



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



Step Two consulting services



Digital workplace

We develop future-focused strategies that promote new ways of working in the digital workplace, **raise employee engagement** and enable business agility.



Intranets

From robust user research and extensive assessment criteria, we help organisations improve their intranets by giving clear, **pragmatic and actionable** recommendations on strategy, design and governance.



Collaboration and social

By understanding user behaviour, we help organisations define the **motivational factors that lead to successful collaboration**, empowering staff to work together more effectively and foster a social culture.



Knowledge management

Pragmatic advice on knowledge and information management, informed by **real-world experience** in today's complex environments.



Technology

We provide unbiased, **vendor-neutral** advice on modern intranet platforms and web CMS, from the creation of initial requirements, a well-crafted RFP, a short-list of vendors, through to the final decision.



UX

Digital workplace tools must be easy to use and effective for the business. We use a **toolbox of UX techniques** to deliver solutions for staff that are usable, productive and satisfying.





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.



Step Two
**Intranet &
Digital Workplace
Awards**
#IDWawards

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



Article explorer

We've published over 300 best practice articles on almost every intranet, digital workplace, KM, CMS and UX topic.

Use the **filters below** to explore this remarkable resource:

Article Categories

Article Tags



Improving your intranet, task by task

By improving the way the intranet supports key tasks, immediate business benefits can be delivered in a

manageable and cost-effective

6x2

accessibility
active directory
activity based working
adoption
advertising

strengths and weaknesses, which have a major impact on project success.



Roles needed in an intranet team

A multi-disciplinary approach is needed when establishing an intranet team. This briefing outlines the key roles required



Needs analysis from a distance

There are practical ways to understand the needs of staff who are located in remote or regional locations.

steptwo.com.au/learn



All free: steptwo.com.au/store



www.steptwo.com.au/store



How Step Two can help

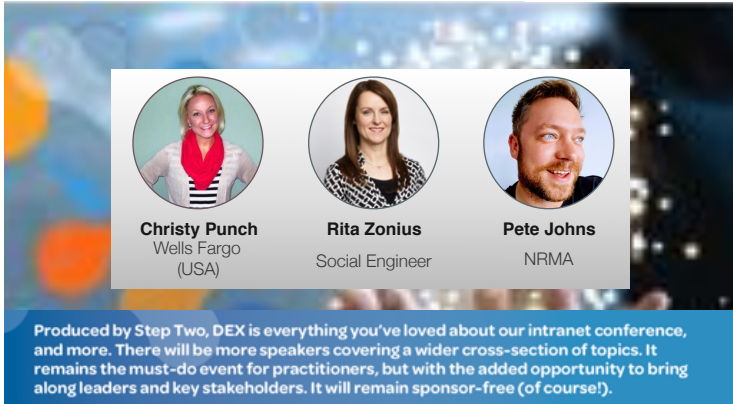
In small ways...

-  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

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Produced by Step Two, DEX is everything you've loved about our intranet conference, and more. There will be more speakers covering a wider cross-section of topics. It remains the must-do event for practitioners, but with the added opportunity to bring along leaders and key stakeholders. It will remain sponsor-free (of course!).

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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.



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The modern workplace ^{could} ~~should~~..... encourage productivity, engagement and collaboration

-  Allow staff to work anywhere
-  Be pragmatic about what technology (alone) can deliver
-  Cater to all types of staff across the organisation
-  Cultivate a sense of community
-  Be easy and frictionless

