



Success Story

About Our Client

A major French player in the public health field, more particularly in medical diagnostics. Our client has been operating for 50 years and is now present in over 40 countries. Amongst their more than 12,000 employees located all over the world about 3,000 work in production and development sites

Connecting Employees and Building a Sense of Belonging with Powell Software

Building an intuitive and collaborative digital workplace that's accessible from any device requires the right provider. When a public health company, in the medical diagnostics sector, came to Powell Software looking to update their intranet, they found just that. With over 12,000 employees, not all working at a desktop, the medical diagnostics client needed a modern digital workplace to better respond to employee needs.

"Provide employees with a single centralized platform that gives them access to all the resources they need in their working day, and also, somewhere that contributes to the feeling of belonging".

Key project goals:



- Digital transformation project, to provide a seamless experience for employees and customers
- Engage and deliver an optimized experience for all key stakeholders

Necessary components of the digital workplace:



- An employee portal, forming the main pillar of the digital employee experience
- Simplified end-user experience, targeted information to avoid overload
- All employee tools accessible in one place
- Truly collaborative platform
- Accessible from any device
- Intuitive to create content, no knowledge of HTML needed

The need for a modern & simplified intranet

An outdated intranet which no longer met current needs was the starting point for the project.

Employee demands had also evolved over time and they required new tools to help manage their workload. Discussions with employees revealed they were using up to 15 applications daily which weren't connected or accessible from the same place. They were also getting a lot of top-down information from different stakeholders, not all relevant to them, depending on their function and location.

The client wanted to ensure employees only received the information pertinent to them, which they could access from anywhere. As not all employees had a desktop, the ability to connect to the intranet from any device was a critical requirement which their current Intranet didn't facilitate. It was also important that employees be able to create content easily themselves, without technical knowledge of HTML.



Powell Software

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At Powell Software, our mission is to connect organizations with employees through a complete Digital Workplace. We achieve this with Powell 365, made up of two pillars. First, Powell Intranet for corporate communications and employee engagement. Second, Powell Teams to enhance Microsoft Teams with governance for IT and improved usage and adoption for end-users. Our ready-to-use and customizable templates combine these pillars to help transform business processes for hybrid work.

Given the size of the company and the various stakeholders involved, the client was embarking on a vast project.

Choosing the right provider

With digital transformation being a very “corporate” subject there was a lot of visibility and a lot of ambition. This meant the implementation of the project was a high-pressure task.

The medical diagnostics company chose Powell Software to accompany them on this journey and build a digital workplace that would respond to all their needs.

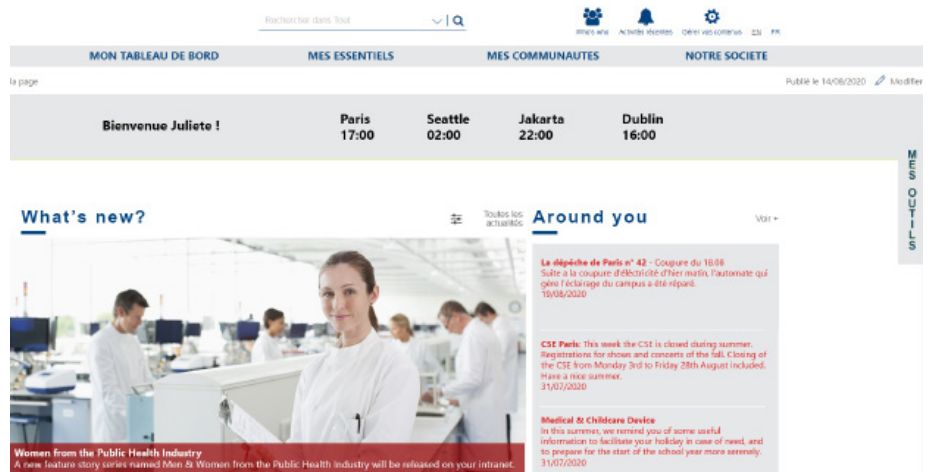
The choice was driven by the fact that Powell Software:

- Aligned with their move towards Office 365 tools including Microsoft Teams
- Has expertise in the field, with ever-evolving & up-to-date solutions
- Focuses on providing an experience that drives employee usage rather than pushes communication to the limit

Building the digital workplace

With Powell Software chosen as provider, the client also had an integrator to help get the project up and running. The relationship between the three parties was key to its success, and there was a very good understanding between the project teams on all sides.

“We had people in front of us who knew how to adapt to our context, to our needs. There was a human side that made the difference.”



Throughout the build and implementation, employee experience was kept a central focus. This was facilitated through workshops, during which, employees were asked about their needs and sticking points. The final solution was built with these in mind.

The client then worked on content to populate the intranet and launched a pilot of the digital workplace three months later. During the pilot, feedback was collected from employees to see how the solution could be deployed long-term for the whole organization. Results two months later were very positive.

Between February and May, a few improvements were made before the global launch to 10,000 employees around the world. The project launch phase finished at the end of September. In total the project took a year and resulted in a finished product.

Stumbling Blocks in the Journey

The journey from identifying the need for a digital workplace to completion naturally faced some challenges. The public health company was working to a tight deadline for the first MVP version, which they wanted to pilot with 500 people within 3 months. Challenging given the scope they started with. There were also some technical demands, the digital workplace had to connect to all existing systems, with varying degrees of complexity.

Once the Intranet was ready to go, the client then had to train everyone. It was important to involve the whole community, and keep the platform up-to-date.



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The End Result

The objective was to create an intuitive, truly collaborative digital workplace that offers a simplified end-user experience and avoids information overload. The finished product did not disappoint.

The platform homepage opens automatically when users connect to their workstation so it's the first thing they see when they arrive. Users can then view the content that interests them.

