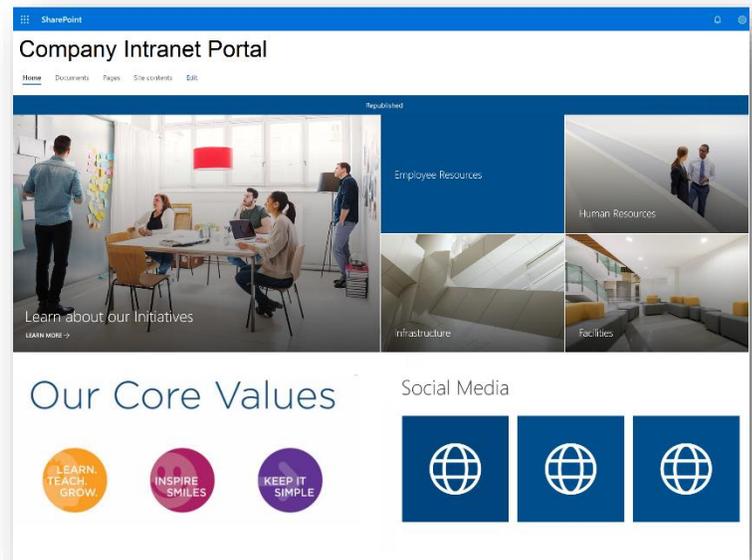


### SharePoint Intranet Portal

Artic had a great opportunity to work with a publicly traded, nationwide company, with over a billion dollars in annual revenue and over 3,500 employees throughout the United States. They originally came to us to help improve their internal SharePoint portal.

The team wanted their SharePoint portal to be a great resource to communicate across the company about its initiatives and culture, and to share important information that every employee needed to access (HR forms, benefits, and company policy documents.) They also wanted a place for employees to share about themselves and experiences from the company's internal social events.



In addition, the company's head of Marketing had recently been tasked to create a central repository for content for their 180+ satellite offices. They wanted to improve their cumbersome and frustrating e-mail delivery of information to all those locations.

Finally, the team needed training on how to maintain SharePoint. They wanted to enable their department leads to manage their own areas of SharePoint, including the permissions configurations, to ease the burden on the company's IT staff.

We began discovery sessions with the CTO and his IT staff as well as the Director of Marketing who would be maintaining the portal. First, the Artic team listened objectively to their goals and needs for the internal portal. We asked questions about how people currently collaborate on documents and work between departments.

In our sessions, everybody brought fresh ideas to the table. The CTO felt it was very important to show the company's culture and core values. The head of Marketing was eager to showcase the social media efforts that they were spending time on, but that most other employees were unaware of. Other departments were eager to share news about their initiatives and make use of SharePoint and modern tools to improve their collaboration and workflows.

Artic's Business Management Services team was able to perform a critical function: showing what was possible and what was easy to do by non-technical users. We introduced them to the benefits of using Modern SharePoint and how it could be used to customize the site easily, without having to write any code and just by clicking around in the page editor. We demonstrated how easy it was to configure SharePoint to have a different layout, a different color scheme, and company branding across the experience. We showed the possibilities that [custom web parts](#) provide and how simple it was to set up new areas of the portal that can be customized for individual teams to store documents, share photos, and link to other resources.

In short order, we helped them to design a highly tailored version of the Modern SharePoint [communication site template](#), that had several customized modules for their company. We developed

a custom web part that would showcase the company values and link to the internal training and culture videos that were developed as part of the recent initiative.

The company's new Intranet Portal also included departmental news, a company-wide event calendar, links to important documents and video training resources and a feedback mechanism that enabled employees to ask questions, get answers, and read through responses. Artic implemented a Q&A feature using Flow (now Microsoft Power Automate) and a Power App form to enable questions to be asked and routed to a specific department where an email notification would be generated and sent to the appropriate question responder.

At the request of the marketing team, we created a way for employees to share photos and news about themselves and internal social events, which increased morale across the company. Finally, we created a custom web part to showcase the company's Facebook and Twitter social media feeds, exposing more of the company's social initiatives to the broader organization.

After demonstrating the new Intranet Portal and its associated departmental Team Sites to the CTO and his staff, they were thrilled with how the new communication and collaboration solution turned out. At the direction of the CTO, the IT staff quickly worked to roll it out to all employees by making it their default web browser home page. We also took the opportunity to train employees on how to use Office 365 applications and SharePoint together to find, sync, save, and collaborate on documents with others.

Now, employees are able to access the important company values, initiatives, information and news from the various departments. They are able to utilize SharePoint both as a communication hub, and a knowledge management solution; disseminating information and news, as well as organization and collaboration for documents. They also can share personal experiences and photos, which helps to build their culture in a new and exciting way that touches all employees.

### **Summary of Business Value**

- Increased communication from top down and across the organization.
- Modernization of tools used for day-to-day work such as storing and retrieving documents, spreadsheets, and presentations.
- Increased visibility of initiatives, such as company values and social media marketing.
- New ways to collaborate using modern digital workflows to replace manual document routing and approvals.
- Improved employee morale by giving them ownership of part of the experience.

### **Technologies Used**

- Modern SharePoint Sites/Pages
- Custom Web Parts
- SharePoint Lists
- Document Libraries
- Picture Libraries
- PowerApps
- Power Automate