

Powell

# The best intranet projects 2025

Success stories from real  
Powell Intranet users



# Powell

## Powwwwwerful intranets, real results: Celebrating standout intranet projects!

Dive into a collection of extraordinary success stories from Powells 2025 Customer Awards. We've gathered the most innovative and impactful digital projects from across the globe, showcasing the power of collaboration and transformative solutions. Get ready to be inspired by these winning initiatives that are setting new standards for digital excellence.





# Powell



## Excellence awards winners

التميمي و شركاه  
ALTAMIMI & CO.

Most successful migration to SharePoint  
Online & integration with M365

THOM

Best intranet adoption



Best employee experience intranet



Best multi-tenant intranet



Best intranet launch



Best intranet ROI



Best use of AI in the digital workplace



Best non-profit intranet

# Best intranet launch



talented people...  
sustainable solutions

Region



Australia

Company size



50-999



## At a glance

D&E Air Conditioning Pty Limited transformed their internal communication and employee engagement with the launch of Powell Intranet. This initiative addressed significant challenges, creating a modern, collaborative, and engaging digital workplace.

# D&E Air Conditioning

## Sustainable climate solutions

## Challenges

- **Lack of cohesive engagement:** Faced difficulties in connecting, collaborating, and informing teams.
- **Ineffective news circulation:** Important updates and announcements were not being shared effectively.
- **Disorganized document library:** Existing document storage lacked operational cohesion and accessibility.
- **Centralized communication platform:** Sought to create an interactive platform for enhanced engagement.
- **Seamless news circulation:** Aimed to ensure all employees were informed and connected.
- **Organized document library:** Desired an accessible repository for improved knowledge sharing.

Region



Australia

Company size



500-999

Solution



Powell Intranet

## Key highlights



**75%**

intranet adoption rate



**+ 50%**

employee engagement



**- 80%**

document search time



**10%**

cost savings on internal comms



**100+**

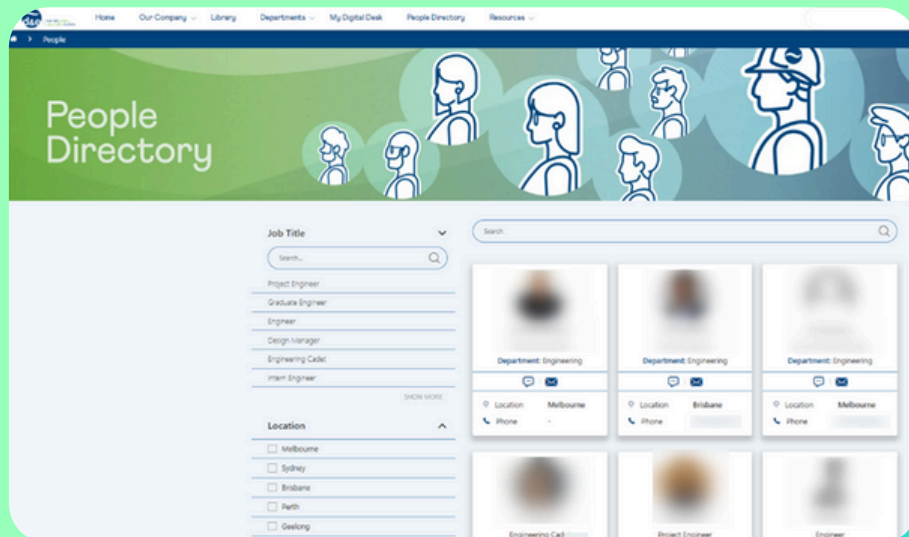
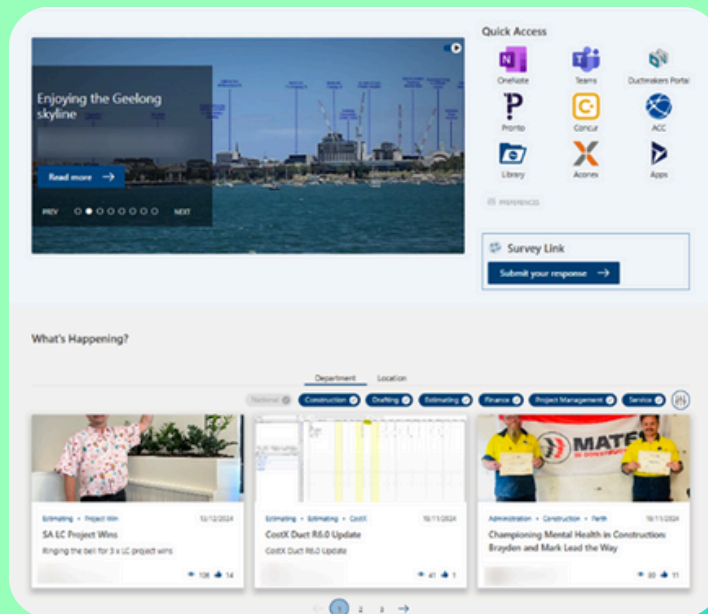
employee profiles uploaded



**+ 60%**

company-wide news sharing

## In pictures



## Results & Powell's Impact



- **Enhanced employee engagement:** Created a centralized digital workplace with an intuitive interface.
- **Seamless news Circulation:** Implemented personalized news feeds and automated updates.
- **Structured document library:** Developed a well-organized and searchable document repository.
- **Increased transparency & alignment:** Fostered better communication across teams.
- **Boosted employee engagement:** Led to a more connected and dynamic workforce.
- **Improved knowledge sharing & productivity:** Enabled easy access to key resources.
- **Modern intranet experience:** Supported collaboration and enhanced company culture.