A communications slider also gives everyone visibility on the latest company news as well as internal jobs, company events, organizational changes, social networks, and more.

'My essentials' gather company information that affects all employees. All internal processes, or rules provided by different departments of the company are all easily found. Information is stored and accessible.

Users can access their work tools in a dedicated tab, their dashboard, or "work cockpit". Here they find things like Teams, tasks, documents, links to OneDrive, or Yammer. The client achieved their goal of gathering all employee work tools in one platform accessible in less than two clicks.

To connect employees further, the client included a 'communities' space that is cross-functional and built around Yammer groups. Within these spaces, employees find content on particular themes like public health where departments with an interest can share documents, discussions, etc.

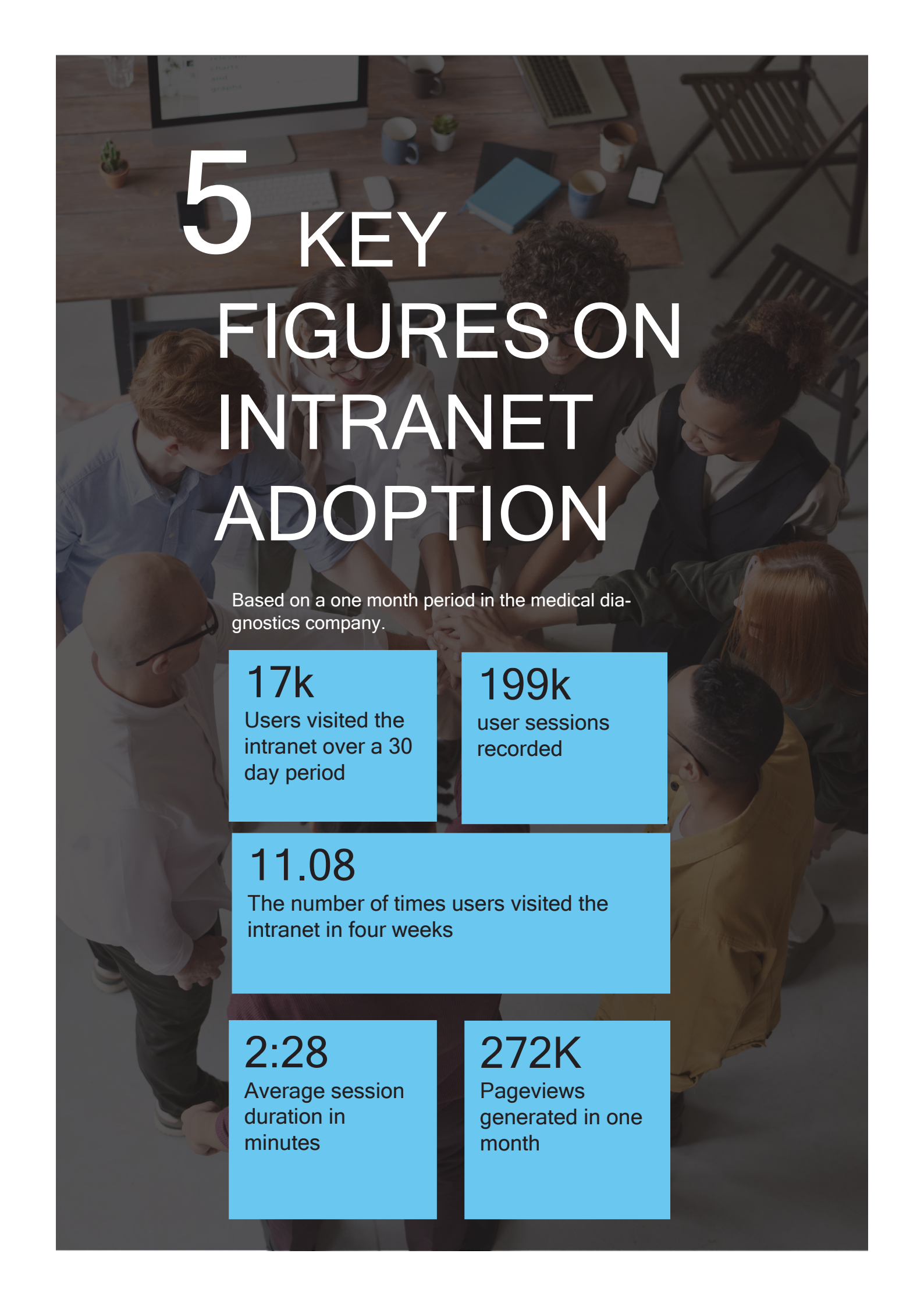
Finally, users can personalize content autonomously and voluntarily and choose what they want to see.

The screenshot displays a user interface for a digital workplace. At the top, there is a navigation bar with tabs: "MON TABLEAU DE BORD", "MES ESSENTIELS", "MES COMMUNAUTES", and "NOTRE SOCIETE". Below the navigation bar, the main content area is divided into sections. The "Job Offers" section features a photo of a woman in a white lab coat and a button that says "Visit the career website". The "Upcoming events" section is a red banner with two event cards: "02 sept. First Half 2020 financial results" and "13 sept. World Sepsis Day". The "Congratulations" section shows a row of six employee profiles, each with a circular photo, a name, and a title. A vertical "MES OUTILS" sidebar is visible on the right. The top right corner shows the date "Publié le 14/08/2020" and a "Modifier" link.



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5 KEY FIGURES ON INTRANET ADOPTION

Based on a one month period in the medical diagnostics company.

17k

Users visited the intranet over a 30 day period

199k

user sessions recorded

11.08

The number of times users visited the intranet in four weeks

2:28

Average session duration in minutes

272K

Pageviews generated in one month