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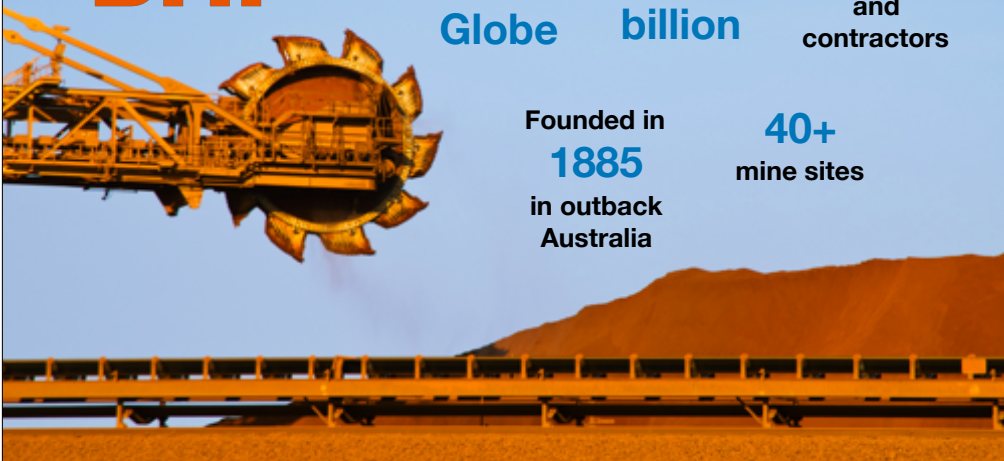
Workforce spread across the Globe