I like the sharing of photos and news from other states/ departments. This is something that previously never happened and hopefully we only see this increasing as time goes on. I like that everyone has a profile photo, and it makes it more approachable and friendly towards people you haven't met before. As the safety SWMS documents have been shared as a master folder for overall compliance as a business, this is just an example of how intranet can be used as an access point for so many documents and procedures that need to be standardized across D&E in all the other states.

- Hayley, OH&S Coordinator - Administration, D&E.

### Choose content to create



 Need help, or inspiration ?



## Innovation & Differentiation

---

1

**Employee-first approach:** Intranet designed around employee needs with personalized features.

2

**Seamless communication & information flow:** Acted as a single source of truth for timely information.

3

**Robust document management:** Transformed disorganized storage into a centralized repository.

4

**Custom branding & unique identity:** Implemented custom logos and themes to reflect company culture.

5

**Scalable & future-ready solution:** Integrated with Microsoft 365 for long-term growth.



It promotes a healthy (Unity) within the company. (Transparency) Various departments can see what others have achieved. Helps solidify the core values (One Team).

- Murat, Coordination Lead - Drafting, D&E.



I've enjoyed greater visibility relating to key business news from around the country, an up to date People Directory with useful employee information, and the organisational benefits from our centralised controlled document library.

- Seamus Moffatt, National Systems & Innovation Manager, D&E.



Sustainable climate solutions



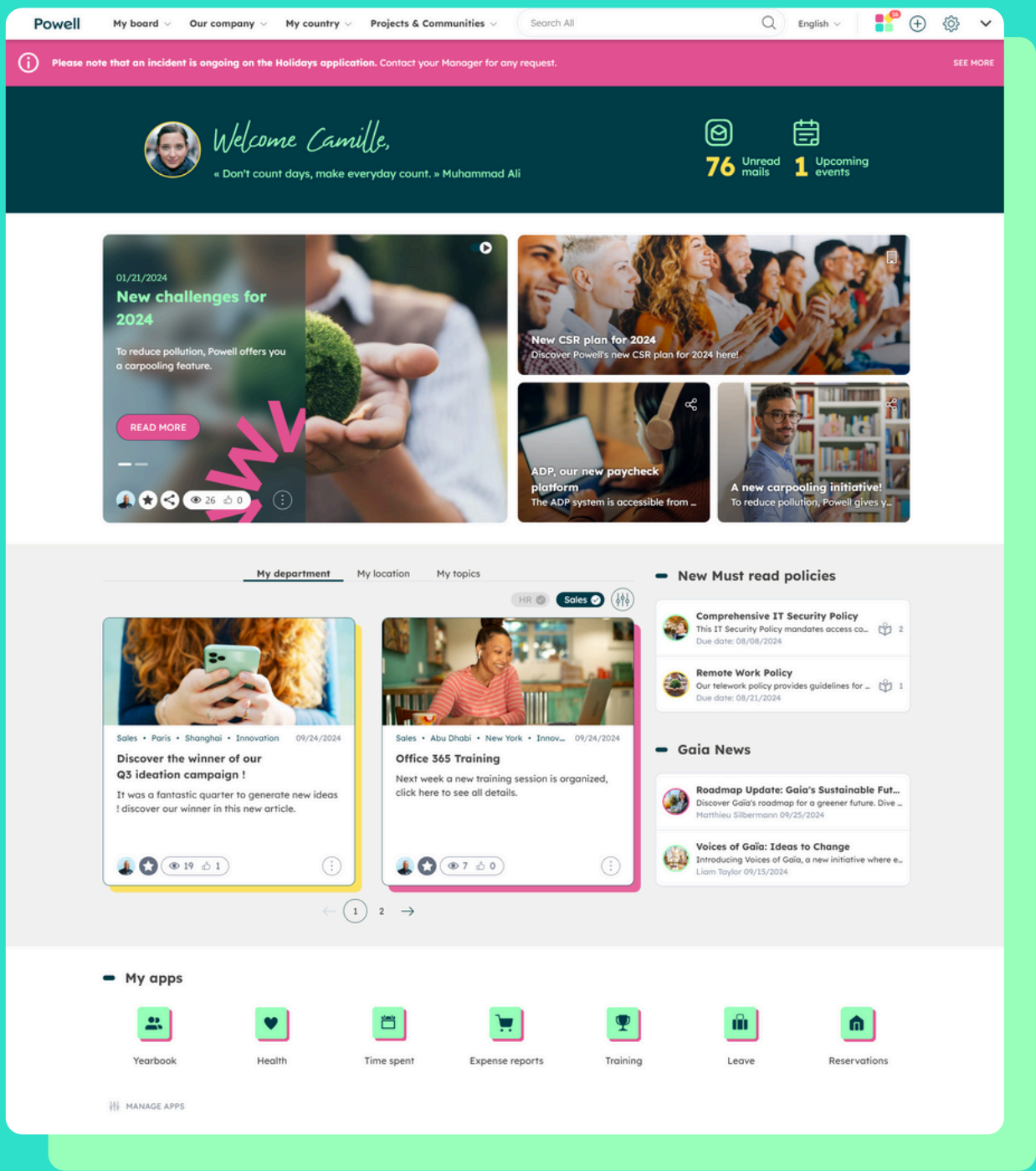
[www.de-air.com.au](http://www.de-air.com.au)



Victoria, Australia



# A dose of inspiration from Powell



# Best intranet adoption



THOM

Region



France

Company size



1000-9999

## At a glance

Thom Group, market leader in affordable jewelry in Europe, aimed to unify its intranet landscape across diverse regions. The goal? To boost employee engagement, enhance visibility, and foster a strong collective dynamic around shared objectives.

