

# Comap Simple and high-performance watch

In order to obtain clear and relevant information automatically, Comap reorganised and strengthened its watch systems and implemented simple and efficient methodologies, tools and practices.



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## OUR CUSTOMER

**Corporate name**  
Comap

### Activity

As a specialist in connection, testing/control and water quality, Comap is a key player in the sector of heat generator - emitter interfaces and helps to improve the improved energy performance of buildings. Comap also markets water treatment solutions.

### Workforce

1,000 employees

Comap, a company specialising in connection fittings, control and water treatment, wished to improve the efficiency of its watch systems in its R&D, Regulations and Communication departments. Jean Noël Levrard, Head of the Development, Products and Technologies department explains: *“We had been watching the products, research work, patents, regulations, our competitors and our company’s environment for several years, but this activity was extremely time consuming and we were not really sure of the relevance of our methods and the efficiency*

*of our practices. This is why we finally turned to Cetim.”*

### Long-term assistance

After a first audit to assess the watching means and practices within Comap, Cetim’s experts helped the three departments to define their needs and the expected results. Simple tools such as Netvibes, Wordpress or Yammer were implemented and a data acquisition method was defined. Operational follow-up was carried out for a year, both on-site and off-site. *“For us, the result is obvious. Now we get targeted, clear and relevant information. Our tools are simple and flexible*

*and we can easily refine our search to suit our needs”,* says Jean Noël Levrard. In terms of organisation, watch managers were appointed in each department. And Jean Noël Levrard to conclude : *“Today, the Communication department issues a press review every three months. The Regulations department has a dashboard which gives a general view of the situation in terms of regulations and the R&D department has implemented a shared watch process with immediate circulation of any innovation-related information to the whole group.”*

## Cetim’s asset



To help companies to implement a pragmatic watch action, Cetim has put its experience in a methodology (MOuV’PME) currently deployed in more than 80 companies.