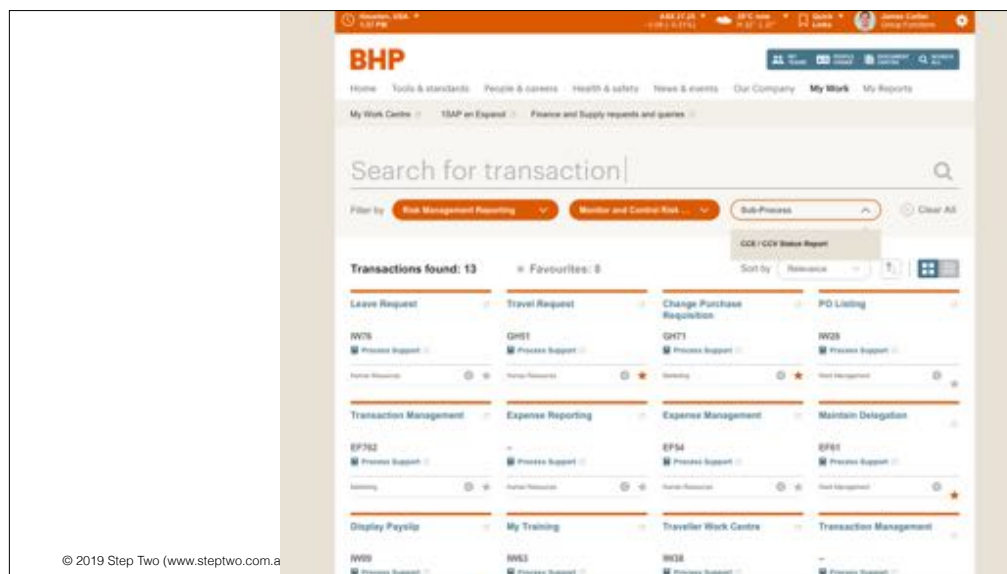
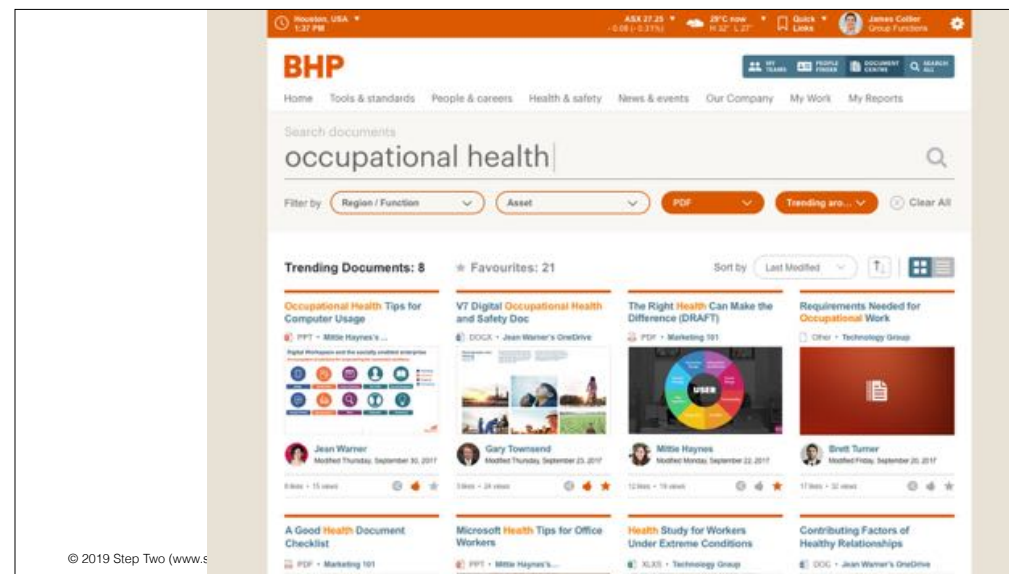
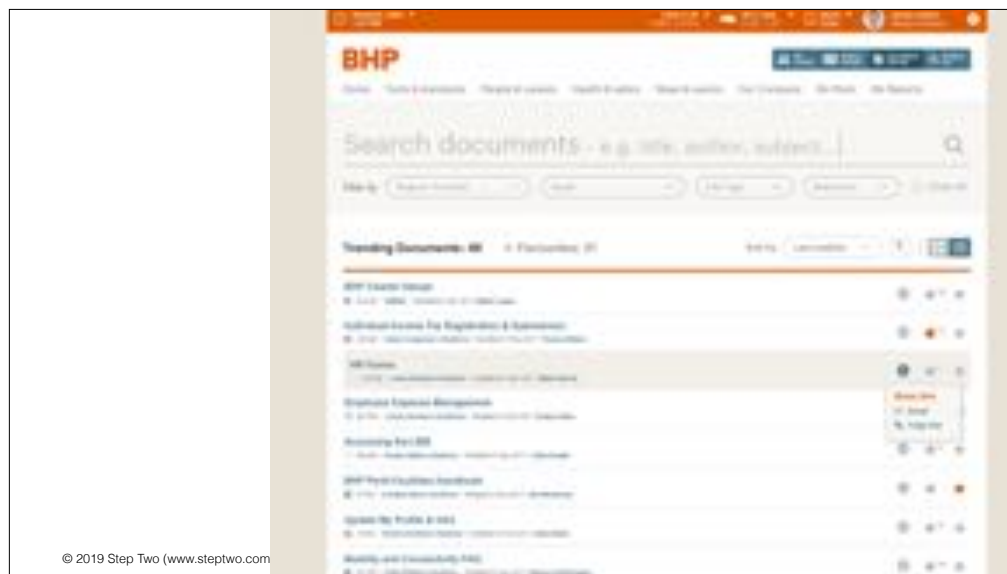
Valued at US\$43 billion