# Thom Group

Luxury goods & jewelry.

## Challenges

- **Global integration:** The challenge was to create a consistent intranet experience across all countries within the Thom Group.
- **Boosting engagement:** The need was to ignite employee participation and foster a sense of community.
- **Enhanced visibility:** The objective was to make vital information easily accessible and transparent.
- **Collective dynamic:** Drive a shared understanding and enthusiasm around the company's common goals.

## Key highlights

- Successfully unified a global intranet environment.
- Significantly boosted employee engagement and team motivation.
- Implemented an innovative hybrid system for targeted information delivery.
- Received enthusiastic testimonials from key stakeholders.
- Dynamic solution that is driving Thom Group forward.

Region



France

Company size



1000-9999

Solution



Powell Intranet

## Results & Powell's Impact

- **Motivated teams:** Witnessed a significant increase in team motivation and enthusiasm.
- **Enhanced engagement:** Successfully drove higher levels of employee engagement and participation.
- **Easy contribution & access:** Streamlined content contribution and information retrieval, making the intranet user-friendly.
- **Goal achievement:** Successfully met and exceeded the project's initial objectives.

1

**International & hybrid system:** Implemented a unique international and hybrid system to filter and deliver relevant information and functionalities to the right users.

2

**Targeted information delivery:** Focused on ensuring the right information reaches the right people at the right time.

3

**Functionality optimization:** Streamlined and optimized functionalities to cater to diverse user needs.

A successfully executed intranet project, where user satisfaction and rich functionality meet to connect an international team.

-Leslie-Anne BUFFIGNANI, Dir Digital Factory

More than just a website, the day-to-day partner for shops

-Leslie-Anne BUFFIGNANI, Dir Digital Factory

THOM



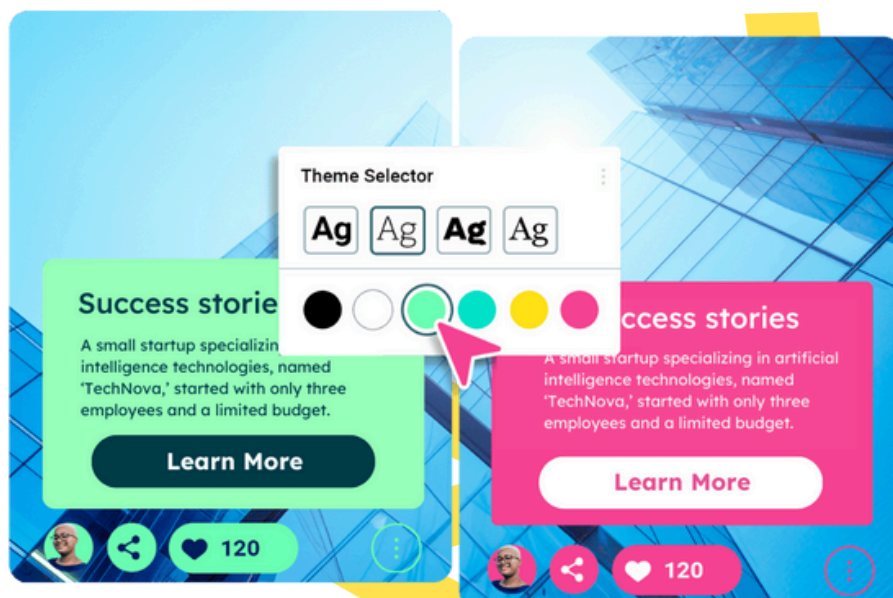
Luxury goods & jewelry



[www.thomgroup.com](http://www.thomgroup.com)



Paris, France





# Most successful migration to SharePoint Online & integration with M365



التميمي و شركاه  
ALTAMIMI & CO.



Region



UAE

Company size



1000-9999

## At a glance

Al Tamimi & Company, a leading law firm in MENA, successfully migrated from an outdated SharePoint On-Premises intranet to SharePoint Online with the help of Powell partner Cloud for Work. This transformation, resulted in a modern, user-centric digital workplace that seamlessly integrates with Microsoft 365.

# Al Tamimi & Company

Supported by Cloud for Work

## Challenges

- **Outdated intranet:** Faced challenges with an outdated, difficult-to-maintain SharePoint On-Premises system.
- **Scalability & security:** Needed to improve scalability, security, and collaboration capabilities.
- **Seamless integration:** Aimed for seamless integration with Microsoft 365 tools.
- **User-friendly experience:** Sought to create an intuitive and engaging intranet.
- **Digital transformation:** Sought a partner to help achieve their digital transformation goals.

## Key highlights

- Witnessed a noticeable boost in communication and resource sharing.
- Streamlined workflows through custom features and Microsoft 365 integration.
- Received overwhelmingly positive feedback, indicating project success.
- Anticipate even greater impact as adoption continues to rise.



80%

Adoption by users

Region



UAE

Company size



1000-9999

Solution




Powell Intranet

## Results & Powell's Impact

- **Successful migration:** Achieved a smooth migration to SharePoint Online.
- **Modernized intranet:** Created an intuitive and engaging user experience.
- **Enhanced Collaboration:** Seamlessly integrated with M365, boosting collaboration & productivity.
- **Reduced costs:** Streamlined migration, minimized downtime, and reduced costs.
- **Scalable & secure:** Implemented a scalable & secure intranet to meet evolving needs.
- **Improved workflow efficiency:** Modernized internal comms and enhanced workflow efficiency.

