

Case Study



frischli: Integrated Modern Workplace with the novaCapta Content Hub

Company Profile

frischli is one of the most modern and efficient dairies in Germany. For over 120 years, the family-owned company has been producing dairy products that meet the highest standards in quality, sustainability, and taste. Since fall 2021, the product range also includes plant-based desserts and oat-based milk alternatives.

<https://www.frischli.de/>

Technologies

#M365

#M365 Content Hub

#novaWorxx

#novaGuide

Challenges

- IT landscape heavily based on IBM – applications based on Lotus Notes
- Strategic shift to Microsoft 365 as the new platform
- Goal: Modern, integrated M365 work environment for all employees

Solution

- Mail migration to Outlook/Exchange Online
- Implementation of the novaCapta Content Hub including a statistical filing structure, contract management, and correspondence archiving
- novaWorxx as the lifecycle management tool for Teams
- Management handbook based on novaGuide

Benefit

- Modern work environment with familiar look & feel and high usability
- Seamless integration of all M365 tools for efficient work in one ecosystem
- High scalability and flexibility for future needs
- Enhanced IT security and strong employee engagement throughout the transformation

frischli's collaboration environment was deeply rooted in IBM technologies, with key business processes – including contract management, document storage, correspondence, and internal meeting tracking – based on Lotus Notes. During the pandemic, Microsoft Teams had already been successfully introduced, and the company was now ready to take the next step with a full strategic migration to Microsoft 365. The goal was to create a modern, integrated work environment for all employees – one that built on familiar structures but tapped into the new capabilities of the Microsoft ecosystem. Crucially, this change was to be accompanied by targeted Change & Adoption measures. For its digital transformation, frischli turned to its long-standing strategic partner: novaCapta.

The novaCapta Content Hub as the Foundation of the New M365 Landscape

Microsoft 365 is the new platform for email, collaboration, and content management – but first, frischli needed to lay the groundwork. With the novaCapta Content Hub at the center, essential applications such as the statistical filing structure, contract management, and correspondence archiving were built over the course of the project. In the **statistical filing system**, documents are structured with metadata and role-based permissions – quickly searchable and accessible only to authorized users. An **Outlook add-in** enables users to archive emails and attachments directly into the **correspondence storage**. Small automations, such as email reminders for contract termination deadlines, help streamline daily work.

The solution was complemented by a modern intranet based on SharePoint, email migration to Outlook, and a new management handbook created with novaGuide. novaGuide enables professional management of controlled documents. For structured collaboration in Microsoft Teams, frischli also implemented novaWorxx – novaCapta's in-house solution for sustainable lifecycle management. The IT department now has more control, a comprehensive overview of all Teams channels, and better tools for governance and administration.

A Future-Proof Platform with Strong User Adoption

One of the project's key priorities was to guide employees through the transformation journey. With dedicated training materials, project communications via a dedicated landing page, and regular Coffee Corner calls, the change process was actively shaped – with tangible success. The new solutions were met with high acceptance across the company. "We trained our staff more extensively than ever before at frischli – and that has clearly paid off. It proved to be the right approach and will guide how we approach future projects," says Michael Schützler.

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It was important to us not to overwhelm our employees with too many changes at once. At the same time, we wanted to retain what worked well and use the new, modern tools in a targeted way to create real added value in day-to-day work. And we achieved exactly that.

Michael Schützler

Head of IT and Information Security,
frischli Milchwerke GmbH

With the new platform, frischli now benefits from a unified digital workplace that intelligently connects all Microsoft 365 tools, establishes modern governance structures, and is scalable for the future. The move to Microsoft 365 wasn't just a technological upgrade – it was a real step forward for the entire organization.

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