HOW A LOCAL COUNCIL CREATED A MODERN INTRANET FOR 650 AGENTS

ABOUT OUR CLIENT

A regional council of 15 towns that extends over 300,000 km2 and counts just under 200,000 inhabitants.

THE PROJECT

The old intranet that the council was using was aging. It was about ten years old and had mainly become a storage space where it could be difficult to find files. It no longer met the needs and uses of users and administrators. So, the council decided to start from scratch to create a more efficient intranet for communicating information and sharing documents.

CHALLENGES

Internally, the council has 650 agents with very different profiles (teachers, ballet dancers, artists, performance technicians, field agents, and administrative agents) spread over some 20 sites in the metropolitan area.

This meant they needed to connect office and field employees within a single platform.

WHY POWELL INTRANET?

To successfully launch and ensure the sustainability of their digital workplace, the council chose Powell Intranet. They wanted to design their intranet as they wished and benefit from an engaging and fully customizable interface.

Moreover, having a Microsoft 365 environment, Powell Intranet allowed them to do more than native SharePoint.

The intranet project was led by the communication department with the support of IT for the technical aspects. After writing a design brief, the council chose an implementation partner for the creation of an intranet under SharePoint with a Powell Intranet overlay.

OBJECTIVES

1 Communicate in a more impactful way

With office and field employees in a single platform

2 Simplify access to resources

Easily find the councils documents and information

3 Bring all employees together

Connect all employees and engage them in the council culture

4 Personalize the experience

To the councils desired branding and experience.

MAKE INFORMATION ACCESSIBLE TO ALL:

The council wanted to create an intranet with different aspects.

First, they wanted to make information accessible to everyone, even to "deskless" agents. Today, their 650 agents can access the intranet by logging in with their e-mail addresses.   Mobile agents can access the intranet from their smartphone or tablet.

Secondly, they wanted to have a section dedicated to resources, both documents and work tools.

Thirdly, they wanted to encourage exchange and conversation between agents, on professional and extra-professional subjects. The council continues to support its agents in this aspect in order to make the intranet their main exchange space.

Today, they have also chosen to limit access to the back office to a few departments and divisions.

- Communication department: to enrich the part focused on information and news

- Human Resources: for HR news, announcement of new arrivals or departures

- Archives and documentation department

- IT department: for the more technical part

"We wanted to create an intranet to make information accessible to everyone, even 'offline' agents."

Head of internal communication

A WORD FOR THE PARTNER

"In one word: Super! The team, with whom we immediately connected, was able to understand and adapt to the different audiences involved in this project. The team also showed a lot of patience, availability, and reactivity to the doubts, concerns, and misunderstandings of the various stakeholders ... No matter who their audience is, I feel like the partner knows how to adapt and that's really been the highlight of our collaboration."

Powell Software

RESULTS

+87%

Employees have adopted Powell Intranet for its ease of contribution to collective intelligence

Powell Intranet features that users love

- Access to targeted information based on role or department
- Integration time for new employees
- Quick access and sharing of information
- Ability to communicate and share information across the organization

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They recommend Powell Software