# In pictures





1 2 3 4

### HR Calendar


December 2024

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 1   | 2   | 3   | 4   | 5   | 6   | 7   |
| 8   | 9   | 10  | 11  | 12  | 13  | 14  |
| 15  | 16  | 17  | 18  | 19  | 20  | 21  |
| 22  | 23  | 24  | 25  | 26  | 27  | 28  |
| 29  | 30  | 31  | 1   | 2   | 3   | 4   |

### Wellness

Get to know Lyra Wellbeing


### Annual Awards



### Essentials

- Academy
- Intranet Competition
- Medical Insurance
- Resources

### Learning Management System (LMS)



### Careers

Search Jobs

- Secretary**  
Abu Dhabi | Posting Date 22/11/2024
- Secretary**  
Dubai | Posting Date 08/10/2024
- Secretary - Legal (Hybrid/Remote)**  
Cairo | Posting Date 04/10/2024

## Welcome, SharepointOnline Admin

Unread mails    Upcoming events

Search Connect

### MY LEAVE BALANCE

### Engage

View all    Start a discussion

Posted in All Company

Nov 25

**USE IT OR LOSE IT**

So, we're one day in. What do you think about our new Intranet?

See 2 comments    10

### My Rewards

Points: 0

Preferred action

### Leaderboard

| # | Name      | Points |
|---|-----------|--------|
| 1 | Abu Dhabi | 105    |
| 2 | Dubai     | 60     |
| 3 | Cairo     | 50     |

### Give Kudos

- Teamwork**  
They say teamwork makes the dream work...
- Client Care**  
Your dedication and care does not go unnoticed...
- Innovation**  
Your fresh perspectives, and your sense of...

KUDOS' WALL →

### Helpdesk

Raise a new ticket

Subject:

Ticket Detail:

Attachment:

Attachment:

It looks like you don't have access to this report.  
Ask the report owner to share it with you.

### Get Involved

Do you want to get involved in a current IT initiative OR Do you want to submit an idea?

### App Catalog

Search

- DocuSign** (Productivity)   
DocuSign is a widely used electronic signature and digital transaction management platform. It allows individuals and...
- Contract Express** (Automation)   
Contract Express is a document automation platform developed by Thomson Reuters. It's designed to help legal professionals...
- Docs - TemplateStudio** (Automation)   
An advanced document automation tool designed to streamline the creation and management of legal documents. Allows users to...

1 2 3 4 5 6 7



1

**Customization & engagement:** Delivered a unique intranet experience through customization and a focus on user engagement.

2

**"Wow factor" experience:** Created personalized dashboards and seamless Microsoft 365 integration.

3

**Brand alignment:** Developed a visually engaging digital workplace that aligns with the firm's brand identity.

4

**Powerful resource:** Transformed the intranet into a powerful resource that drives productivity, innovation, and company culture.



This project was a critical milestone for us. By moving to SharePoint Online with Powell's solution, we were able to modernize our digital workplace and significantly improve the user experience. The seamless integration with Microsoft 365 and custom features really set us apart, enabling our team to collaborate more efficiently and effectively.

- Shine Muhammad, Head of IT Projects and Development, Al Tamimi & Co.



The new intranet has transformed the way we work. The customization features, along with the user-friendly interface, have made it much easier for our team to stay connected, share knowledge, and access important resources. It truly feels like a tool designed specifically for our needs and culture, driving both productivity and engagement.

- Ananya Dsouza, Business Systems Analyst, Al Tamimi & Co.

التميمي و شركاه  
ALTAMIMI & CO.



International law firm



[www.tamimi.com](http://www.tamimi.com)



Dubai

CLOUD  
FORWORK



Technology advisory and  
implementation company



[www.cloudforwork.com](http://www.cloudforwork.com)




Dubai



# A dose of inspiration from Powell



20  
DEC



4:00 PM - 9:00 PM12/20/2024


Company Christmas dinner

Discover our menu prepared by amazing chefs for this special occasion!

Paris

Add to my calendar

30  
APR



6:00 AM - 2:00 PM04/30/2025

New tools usecases conference

Come discover the new company tools conference!

London

Add to my calendar

Today's question

What do you think about the new Digital Workplace?


☐ Amazing, I like the design and the fact that it's really easy to personalize!

☐ Good, I can easily find my content

☐ Nice but I didn't had the time to see everything yet

Vote

My communities highlights




Camille Gorce in Intranet Ambassadors

7 days ago

Top !

👍

👁️ SEE ALL




Christie Cline in Happiness Committee

a month ago

Awesome

👍 1

👁️ SEE ALL




Camille Gorce in Human Resources

a month ago

Quick question, how can we participate to the works council life please?

👍

👁️ SEE ALL



Camille Gorce replied to Patti Fernandez in Project Alpha


a month ago

Super thanks a lot!

👉 Hi guys, you'll find here our last meeting minutes 📄

👍

👁️ SEE ALL




Patti Fernandez in Project Alpha

a month ago

Hi guys, you'll find here our last meeting minutes 📄

👍 1

👁️ SEE ALL




Camille Gorce in Project Beta

a month ago

Hello everyone, below you will find the minutes of our last internal 📄 meeting

👍 1

👁️ SEE ALL



Laurent Elmaleh replied to Camille Gorce in Corporate

2 months ago


Hello, yes they are in the Human Resources area here.

👉 Hello, do you know where I can find the other photos of Thursday's workshop please?

