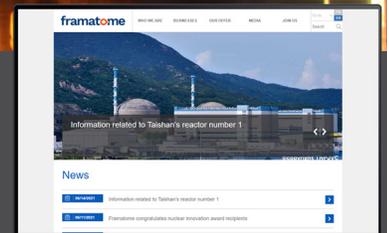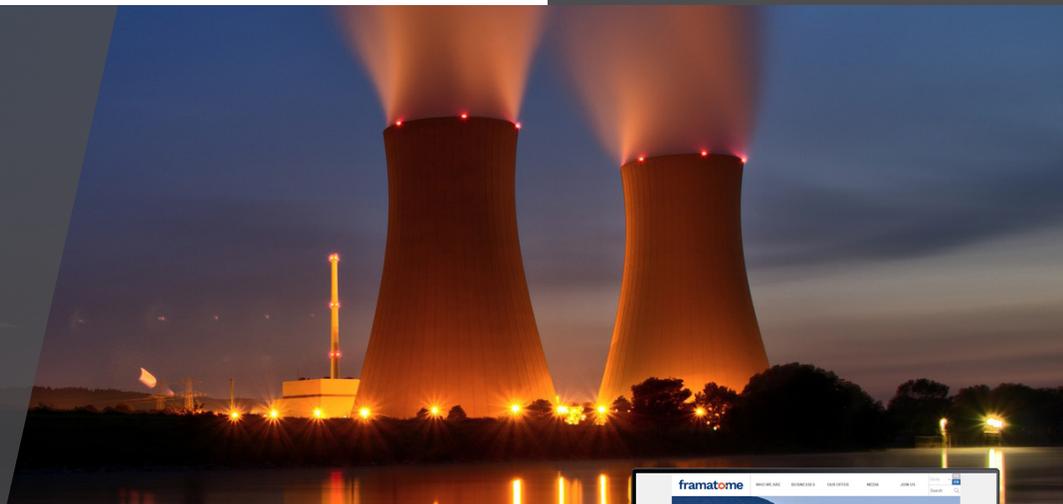# Framatome

International leader in nuclear energy

Precision in learning
ensures safety in practice

380
of 450

nuclear reactors
maintained
worldwide

over
€100M

devoted to research
and development
per year

almost
€50M

devoted to
digitization
per year

medical isotopes
used in cancer
treatment

contributes to the
development and
production

As a world leader in nuclear optimization and innovation, Framatome's central tenet has always been safety. With over sixty years of expertise, this fundamental value continues to apply to all departments, and throughout its 58 locations.

Framatome is responsible for the safety and security of everyone in their industrial facilities as well as those within the vicinity. The organization ensures that nuclear facilities, materials, and equipment sustain everyone's safety with uncompromising rigour.

Safety also underpins Framatome's commitment to performance and innovation, ensuring that it weighs the risks and advantages of any new undertaking. These core values led Framatome to overhaul its approaches to employee training.

Nuclear power's growing commercial popularity in the 1960s incited the need for knowledge management throughout the industry. Today's power plants are 30-40 years old and the employees who built and maintained them have begun to retire. It is therefore critical to record and transfer their valuable knowledge and experience for future generations of employees.

In 2018, Framatome initiated a ten-year programme to capitalize on the knowledge of staff members. The extensive knowledge shared manifested in an array of text, image, and video formats, such as diagrams, charts, reports, and analyses. However, Framatome lacked a centralized library, creating a discovery barrier to the wealth of accrued knowledge.

About Framatome

Founded in 1958, Framatome grew from an engineering department into an international leader in nuclear energy recognized for its innovative solutions and value-added technologies for the global nuclear fleet. Now joint owned by EDF, Mitsubishi Heavy Industries, and Assystem, Framatome continues to prove its reliability and expertise designing, servicing, and installing components, fuel, instrumentation, and control systems for nuclear power plants.

More than 14,000 employees work every day to help supply Framatome's customers with ever cleaner, safer, and more economical low-carbon energy.

The range of formats also posed a challenge. Without a standardized recording method, the information varied in quality and legibility. Framatome concluded that textualization was not possible for all the different types of knowledge transfer. Video would allow for greater ease and efficiency for certain types of knowledge sharing, including lessons learned from past projects. This, Framatome found, was especially true for technical content requiring screen recording, as this maximizes the precision of information shared.

The challenge:
Decentralized data and excess complexity hinder innovation

Having identified video as the optimal format for information sharing, Framatome sought to adapt and hone the ways in which generations' worth of collected expertise could be quickly and efficiently archived, iterated upon, and accessed on demand.

Given the value and quantity of information to be archived, Framatome began creating professionally recorded and edited videos using several capture devices and software solutions. This content was being stored in servers on premises, but this rendered searchability and discoverability exceedingly difficult. Whilst access may have been possible for those working on Framatome's premises, on-site workers wishing to review videos from smartphones or tablets before entering a reactor building were simply unable.

