

# Case Study



## Company Profile

The first company of the deugro group, deugro, was founded in 1924 in Frankfurt by Carl Press, Sr. and is today a leading freight forwarder in the field of turnkey projects, heavy lift and special transports on a national and international level. In the course of time, the deugro group has specialized in several independently operating service areas, which include deugro, dship, dteq and dhaulage.

## Technologies




## Love at first click: HELIX, the Valo Intranet of the deugro group

### Challenges

- Replacement of existing technology (IBM Lotus Notes)
- Low usability, no well-performing search for documents or locations
- Restrictive authorization structures
- Dissolving and transferring wide-spread information storage into a transparent information architecture

### Solution

- Survey to evaluate employee's needs and wishes
- Office 365 as a company portal with an intranet based on Valo and SharePoint Online
- Master template for the representation of different companies and departments
- Agile project structure with lean hierarchy for fast implementation and processes
- Continuous change communication through regular project news and interim website

### Benefits

- Modern state-of-the-art system in attractive design
- Central communication, knowledge, service, and information platform for all countries and departments
- Intuitive user interface, easy to use
- Simple yet effective search for information, documents, and people
- Future-proof technology platform O365 with many additional options for designing the Digital Workplace

The decision of the deugro group management to replace the IBM Lotus Notes e-mail solution with Microsoft Outlook was made in the course of 2018. This meant that a solution also had to be found for deugro group's existing intranet, too, which ran with a large address book using IBM technology. "It was clear to us that we wanted a browser-based intranet solution that would enable efficient use worldwide," says Antonia Stopp, project manager at the deugro group. "Since the technology decision for Microsoft had already been made, it was an obvious choice to look for an intranet solution that also came from the Microsoft product world". During the market research on providers of intranet solutions based on SharePoint Online, the project team came across novaCapta, which has a lot of experience in implementing intranet projects – both with SharePoint Online and with third-party tools from selected partners.

## Fall in Love with your Intranet

"With SharePoint Online, many of the requirements would have been met," says Hanne Lehnhausen, Business Development Manager at novaCapta. "But the ready-to-go intranet kit from Valo offers an attractive design and some very useful features, which would have had to be developed in SharePoint Online". The appealing Valo look, the personalization functions such as "My Links", the clear and effective search with result display,

at an early stage during the kick-off. An employee survey was carried out, in which the wishes and expectations of the entire workforce regarding the new intranet were recorded and taken into account as much as possible. The surprising additional benefit was that the survey also resulted in a name for the new intranet: HELIX. HELIX stands for Health, Education, Library, Information and Xchange. Thus the intranet got its personal DNA.

## Static interim start page for project news

The communication of changes was consistently accompanied by constant project news. As soon as the start page of the new intranet was ready, it was launched as a static interim solution and used as the project's news page. This allowed the employees to get used to the new look early on.

To whet the appetite for the new possibilities, special features such as Valo's "People Finder" were made available even before the go-live. With the People Finder, employees can quickly find colleagues by name, phone number, department or location. With this, deugro group enables its employees to contact colleagues in over 70 branches in more than 40 countries quickly and easily.

"Shortly before the go-live, we brought out the big guns," reports Antonia Stopp. Each employee received a personal postcard and stickers with the key visual of the new intranet. Additionally, the most important use cases



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Antonia Stopp - Project Manager at deugro group

the orderly navigation with mega menu, and the very simple user guidance inspired and convinced the deugro group project team – in line with the Valo motto "Fall in Love with your Intranet". novaCapta, strategic partner of the deugro group for Microsoft Office 365 and premium partner of Valo, was thus set as implementation partner.

## Inspire for change

It is well known that the desire for change is not the same for every employee, which is why Antonia Stopp's project team already thought about involving all colleagues

were presented via video. Antonia Stopp: "With the new intranet, we have achieved the goals that were important to us: an efficient search, simple usability and an information architecture that leads the user to the desired result with a maximum of 3 clicks – all in an appealing look and feel for our employees."

Other parts of the company already rely on the expertise of novaCapta, too. „We are glad to have chosen novaCapta as solution partner: In addition to the competence in content, the project management is very professional“, Antonia Stopp summarizes.

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