👍

👁️ SEE ALL

My next badges



Like expert

34/50 Pts

My documents

VELLWARE

AS GUIDELINES

Software

a month ago

Camille Gorce

2024 Branding guidelines

Meeting minutes 050724

a month ago

Camille Gorce

Report 050724

a month ago

Camille Gorce

CORPORATE SOCIAL RESPONSIBILITY

Quarter

Report 050724

a month ago

Camille Gorce

1

2

# Best non-profit intranet



Region



Germany

Company size



1000-9999

## At a glance

Diakonie Michaelshoven, a social welfare provider, faced the challenge of modernizing an outdated intranet. By partnering with HIRSCHTEC, they created a dynamic digital gateway, fostering connectivity and efficiency across their extensive network of over 250 locations.

# Diakonie Michaelshoven

Helping people in need in Cologne

## Challenges

- **Outdated on-premises system:** The 2011 intranet was no longer serving the needs of a modern, diverse workforce.
- **Digital skill gaps:** Many employees (educators, geriatric nurses, etc.) had limited digital experience.
- **Restructuring & decentralization:** A 2021 restructuring created nine subsidiaries and over 250 locations, requiring unified communication.
- **Optimizing care time:** Aimed to streamline workflows, allowing employees more time for direct care.
- **Building a digital gateway:** Create a connecting entry into the digital world.

Region



Germany

Company size



1000-9999

Solution



Powell Intranet

## Key highlights



**12,000**

fewer internal emails



**80%**

reduction in over 2 million files



**40%**

reduction in print-outs



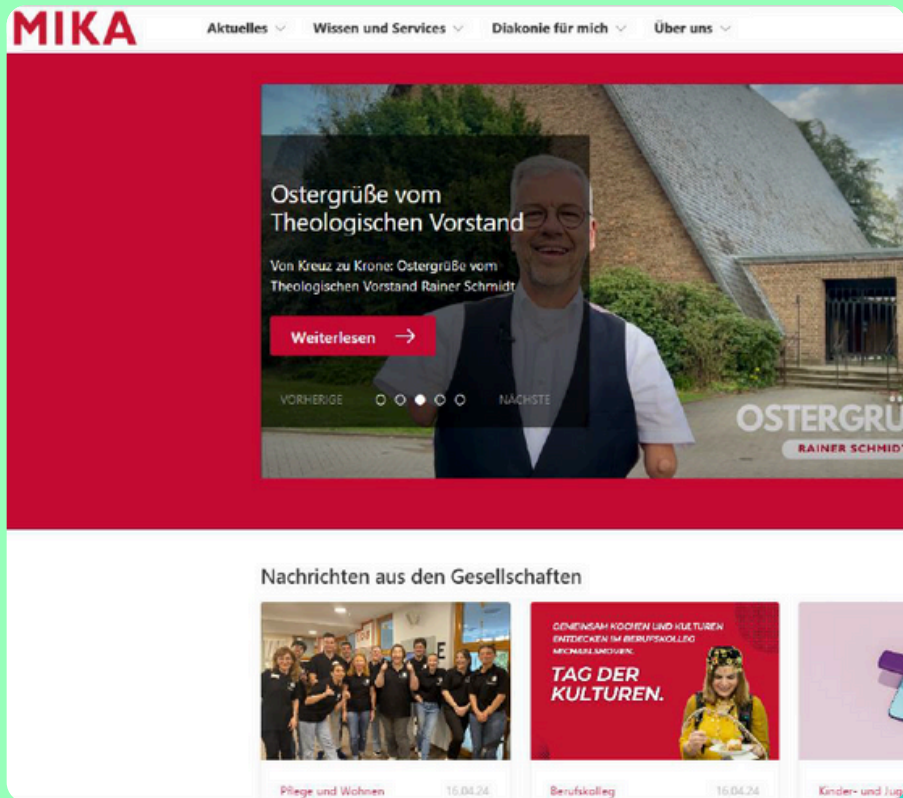
**3X**

event registrations



**1000**

employees votes in corporate mission statement





## Results & Powell's Impact



- **Central digital gateway:** Powell Intranet became the primary entry point, providing essential information and application access.
- **Transparent event calendar:** Accessible calendar for events and important dates.
- **Enhanced user experience:** Implemented a "maximum three clicks to the target" philosophy, improving information access.
- **Mobile accessibility:** Enabled mobile access to content.
- **Social media hub:** Consolidated external social media channels into the intranet.
- **Empowering diverse workforce:** Increased digital engagement for staff with varying digital skills.

## Innovation & Differentiation



- 1 Significant paper reduction:** Achieved a 40% reduction in paper printouts, streamlining administrative tasks.
- 2 Streamlined quality management:** Automated distribution of holding company processes to subsidiary QM manuals.
- 3 Efficiency gains:** The implementation of the Microsoft 365 modular system resulted in significant efficiency gains.
- 4 Focus on care:** Technology was leveraged to free up employee time for direct care and assistance.



Extremely professional, extremely intensive, extremely constructive and extremely collegial. We spent a lot of time together to create a holistic intranet and a great, new work surface that is fun every day. Thanks to everyone involved

-Julia Hofmann, Organization Development, Innovation, QM



Helping people in need in Cologne



[www.diakonie-michaelshoven.de](http://www.diakonie-michaelshoven.de)



Cologne, Germany



trusted service provider for the digital workplace



[www.hirschtec.eu](http://www.hirschtec.eu)



Dubai

# Best multi-tenant intranet



Region



France

Company size



1000-9999

## At a glance

GROUPE BBL, a global federation of supply chain specialists (25+ subsidiaries in 21 countries), transformed its internal communication with "MyBBL," a multi-tenant intranet powered by Powell. This initiative addressed the challenges of rapid growth and international expansion by creating a unified digital space.

