



Success Story


silva

About Our Client
Silva Homes

Employees: 220
Location: UK
Industry: Housing Association

Silva Homes is a vibrant, ambitious and independent housing association with big plans, backed by strong finances and excellent colleagues. Established in 2008 as a stock transfer association, they have since significantly invested in, and improved, the homes and services to their customers.

With over 220 employees the company provides services which include housing management, supported housing, repairs and maintenance, landscaping, development and central services.

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Silva Homes launches digital transformation with SORCE and Powell Intranet

Silva Homes launched their intranet project to replace an existing in-house built intranet that was no longer fit for purpose or meeting user needs. At the same time, they were also rolling out Office 365 across the organization. So, the new digital workplace was required to bring together the new and complex landscape into a joined-up and user-friendly employee experience. This new digital workplace needed to make the most of the exciting new functionality that Office 365 was offering the organization whilst making it easier to implement and maintain for a small team.

What did Silvs hope to achieve? Silva hoped that a new digital workplace would enable colleagues to work more effectively and help the business identify opportunities for business efficiencies and cost savings. The new digital workplace would be launched alongside the rebranding to give employees a new and engaging way of working and communicating within the newly branded organization.

Silva also hoped Powell Intranet would enable them to quickly deliver a powerful digital workplace that is easy to maintain and available to all colleagues from any device. They wanted it to be future-proofed with regular product updates in line with Microsoft's development roadmap for Office 365.

"We are fortunate to employ a fantastic and dedicated group of colleagues and it is crucial that they have access to relevant, current information so that they can excel in their roles. Knocking down internal barriers is a necessary stage in empowering colleagues and driving business efficiencies."

- Alan Ward, Chief executive, Silva Homes

The key project goals included:



- Replace an existing in-house intranet that no longer fits user needs
- Enable truly global communication and strengthen cross functional collaboration
- Provide access to easy-to-find and relevant information
- Enable learning across the organization and for remote workers
- Give employees a new and engaging way of working

The principles of the employee portal:



- ONE global employee portal (no alternatives, one single software solution, all devices)
- Active and passive personalization alongside the rebrand
- Open communication without borders, just necessary private groups are restricted
- The new employee portal hosts the additional tools
- Shut down of redundant tools and reduce tools to core functionality
- Help for business efficiencies and cost savings



About SORCE

SORCE was created in 2001 in response to the growing demand for intranet software that could improve the way businesses communicate. Our ethos is simple, all of us are focussed on ensuring Engage and Powell 365 intranet software to encourage communication and increase business productivity.

Today, our technology powers intranet and extranet solutions for hundreds of organizations with more than 500,000 users worldwide.



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About Powell Software

Powell Software develops digital workplace solutions that improve the employee experience, helping companies write their own "future of work" by leveraging the talent of their entire workforce.



Next steps...

If you are looking to launch a SharePoint based intranet project, book a Powell Intranet demo with one of our intranet experts today! Let us show you how Powell Software can help you transform your digital workplace.

[BOOK YOUR DEMO NOW](#)

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The Solution

Silva's new intranet, Powell Intranet, has been introduced as part of a business-wide project, which will see administrative processes and communications digitally reconfigured over the next two years. This plan, known as ST21, has been launched following an examination of the housing association's internal and external workflows and will aim to improve service quality to its 7,400 affordable homes by shifting 80% of customer-initiated transactions to the web by 2021.

The new Business Blog and Performance Dashboard is a fantastic way of providing regular business news, updates, facts and figures in a dynamic and engaging way. All employees are now receiving the same information at the same time regardless of location.

Silva Homes has worked with SORCE to customize the search functionality within Powell Intranet, creating an intuitive, easy-to-use and simple standard way of searching. The search is based upon a hierarchical structure and applies to all areas of the site, whether you are searching for documents or contacts. Standardizing how a user searches for information has proved to be a great success. Time and therefore cost savings are being made across the business as information is now quick and easy to find.

Improvements in knowledge sharing across the organisation have already been seen. Employees are now able to quickly and easily share news and important information to everyone across the whole organisation, including those employees who work remotely. Employees can now openly pass on compliments and feedback from their customers to their colleagues across the whole organisation which is great for morale. They can also publicly recognise and thank their colleagues for individual actions and achievements. Providing feedback and compliments openly in this way is great for employee engagement;

The Results

The new intranet has successfully made sense of the complex Office 365 landscape and has digitally transformed the way employees work within Silva Homes. An exciting new Office 365 functionality has been introduced in a user-friendly way that is easy to maintain.

"We are delighted with how empowered our employees now feel; they can quickly and easily add content to the new site and share news and knowledge. Everyone now feels more connected and we all have a better understanding of the different departments within the organisation. This is especially true of our remote workers who now have access to the same information as those who are based in the office. We are thrilled with our new intranet and look forward to unrolling future developments within the site".

- Justine Thompson, Lead Transformation Partner

Silva Homes employees now have:



- A better understanding of their individual business impact
- Increased employee engagement
- Improved efficiency
- Interactive internal communication & collaboration

As part of Silva's digital transition, in addition to its new intranet, the association has already rolled out a new website, a customer self-service portal, an income management tool, a development monitoring tool and an asset management system, and is now working on digitising other internal and customer-facing processes.