HOW A PRIMARY HEALTH NETWORK (PHN) SUPPORTED HYBRID WORKING WITH POWELL INTRANET, FLEX-DESK, AND INNOVATIVE THINKING

THE CLIENT

An Australian PHN with just over 100 agents, our client supports primary health care clinicians and a community of over one million people. They cover an area of more than 3,800 square kilometers that encompasses urban, regional and rural populations.

THE PARTNER - TECHFLY

Techfly is proud to be the premier provider of Azure, Office 365, and SharePoint services in Queensland. They are a Microsoft Silver Partner and specialise in delivering Microsoft technologies. They have the highest qualified SharePoint staff in Brisbane, with a Microsoft Certified Master (MCM) in SharePoint 2010 (MCSM in SharePoint 2013 to be completed by the end of 2013). All of their technical staff have over ten years of experience in their respective technical fields.

THE PROJECT & CHALLENGES

Our client's previous intranet was only functioning as document storage. They were looking for a new solution to act as a central resource providing communications and information on organizational processes.

As the organization transitioned to a hybrid working style, they also coincidently renovated their offices to offer hot-desking only and collaborative workspaces. So, as a separate project, they were also looking for an application they could use to book desks.

WHY POWELL INTRANET

Our client chose to implement its new intranet portal using our Powell Intranet technology because it met all their criteria. They built it with the help of Techfly's teams.

OBJECTIVES

1
Centralize information and resources

2
Allow agents to book their desks in advance

3
Connect everyone in a hybrid work environment

Powell Software

WHAT OUR CLIENT ACHIEVED

Our client's hybrid work policy is that staff should work half their time in the office, with the rest of the time spent working from home if desired. In light of this change, they renovated their offices to include more collaborative spaces and meeting rooms. Now, no one has a permanent office.

To cope with this organizational change, our customer uses Flex Desk - a Powell Intranet hot-desking widget. Their agents can log in to the intranet on their laptop or mobile and book a desk for the day.

Book your desk

Your booking(s) for Today

No bookings for this period.

SEE ALL YOUR NEXT BOOKINGS

When? For Today - All day   CHANGE THE PERIOD

Where? In Ground Floor   CHANGE THE MAP

All available slots

Search for a slot 🔍

GF Desk 2
Available   Book

GF Desk 3
Available   Book

GF Desk 4
Available   Book

GF Desk 5
Available   Book

GF Desk 7
                                    Book

"We have found a balance using a variety of products. MS Teams is used to manage projects, working groups and teams. Powell Intranet is supporting knowledge management by being a central resource for organisational processes, documents and support options."

ICT Manager

Powell Software

PUSHING FLEX DESK EVEN FURTHER

Flex Desk was initially implemented to allow staff to reserve a desk for in-office days. It allows users to view the office floor plan and click on an available desk, or select a desk from the drop-down list, and reserve it. There are also several options that allow users to book on behalf of others or for more than one day if needed.

Since Flex Desk worked so well, our customer adapted it and now uses it for parking reservations as well. Our client's staff can now book a parking spot and a desk in the same application, through their laptop or their mobile phone.

As parking spaces are limited, with this new feature they can ensure parking lots are available to most employees on the days they come into the office, with resources being shared.

Book your carpark

Your booking(s) for Today
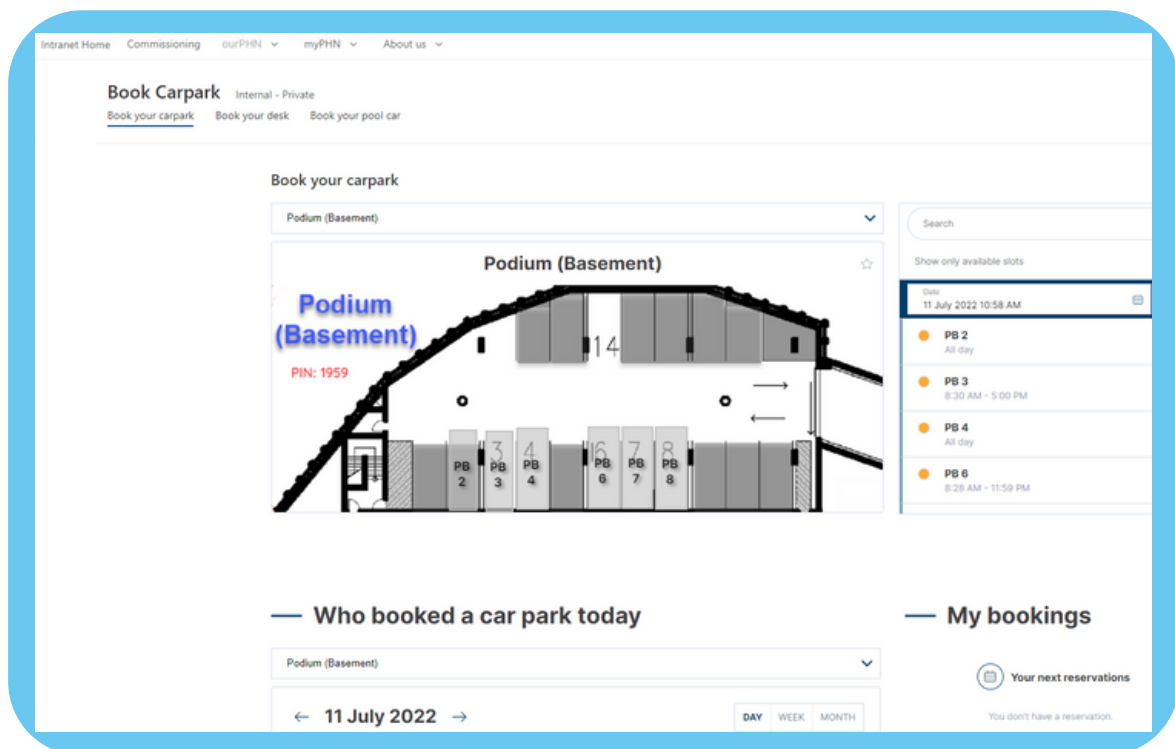
No bookings for this period.

SEE ALL YOUR NEXT BOOKINGS

When? For Today - All day

CHANGE THE PERIOD

Where? In Back of Office Bldg 20

CHANGE THE MAP

All available slots

Search for a slot

93
Next reservation: in 5 days

Book

Powell Software

CHOOSING THE RIGHT PARTNER

After selecting Powell Software as its provider, the PHN also decided to work with an implementation partner to help launch the project. Their final decision was to go with partner Techfly, which today has the highest qualified SharePoint staff in Brisbane.

The intranet project took several months, and Techfly worked closely with our client to plan and execute the implementation.

Techfly assigned one of its intranet specialists to work on our client's side and present numerous workshops with stakeholders, users, and executive directors to gather input from all departments and key stakeholders.

They consolidated all this feedback and requirements and worked with our client to design and implement the new intranet to meet their needs.

They also assisted the PHN in developing their plan to migrate and restructure the content of existing sites.

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"The intranet project, was not technically complex; however, it was a challenge to consolidate different concepts, ideas, and requirements among the different departments and businesses of the Primary Health Network."

Erwin TSAI
Lead Architect
Techfly

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Interested in learning how your organization could benefit from Powell Softwares digital workplace technologies?

Get in touch with our team for a demo, we would be happy to discuss your needs and help get you started on your own digital transformation journey

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