Aside from professionally created content, the platform quickly developed into an effective employee knowledge sharing method.

"Peer-to-peer knowledge sharing is just as important", explained Paulin Dourde, Administrative Manager for Framatome's video platform. Content created and shared by employees could take the form of on-site technical videos demonstrating procedures, or screenshares orienting employees to new software. Not only could this reduce the cost of professionally producing vast quantities of content, it could also foster a more collaborative work culture as employees can review and adapt information disseminated by their colleagues.

Framatome provided a variety of tools that allowed staff to record and edit videos. However, the variety of solutions provided, exacerbated by the variety of video formats and discoverability issues, proved overly complex. Though Framatome's suite of recording and editing solutions offered the functionality needed, like basic editing, captioning, or inserting quizzes, they lacked the intuitive ease-of-use that could enable the precise and efficient knowledge sharing they desired.

> 66 Panopto quickly became one of the most appreciated tools for users. 99
>
> — **Jean-Paul Taravella,** *Project Manager for the Knowledge Program, Framatome*

Framatome researched solutions that could collate the sheer amount of existing and forthcoming content, regardless of format and capture devices used, into one centralized library. The organization also sought to unify the software used to record, edit, and share videos, along with improving discoverability and accessibility for all employees. A cloud-based video content management system (VCMS) was therefore Framatome's main priority.

The solution:
Centralized cloud storage and intuitive design facilitate creativity and connection

In Autumn 2019, Framatome selected Panopto as reliable and innovative leaders in the VCMS space. Jean-Paul Taravella, Project Manager for the Knowledge Program, was intrigued by how Panopto might integrate into Framatome's expansive range of hardware and software-based solutions. To test Panopto's ability to aid in Framatome's transition to digital knowledge creation and sharing, Taravella selected 150 employees from sites throughout France, Germany, and the US who subsequently received training on Panopto's varied functions.

Contrasting the specialized and exacting training each Framatome employee undergoes to ensure their own and others' safety, employees found that Panopto proved an intuitive and powerful solution. Amongst the fifteen knowledge transformation initiatives that Framatome had implemented in parallel, "Panopto quickly became one of the most appreciated tools for users," commented Taravella.

Framatome found Panopto to be a powerful VCMS, allowing for the centralization of video asset management. Panopto therefore became an easily navigable and searchable library housing Framatome's vast array of disparately formatted videos, created by both professionals and, increasingly, employees. Panopto's smart search enhanced the speed and accuracy of information retrieval, allowing employees to navigate directly to sections within videos referring to specific topics.

As a hardware agnostic, cloud-based solution, Panopto allowed Framatome's employees access to the collective knowledge, regardless of location or device. On-site workers using smartphones gained access to the same Framatome video content as those who were office-based.

Whilst there were legal tightropes to walk regarding international data sharing, Framatome created a culture of collaboration by constructing a secure, region-specific library through creative adaptation of Panopto's permissions and folder structure. It chose to allow open interdepartmental viewing, creation, and sharing within each respective unit and country, removing any discovery barriers.

Further democratizing how knowledge is created and shared via Panopto, Framatome utilized a governance concept to lay out expectations for the form and content, classification systems, and how to publish videos to the platform. This served as a style guide for Framatome's employees.

With an ample number of professionally produced videos as examples, combined with an established governance system, Framatome's employees found that Panopto's VCMS offered a unified, centralized content hub and toolset to both create and edit videos quickly and intuitively.

Framatome was also impressed with Panopto's support. Throughout the pilot, committee representatives met regularly to share their feedback and scrutinize Panopto's platform with their dedicated Customer Success Advocate. The Technical Support Team also aided in Framatome's international roll out of Panopto. "We felt we had a real partner in Panopto," shared Taravella.

Following the completion of the 6-month pilot, Panopto met Framatome's rigorous testing and launched in April 2020.

The future:

Intergenerational and international knowledge creation with more granular permissions

As one of Framatome's most successful knowledge transformation initiatives, Panopto functions as a centralized knowledge library housing a generation of Framatome's technical insights, analyses, and innovations. The number of videos has already surpassed 1,000 and continues to grow rapidly, as does the number of users.

Aligned with the goal to facilitate the ease and accessibility of learning, Framatome also hopes to enhance the permission management for employees, enabling more granular customizability of roles and their inherent degrees of control. In achieving this, Framatome could more easily navigate the necessary legal tightropes and successfully facilitate knowledge sharing between units, countries, and potentially external partners.

Utilising Panopto for the preservation of foundational knowledge, and the ability to self-serve, share, and iterate upon it, ensures that subsequent generations of employees can continue to hone their expertise throughout the nuclear industry, whilst secure that Framatome's commitment to safety directs their learning and drives their ever-advancing practices.