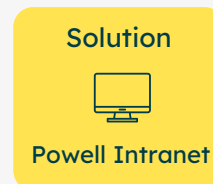
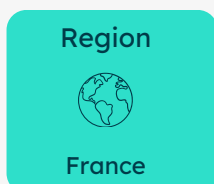
# Groupe BBL

## Federation of supply chain specialists

## Challenges



- **Communication silos:** Faced a significant lack of internal communication across its growing number of subsidiaries.
- **Outdated communication tools:** Relied on a dated Joomla page and limited Teams usage.
- **Internationalization challenges:** Needed to provide multilingual content access for non-English-speaking employees.
- **Information centralization:** Aimed to consolidate key information and documents into a single, accessible location.
- **Strengthening group identity:** Sought to foster a sense of belonging and unity across diverse subsidiaries.



The intranet is a real asset for our IT service. It allows us to communicate better with users by quickly publishing information on maintenance operations or ongoing incidents.

- Alexis CARIOU, IT Support Technician, GROUPE BBL

## Key highlights



**1,300**

employees have access



**200,271**

total visits



**36.5**

avg. monthly visits per person



**2MIN20**

avg time spent on homepage

## Results & Powell's Impact



- **"MyBBL" implementation:** Successfully launched "MyBBL" to address strategic growth needs.
- **Enhanced group cohesion:** Strengthened the sense of belonging beyond subsidiaries.
- **Improved collaboration:** Facilitated communication and collaboration globally.
- **Centralized information hub:** Consolidated key documents, procedures, and resources.
- **Strengthened employer branding:** Reinforced the group's visual identity, history, and values.
- **Multilingual access:** Enabled users to view content in their preferred language.



Arriving at BBL Transport just 1 month ago, the intranet allowed me to integrate more easily into this very diverse Group. An article published in the 'News Groupe' about my arrival allowed certain subsidiaries to contact me.

- Hugo MAUDUIT, BBL Transport Agency Manager, Caen.

## Innovation & Differentiation



1

**Unique multi-tenant design:** Created an intranet tailored for 25+ diverse subsidiaries, unlike single-company intranets.

2

**Evolving communication model:** Transitioning from primarily top-down communication to an interconnected intranet network.

3

**Localized content promotion:** Enabled subsidiaries to share local content globally, fostering transparency.

4

**"Multi-net" vision:** Aiming to create a collaborative solution that reflects the group's richness and diversity.

MyBBL has been instrumental in helping me locate various BBL offices and facilitating collaboration on both existing and prospective business opportunities.

- Gareth GODBER, Head of UK, BBL UK & Ireland.



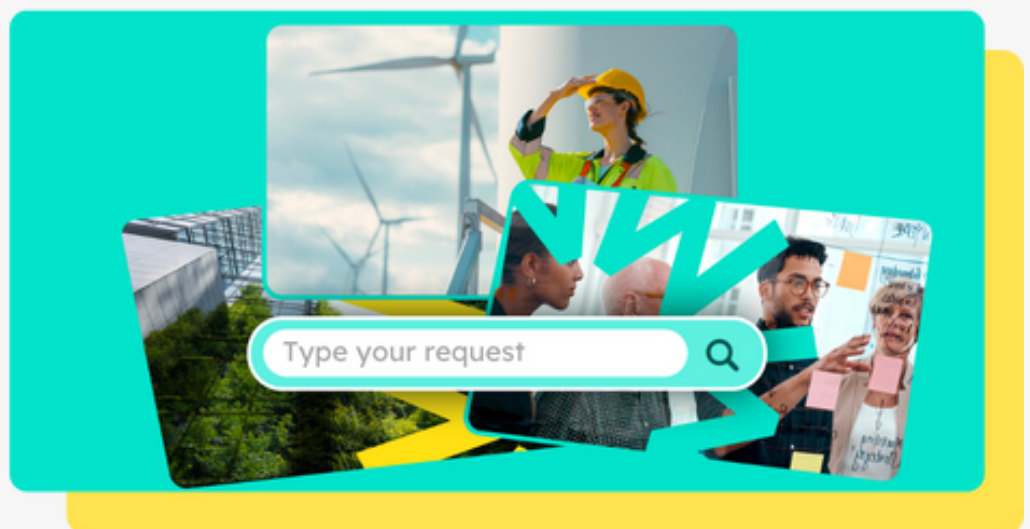
Supply chain solutions



[www.groupe-bbl.com](http://www.groupe-bbl.com)




France



## A dose of inspiration from Powell




### Newcomers



**Laura Denvida**  
Laura supports the work of marketers and executives on projects aimed at...

Manager RH


Say welcome



**Sam Cornell**  
Sam will be replacing Louis at the COO position, welcome!

COO

Say welcome




**Mike Sanders**  
Welcome to Mike who joins the IT team to help you with the digital workplace !

Helpdesk Support

Say welcome

### Today's birthday




**Julia Conwell**  
Arriving from Dublin, Julia will integrate the HR Team. Her mission is to be in charge of the onboarding of all our new collaborators.


HR Manager

Wish happy birthday!

### WebTV



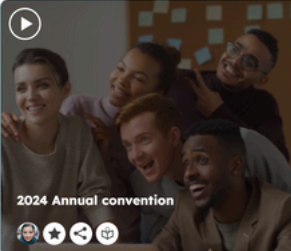
How to triumph at your annual review



Paul Archie's interview - HR Manager



Welcome at Powell Software



2024 Annual convention

### Your ideas are successful

- 1 Turn off the heating in offices at ni... 4
- 2 Implement the Green of the Month ... 3
- 3 Defining an Ecology team 1


SUBMIT YOUR IDEA →

### Kudos

**The greatest achievement**  
Vote for the company's best proj...

**Employees of the month**  
"Alone we go faster, together we ...

**Teamwork**  
They say teamwork makes the dr...





# Best employee experience intranet



**MUTUALITÉ  
FRANÇAISE**  
CENTRE ATLANTIQUE

SERVICE DE SOINS  
ET D'ACCOMPAGNEMENT

Region



France

Company size



50-999

## At a glance

Mutualité Française Centre Atlantique transformed their outdated intranet into "Kaleido," a vibrant and user-centric platform powered by Powell. This initiative significantly improved employee engagement and streamlined internal communication.

