



ROCKWOOL maintains and shares unique knowledge with Panopto

ROCKWOOL supplies stone wool solutions including cavity insulation, acoustic ceilings, articles for industrial usage, insulation for the process industry, marine and offshore, along with growing medium solutions for the horticultural sector. ROCKWOOL arranges a variety of courses annually, among others training of engineers and technicians.

The need for an intelligent solution

Up until 2013, ROCKWOOL mostly held in-person training, but since then Panopto has played an important role. Mogens Heine Larsen is Department Manager in the Process Department of Group Technology under the ROCKWOOL Group Operations & Technology unit. His team acts as a Center of Excellence consisting of 15 people with in-depth knowledge of ROCKWOOL's core processes.

"We had a specific challenge. We needed to find a way to capture valuable knowledge and - secure it for posterity. Many of our competent engineers, who knew our products and machines by heart, were getting closer to retirement age. We had insufficient documentation on the interaction between equipment and processes. What we work with is complex – highly complex. There are so many parameters influencing the production of stone wool fibers. We had to figure out how to show something very technical in an illustrative way," tells Mogens Heine Larsen.

It takes 5-10 years to educate people in the complex manufacturing processes. Some employees had been employed with ROCKWOOL for 25-40 years - with them retiring, important know-how was at risk of being lost.

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Mogens Heine Larsen, Department Manager

Mogens Heine Larsen thought to himself that there had to be a smart solution out there and asked a colleague to investigate. It turned out, there was software capable of facilitating exactly what they were looking for. "When we discovered Panopto, we thought 'wow!' This is exactly what we need. We were thrilled when we found it!" says Mogens Heine Larsen.

Getting the experts to note down their knowledge in writing was impossible, but they were very willing to talk about it. Using Panopto for recording made it possible to capture the unique knowledge and upload it to Panopto's searchable video library, information was thereby preserved and could be reviewed.

[Click to see one of ROCKWOOL'S videos](#)

11.600
Employees

39
Countries

About ROCKWOOL

ROCKWOOL Group is a Danish company founded in 1937. Headquarter: Hedehusene, Denmark

About Panopto

Panopto is a secure SaaS-cloud video solution for training and educating employees.

- Library for storing of knowledge in closed VCMS system
- Intelligent search in library and video on any written and spoken word (18 languages)
- Intuitive recording software with the 5 input options, multiple cameras, presentations, screen recordings, quizzes and subtitles

[Read more about Panopto](#) ▶



ROCKWOOL user scenarios

- Onboarding and introduction courses
- Training modules for technicians and engineers
- Training in machinery maintenance
- Multiple camera angles
- Live streaming of business updates
- Recording of Microsoft Teams meetings

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Unique knowledge is no longer only residing in the minds of certain employees, but also accessible via ROCKWOOL's video library.

Sharing of expert knowledge

It was quickly discovered that Panopto was ideal for capturing courses. "It was such a loss to let arranged courses go to waste," says Birgitte Wilki, Administrative Coordinator at Group Technology. ROCKWOOL started recording their "Basic Product Courses" with Panopto. The first course was recorded in Gladbeck, North Rhine-Westphalia, Germany. The course is kept up to date on an ongoing basis, and is used globally across the organization. Employees access the course in their onboarding process, providing them with fundamental understanding of the products.

Other departments quickly discovered the advantages of recording training videos and making them easily accessible. The Development Department and the Safety Department also started recording their own training videos.

And the ability to connect several video inputs to Panopto has been critical to training content for maintenance of complex machinery such as spinning machines. Panopto makes it possible to show machinery and processes from different angles at the same time. All courses are available via ROCKWOOL'S LMS-system, FUSE, so employees can access them no matter where in the world they are located. Via recordings produced in one country it is therefore possible to educate technicians in a different country or on a different continent.

Organic growth in the use of Panopto

Panopto is being used in many areas of the organization including for live streaming of townhall meetings and for recording of Microsoft Teams meetings.

"We are able to record our Teams meetings and via Panopto's searchable VCMS, we can easily retrieve meetings and information discussed in a meeting. It works brilliantly," says Birgitte Wilki.

With the integration between Microsoft Teams and Panopto, meetings can be uploaded to the Panopto platform, automatically indexing them and making them searchable via ASR- and OCR technology. This makes it possible to search for every spoken and written word in 20 different languages.

"I have no estimate of how much Panopto is being used these days!

The usage has simply exploded and Panopto is growing organically in ROCKWOOL, because it is such an intelligent solution," says Mogens Heine Larsen. He further emphasizes that the company was well equipped during the Covid-19-pandemic because Panopto was already an integrated part of the company.

IT security

New employees are, as part of the IT-onboarding process, granted access to Panopto via SSO (single sign-on), giving them access to organizational knowledge, before even attending introduction courses. Thanks to the integration with FUSE, employees are also easily off-boarded. If their employment with ROCKWOOL terminates, they no longer have access to materials.

"Our core knowledge is typically captured in these videos. Therefore it is highly confidential material," says Mogens Heine Larsen, who had no issues in obtaining a security clearance from the IT Department, when implementing Panopto.

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*Mogens Heine Larsen
Department Manager*

Search functionality and other brilliant extras

"That is simply brilliant! The video search is worth its weight in gold! It works perfectly and is very accurate. When introducing Panopto, I usually illustrate the intelligent search function by searching for the word "binder" in my slides. When I search for "glue", which does not appear in writing, the search engine quickly locates where the word is mentioned. People are quite impressed by this functionality," says Mogens Heine Larsen.

In ROCKWOOL, Panopto is perceived as an intelligent, visual encyclopedia, and the video search is an absolute favorite feature.

Other features worth mentioning are the option to adjust the speed, allowing you to watch or re-watch the video at a slow or fast pace, automatic generation of subtitles, the possibility to connect up to 5 video inputs and much more.

Panopto is used at ROCKWOOL as a supplement to courses with a physical presence. As the industry is growing, the company is hiring many new employees, increasing the need for training.

"Employees should still have the opportunity to meet each other, see the factories, and to network. But with Panopto, they have the option to prepare for a course in advance and thereby learn faster. Moreover, the ones who were not able to participate physically still have the opportunity to benefit from the courses," Birgitte Wilki ends.