We help organisations establish and sustain modern workplaces. For 20+ years, we’ve helped our clients plan and design intranets, digital workplaces and digital employee experiences.

(It's all in the logo: from disorder to order...) www.steptwo.com.au
Join us in Sydney in September for 2 days of global thought leaders and practitioners sharing the best in global thinking on intranets, digital workplaces and digital employee experience.

Enter your work and gain recognition for yourself and your organisation. 2020 entries open in January.

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How Step Two can help

In small ways...
- Annual Intranet Review
- Advice and mentoring
- In-house training, including Writing for the Intranet
- Vendor-neutral technology advice

In bigger ways...
- Staff research and personas
- Intranet and Digital Workplace and Digital Employee Experience strategy
- Intranet redesign
- Technology selection

Hi, I’m Catherine!
Known as the ‘super-connector’ at Step Two, it’s my job to know who’s doing what in the intranet and digital workplace space. I head up the Step Two Forum, bringing teams together to share insights and experience.

My journey with intranets began in 2001, developing a HR intranet at AMP.

The modern workplace should..... encourage productivity, engagement and collaboration

1. Allow staff to work anywhere
2. Be pragmatic about what technology (alone) can deliver
3. Cater to all types of staff across the organisation
4. Cultivate a sense of community
5. Be easy and frictionless
Listed on ASX200
Start up to Scale up
Founded in 2010
200 Staff
7 data centres (and growing)

THE BUILDING BLOCKS OF YOUR DIGITAL WORKPLACE

Collaboration
We work together across sites to drive innovation for customers.

Action
We do the right thing at the right time for excellent customer results.

Discovery
We test, answer and provide quality answers for others to be the same.

Working our best
We openly share what we are working on, to communicate and promote innovation.

Resilience
We support customers anywhere, anytime.

THE TOOLS FOR EXCELLENT CUSTOMER OUTCOMES

Collaboration
- The digital toolbox (Office 365)
  - Teams
  - OneDrive
  - Outlook

Supporting systems
- Cloud solutions
- Redundancy applications
- Email / Calendar
- File information services
- Business intelligence
- Enterprise resource planning
- Invitations

Document collaboration
- Commits and co-creator
- Tracked changes
- Sharing links

Work space collaboration
- Common location
- Shared resources
- From anywhere

Real time collaboration
- Video conferencing
- File and screen share
- Co creation

Social collaboration
- Manage a group
- Share links and images
- Discussion

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What resonates with you? (get better sentence)

What ideas have these examples sparked in your mind?
In 2013 …
they started on the journey to “deliver a modern, integrated view of enterprise applications to simplify employees' day- to-day experience”

In 2015 …
they launched a digital assistant, branded as “myHub”

And since then …
they integrated with new systems and launched a chatbot
THE NUMBERS:

Integration with 25 systems via the ‘microservices architecture’

70% reduction in the number of clicks to get information

Streamlining comms has saved approx 5 mins per week per employee —> US$7 million savings

45 secs of time savings per approval

754,962 approvals —> US$607,000 savings

The project team had a clear goal from day 1:

‘Provide employees with a weekend experience during the week’
The stats …

Site visits increased by 160% compared to old intranet

Saving US$202,000 annually by retiring its old intranet system

User research showed 10% of Cox’s information workers are wasting around 4 hours per week

Assuming the new intranet helps to reduce this time by 30%, then an annual saving are US$5.1 million
Chat with your table: what could you be doing to better reach your **field and frontline staff**?
The Cube
A Singapore whole of government site to improve collaboration across departments

Whats happening in Singapore?
• 3,500 staff spread across the rail network
• 80% of staff are front line customer service staff
• staff engagement was already high, but they wanted to go further
• wanted an ‘adult to adult’ culture vs ‘employer/employee, parent/child’
• ... so they decided to turn off their intranet ...
Their aspiration:

“To create a PANDORA Global Digital Workspace that will boost organisational cohesion, transparency and culture – and grow into a vibrant digital workplace with a strong sense of pride, passion and performance.”
• town hall events
• Q&A café (drop in and ask questions)
• floor walking to help everyone get onboard
• VIP 1:1 sessions for management members
• train-the-trainer in locations such as Bangkok
• INFORA Thai Troops
The homepage structure reflects the Intranet’s main goals and priorities and is designed in accordance with user-friendliness, UX trends and customer experience:

- Quick access to the most useful resources, services and profiles.
- We see and hear each other. Before the Intranet launch we uploaded employees photos for the first time at the Bank.
- Informative Intranet: the menu logic, "Useful links", newsfeeds.
- Client-oriented menus and services.
- Interactive Intranet.
- Easy-to-scale Intranet (designed from blocks as a constructor).
- Personalized homepage. The horizontal menu, news, socializing blocks, timeline, "In the City" and other info is personalized according to the region. The homepage is single, with a single domain name: https://cbrportal.cbr.ru/Pages/default.aspx

User-friendly designs:

- Newsfeeds
- Profile
- Quick access to info resources
- Calendar of events
- Socializing
- Appointments
- Congratulations, Announcements
- Weather & Traffic
- Contact us

CONTACTS:

- Quick search of employees in several parameters
- Quick navigation through a very complex organizational structure
- Open user’s profile with lots of info, incl. location at the office
- “Meeting in person” - employees photos
- Personalization: add to “My Contacts”

Time-saving on searching people and contacts.

Socializing.

MY FAVORITES AND PROFILES:

Your Profile as a basis for Your Digital Workplace:

- Quick access to favourite info, contacts, team, communities, payrolls, etc.
- Congratulations, cards, thanks stored.
- Vacations, distance-learning courses, helpdesk requests.
- Documents storage.

Knowledge management.

Access to org chart.

My location in the office.

My distance-learning courses.

Status on requests.

Socializing.
SOCIALISING

Socialising is very important given changes in the organization. For the first time at the Bank, we shared all birthdays.

Contributes to the development of cross-functional communication and work.

Given quite a conservative style of the organization, it took us some courage to break templates and give much space for these “non-working” activities.

Standardized templates with filters easy to scale.

Chat with your table: what have you seen work when it comes to getting improving adoption and use?
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GET IN TOUCH

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