-corporate information.

Business Requirements

With access to information playing a key role in maintaining the organisation's leadership position, it was felt that the company's Intranet was out of date and difficult to use. IT Manager Doug Morton and Communications Manager Tarquin Lord formed an Intranet Development Team to look into ways in which the Intranet could offer more value to the company's operations. "We had established an early Intranet when internet technology was first coming on the scene," explains Doug Morton, "Despite its development over time our Intranet wasn't being used as a strategic tool."

As demand for knowledge grew within the organisation we felt the time was right to evaluate exactly what was needed, and what could be realistically achieved." The Intranet Development Team set up by BPL comprised members from each of the company's departments.

As Tarquin Lord explains, "We needed a new look and feel as the previous incarnation was rather clunky and not easy to navigate. We also had to ensure that it was easy to use, not just get information from, but easy to populate with new information. Of course," he continues, "with managed approval procedures to ensure that the quality and integrity of the Intranet is maintained."

Intranet Development

The intranet development team put together a set of requirements and from there it was a case of finding a supplier with the knowledge and expertise to supply an Intranet Solution that would meet the demands of BPL.

The team turned to Kelros. "We have worked with Kelros on a number of applications." Doug Morton explains, "While we have considerable in-house Lotus Notes skills these are mainly focused on systems administration. We find that it makes commercial sense to bring in external resources to build new applications."

Kelros has been key to fulfilling that role for us.” The two companies worked together to share ideas and build a solution that would exactly meet the needs of the bio-products specialist.

Impressive Array of Information

Among the main features of the Kelros Intranet Solution is the ability for content owners to input their own information, alleviating the overhead and potential bottleneck incurred when technical intervention is needed. As Communications Manager, Tarquin Lord, maintains a quality control watching brief to ensure that the Intranet is not abused or used inappropriately.

BPL’s Intranet, known internally as the InfoZone, contains an impressive array of information, from key corporate news and information to the documentation essential for the specialised work that the company performs. Each department has its own sub-site and provides access to the documentation management systems for controlled documentation.

Cross functional groups are able to use the Intranet to access information and post their meeting minutes. The new solution, also enables BPL to make available highly specialised graphics libraries, something not possible under the old Intranet.

For Tarquin Lord one of the most beneficial advances is within the user poll facility, “We simply weren’t able to get colleagues’ feedback in a structured way before.” He explains, “Now we can poll for feedback on various internal matters, and the online polls deliver immediate results. People are using the InfoZone to communicate more effectively.”

The Kelros Intranet Solution has been delivering value to BPL since its implementation. As Doug Morton says, “Feedback from our colleagues has been very positive. The proof of its success is the fact that it is widely used. Previously information would have been gained through the back-door, through other systems or by using contacts. I would say that the new Intranet Solution has exceeded what we were expecting it to do for us.”

About Kelros

Kelros specialises in messaging and social collaboration solutions built on IBM software for clients in all sectors.

Our aim is to provide clients with an industry-leading proposition, combining our deep understanding of the challenges businesses face with expert and detailed knowledge of the technology solutions. We offer a full range of services from consultation and development of a bespoke solution, through to deployment, training and ongoing support.

Established in 1996, Kelros has developed long-standing partnerships with clients through its range of integrated, easy to deploy solutions for sales and marketing, human resources, finance and operations.

All of our technical consultants are IBM-certified with extensive specialist experience in IBM Connections, Sametime, Domino & Notes. We have a dedicated support team, which supports hosted and on premise applications and messaging infrastructure for over 120 clients.

A key Kelros differentiator is IBM software licensing. Through optimized licensing agreements and dual entitlement licensing, we ensure our clients have low software acquisition costs and minimal administration tasks, whilst maximising the benefits of IBM solutions.

Kelros IBM Expertise



Kelros Software and Tools



IBM Verse & Connections

IBM Connections is a set of secure, easy-to-use collaboration tools. It combines email, messaging, online document editing and conferencing to facilitate seamless teamwork.

IBM Verse sits within IBM Connections. It’s an email hosting solution that users can access from their desktop or mobile device. IBM Verse uses social analytics to help users focus on important content and collaborate easier.

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