# Mutualité Française Centre Atlantique

Care and support services.

## Challenges



- **Inefficient administration:** Faced challenges with a slow, unstable, and difficult-to-manage intranet.
- **Unengaging design:** The standard SharePoint setup was visually unappealing and lacked user engagement.
- **Improved user experience:** Aimed to create an intuitive, fast, attractive platform.
- **Enhanced internal communication:** Sought to improve the visibility of internal initiatives, particularly from HR and marketing/communication departments.
- **Strengthened employer branding:** Desired to reflect modern company values and enhance their employer brand.

Region



France

Company size



500-999

Solution

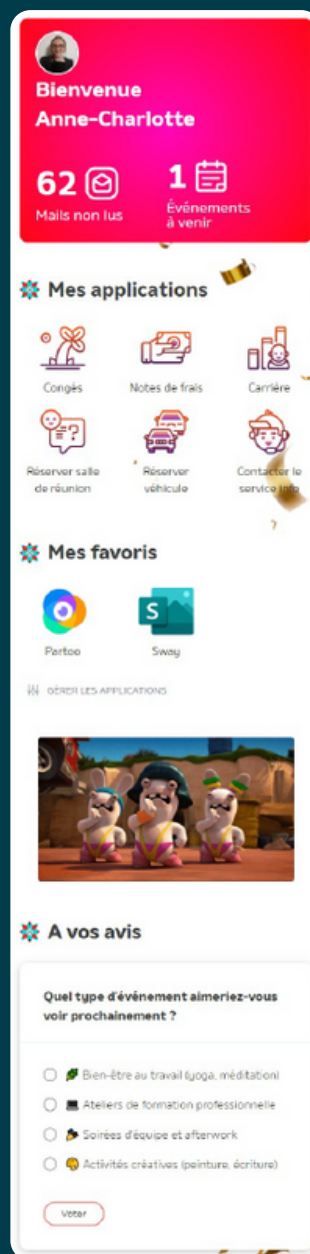
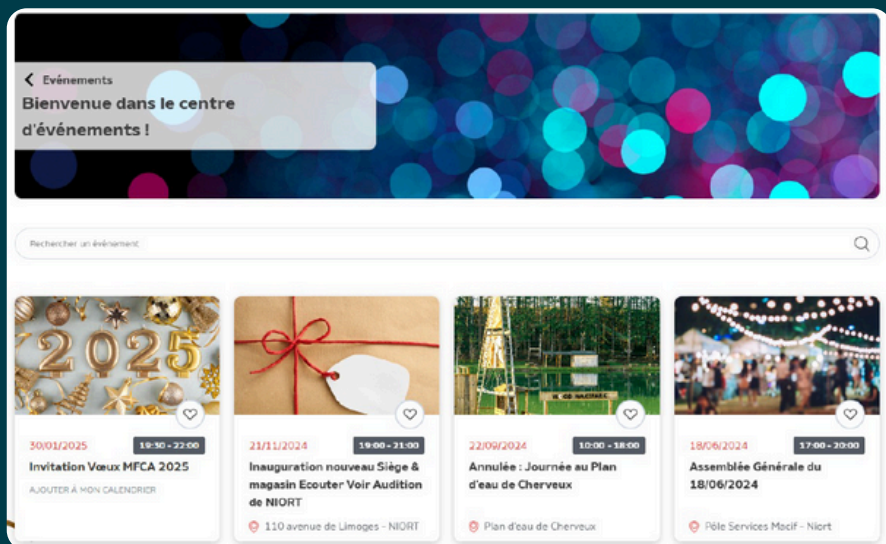
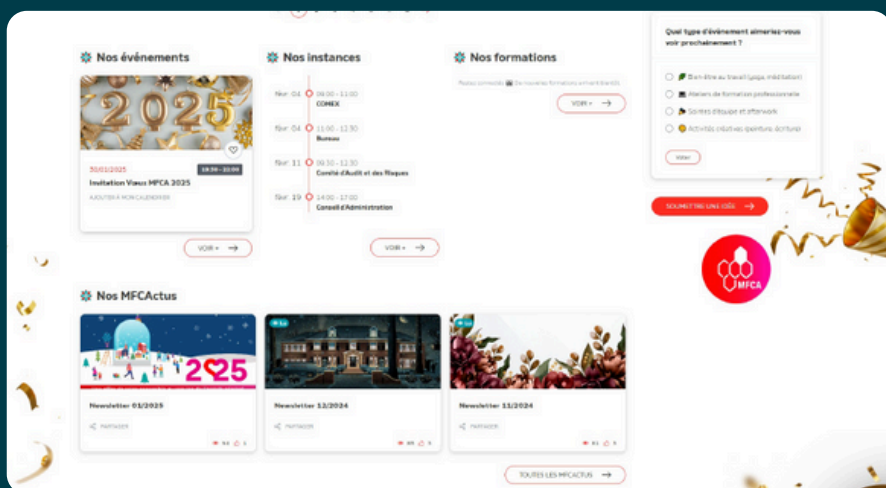


Powell Intranet

The transformation of our intranet with Kaleido has been a revolution for our internal communication. The intuitive tools and attractive interface have significantly increased employee engagement.

