



WHAT IF YOUR COMPANY KNEW WHAT IT KNOWS? / A KNOWLEDGE PLATFORM FOR EVERYONE

How Merck utilizes Empolis Knowledge Express® to provide access to existing knowledge, accelerate innovation and generate new products.

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Merck is a leading science and technology company active in the fields of healthcare, life science and electronics. In 2020, Merck and its 58,000 employees worldwide generated sales of €17.5 billion in 66 countries.

The biggest challenge for a large company that operates globally is the fact that approximately 80 percent of its knowledge is undocumented and not freely accessible¹. That has three main consequences: First of all, the R&D department is unable to tap into its full potential. Second, these conditions lead to the formation of information silos that are out of reach for other employees and departments. And third, strategic planners in the company do not have access to all data and information they need, especially for strategic, large-scale projects.

Merck once faced similar challenges. In 2016, the company therefore began developing its Science & Technology Platforms Tool, or STP Tool for short. The STP Tool was intended as an internal platform for knowledge management and technology mapping, and as an accelerator of interdepartmental cooperation. In the years since it was first launched, the STP Tool has become established as an internal knowledge platform at Merck. Those working in R&D can turn to this central platform to quickly and easily document, share and use their knowledge and expertise – whether it concerns new technologies or those already known to Merck – and do so across all locations, business areas and international borders. The system makes it easier to understand connections between related technologies and allows users to quickly identify experts working on similar technologies. That, in turn, makes it easier to identify possible synergies and find specialists, which accelerates collaborative work on innovations.

¹ 2018 Workplace Knowledge and Productivity Report: <https://www.panopto.com/resource/valuing-workplace-knowledge/>

How does the platform work?

As an example, consider the start of a new research project at Merck. Participants can use the STP Tool to search for technologies and expertise needed. When they enter a search term, it immediately shows them all relevant scientific and technical information documented at Merck on that topic.

For example, if the search term “cell culture” is entered, the platform returns a list of technologies like “mammalian cell culture” and “organ as a chip” as well as applications like “cultured meat.” The pages devoted to these topics show information about organizations involved (department, locations, partners and competitors), any available assets and resources, publications, patents and patent classes. Furthermore, each department or team can introduce itself to the Merck research community and describe its technologies, special fields and challenges it addresses with its expertise.

The platform reveals synergies, links up experts in the company and accelerates interdepartmental collaboration on innovations.

“With Empolis, we’ve found a strong and skillful partner that can develop our digital knowledge platform further and market it worldwide.

We’re delighted that Empolis is taking the platform we use at Merck and helping make it available to other companies.”

Oliver Klaeffling
Head of Merck Innovation Center

IMAGINE YOUR COMPANY KNEW EVERYTHING IT KNOWS

Unchain and speed up organization-wide collaboration through an innovative digital knowledge sharing platform that captures your company's full capabilities.



The partnership with Empolis

Merck was looking for an IT company to assume the responsibility of development, operation and outside marketing of the platform and chose Empolis: an expert partner that uses patented, AI-based knowledge graph technology and has all the qualifications needed to help the company establish the solution in the market.

In cooperation with Empolis, the digital knowledge platform is being licensed to customers globally under the name "Empolis Knowledge Express®." This makes the platform available to R&D teams with other large companies which, like Merck, have many departments and divisions and operate globally.

By accelerating the process of documenting technological and scientific knowledge and bringing it online, Empolis Knowledge Express® promotes innovation. The solution provides fast access to all required data and information, anywhere and anytime. With this central tool, knowledge workers can quickly and easily document, share and use all of their knowledge and expertise across all locations, business areas, departments and international borders.

The platform with its underlying knowledge graph technology provide them with the ultimate tool for locating and sharing information and expertise, whether they work at a public agency or a large corporation that does business all over the world.

"Imagine your company knew everything it knows: The Merck slogan that inspired the development of the digital knowledge platform is now more relevant than ever. A lot of R&D investment is not put to effective use due to lack of information and lack of coordination. Our vision is to bring people, technology and knowledge together."

Jörg Kleinz
Managing Director, Empolis Intelligent Views

ANSWERS TO STRATEGIC QUESTIONS:

- What technologies and innovations are currently the focus in your company?
- Can technology clusters be formed?
- Which technologies, materials and developments are available in the company to drive new projects?

BENEFITS:

- Save time in projects by quickly finding the right experts for the relevant topics. Tedious searches are a thing of the past.
- Savings through fast and immediate availability of the right assets and resources.
- Internal synergies instead of external expenses for services and resources.
- Fast identification of relevant competitors, interesting start-ups and new market demands by strategic decision-makers.
- M&A support to determine technology fits or identify faster synergy opportunities.

„Empolis has many years of experience in semantic technologies and knowledge-based artificial intelligence, and as we continue to develop the STP Tool, we can now fall back on that expertise and develop new features for our STP community more quickly.“

Michael Rayner

Community Builder and responsible for the STP Tool at the Merck Innovation Center

About Merck

Merck, a leading science and technology company, operates across healthcare, life science and electronics. Around 58,000 employees work to make a positive difference to millions of people's lives every day by creating more joyful and sustainable ways to live. From advancing gene editing technologies and discovering unique ways to treat the most challenging diseases to enabling the intelligence of devices – the company is everywhere. In 2020, Merck generated sales of € 17.5 billion in 66 countries.

Scientific exploration and responsible entrepreneurship have been key to Merck's technological and scientific advances. This is how Merck has thrived since its founding in 1668. The founding family remains the majority owner of the publicly listed company. Merck holds the global rights to the Merck name and brand. The only exceptions are the United States and Canada, where the business sectors of Merck operate as EMD Serono in healthcare, MilliporeSigma in life science, and EMD Electronics.



Empolis provides solutions that enable companies and organizations to analyze, interpret and automatically process the rapidly growing amount of structured and unstructured data. They utilize their knowledge capital to improve enterprise-critical business processes enabling decision-makers, employees and customers to reliably receive precise and relevant information, situation-appropriate and task-relevant, for faster and better decisions.

DECIDE. RIGHT. NOW.

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