- Anne-Charlotte MENA, Marketing and Communication Manager, Mutualité Française Centre Atlantique

## In pictures



## Key highlights



**85%**

user adoption



**60%**

engagement increase



**2X**

daily page views



**15%**

operational cost reduction

## Results & Powell's Impact



- **Innovative solutions:** Powell provided innovative solutions addressing key challenges.
- **Improved platform stability:** Reduced loading times and eliminated stability issues through pre-designed templates and a modern UI.
- **Simplified admin:** Streamlined intranet management for marketing & comms team.
- **Enhanced user engagement:** Implemented colorful, engaging workspaces with interactive features like polls and customizable profiles.
- **Increased visibility:** Elevated the visibility of HR and marketing/communication initiatives.
- **Reinforced employer brand:** Modernized intranet strengthened the company's image as a progressive employer.



Implementing Kaleido has been a key project for our company, radically changing the way we share and manage information. The customizable interface and interactive features have engaged our teams like never before, making every interaction on the intranet rewarding and relevant.

-Pascal OTHABURU, Managing Director, Mutualité Française Centre Atlantique

# Best intranet ROI



**comlink**<sup>TM</sup>  
AUSTRALIA

Region



Australia

Company size



50-999

## At a glance

Comlink Australia addressed significant internal communication and data management challenges by implementing Powell. This initiative resulted in substantial cost savings, improved employee satisfaction, and a streamlined digital workplace.

# Comlink Australia

Community transport, home care and social support services.

## Challenges



- **Staff feedback:** Internal surveys highlighted communication and content discovery issues.
- **Data fragmentation:** 23 network drives and 95+ MS Teams groups led to an inconsistent user experience.
- **Access & security concerns:** Lack of centralization posed risks to organizational information.
- **Consolidation:** Aimed to consolidate file storage platforms for reduced complexity.
- **Access controls:** Needed to implement robust access controls for sensitive data.
- **Search & navigation:** Sought to enhance search capabilities and provide clear file location guidelines.
- **Central repository:** Desired a centralized location for consistent company data.
- **Training & adoption:** Required comprehensive training on SharePoint, OneDrive, and Teams usage.

Region



Australia

Company size



500-999

Solution



Powell Intranet

## Key highlights



### 20 POINT

eNPS uplift

Achieved through sunsetting network drives.



### 70%

cost savings

Increased employee Net Promoter Score for communication within six months of implementation.



## Results & Powell's Impact



- **Improved staff surveys:** Significant uplift in staff communication satisfaction.
- **Enhanced access & security:** Cleaner, simpler, and robust file access and security management.
- **Cost savings:** Substantial savings from sunsetting network drives.
- **Streamlined information access:** Simplified and engaging access to organizational information, events, and staff data.
- **Modern SharePoint platform:** Engaging, modern, and user-friendly SharePoint platform.
- **Excellent Support:** Great engagement and support from Powell Software.



The implementation of SharePoint has been a game changer for our organization. It has significantly enhanced our collaboration, streamlined our workflows, and improved overall productivity. The centralized platform has made information sharing seamless and has empowered our teams to work more efficiently and effectively.

- Brand and Graphic Design Lead

## Innovation & Differentiation



1

**Seamless data access:** Team members can access organizational and operational data in three mouse clicks or less.

2

**Collaborative design:** The design process involved all Comlink Australia departments, ensuring a user-centric experience.

3

**Efficient information retrieval:** The new platform greatly simplified the search for needed information.



I've been involved in multiple SharePoint deployments and redeployments and this one has hands down been the most successful because the time was taken to get the site design and permissions right from the start

- ICT Officer

**comlink**  
AUSTRALIA



Community transport, home care and social support services.



[www.comlinkaustralia.com.au](http://www.comlinkaustralia.com.au)



Queensland, Australia

# Best use of AI in the digital workplace



Region



France

Company size



50-999

## At a glance

Bastide, a leading medical comfort provider, has implemented Powell Buddy as an AI-powered chatbot within their intranet. This initiative, developed in partnership with BlueSoft Empower, streamlines vehicle fleet management and enhances support services.

# Bastide

## Supported by BlueSoft Empower

## Challenges

- **Optimizing vehicle fleet management:** Sought to streamline the management and support of their 1600-vehicle fleet.
- **Improving user support:** Aimed to reduce the workload of the support team and improve response times.
- **Enhancing intranet functionality:** Desired to integrate innovative AI capabilities into their digital workplace.

## Next steps

- **Performance and integration testing:** Currently in the final stages of performance and system integration testing.
- **Official launch:** The official launch on the production intranet expected in February 2025.

Region



France

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1000-9999

Solution



Powell Intranet

## Results & Powell's Impact

- **AI-powered chatbot implementation:** Deployed Powell Buddy for automated vehicle fleet management and support.
- **SharePoint document integration:** Utilized SharePoint documents as a data source for the chatbot.
- **Image data processing:** Currently testing Powell Buddy's ability to process images for enhanced service capabilities (e.g., handling vehicle registration documents).



1

**Innovative intranet functionality:** Integrated AI chatbot significantly enhances the intranet's capabilities.

2

**Reduced support team workload:** Automated support tasks free up the team for other critical activities.

3

**Efficiency gains:** Streamlined access to information and support, improving overall efficiency.



We are looking to save time in the daily support of our users.



The phone will stop ringing for recurring requests.



Medical comfort provider



[www.bastideleconfortmedical.com](http://www.bastideleconfortmedical.com)



France



Supports organizations in strategic digital projects



<https://empower.bluesoft-group.com/>



France

## A dose of inspiration from Powell

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