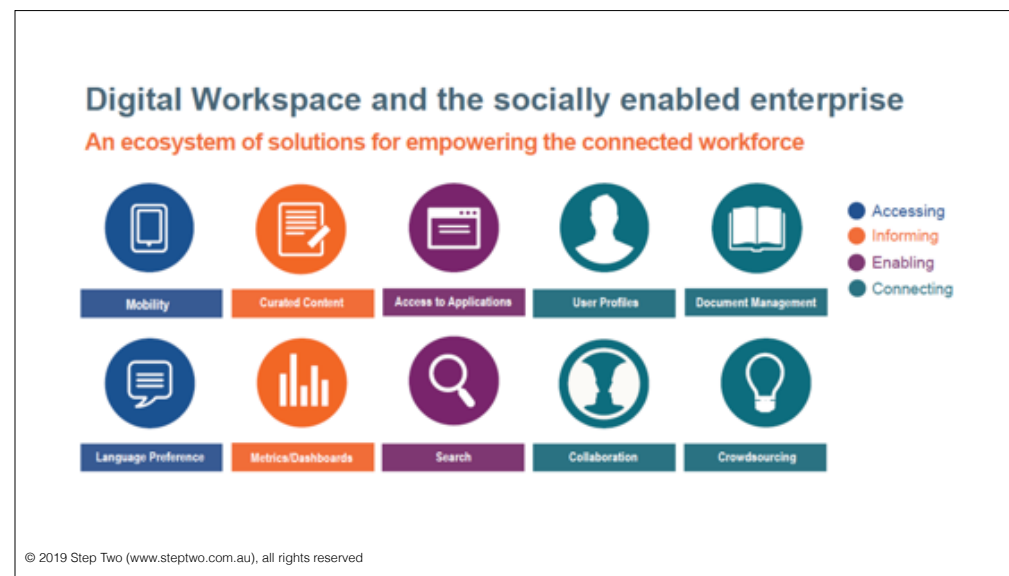
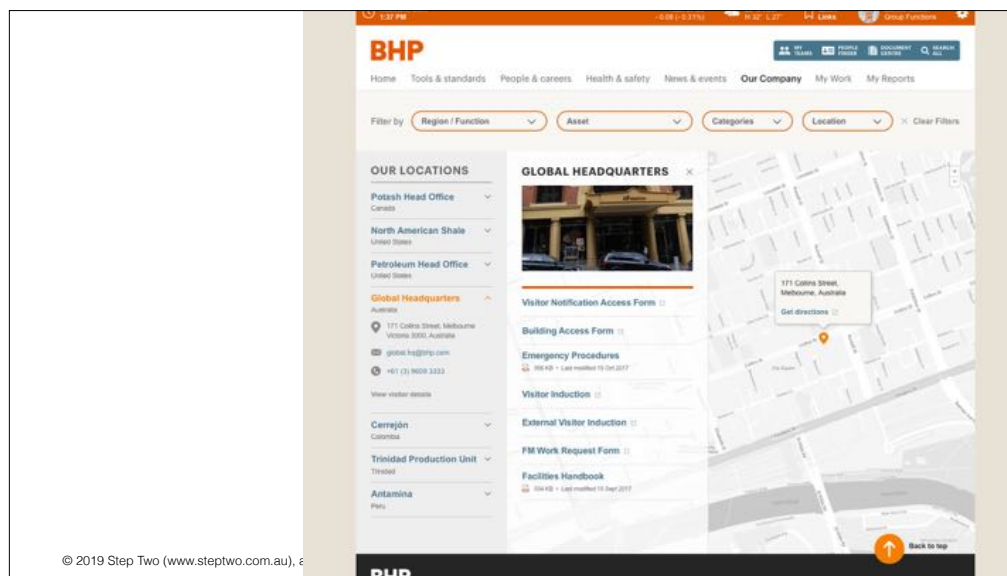
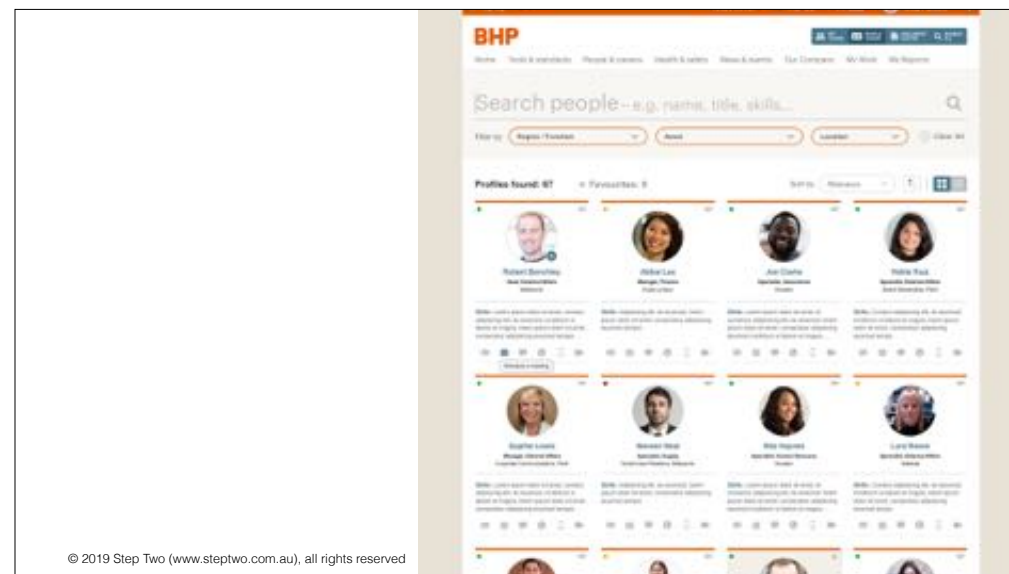
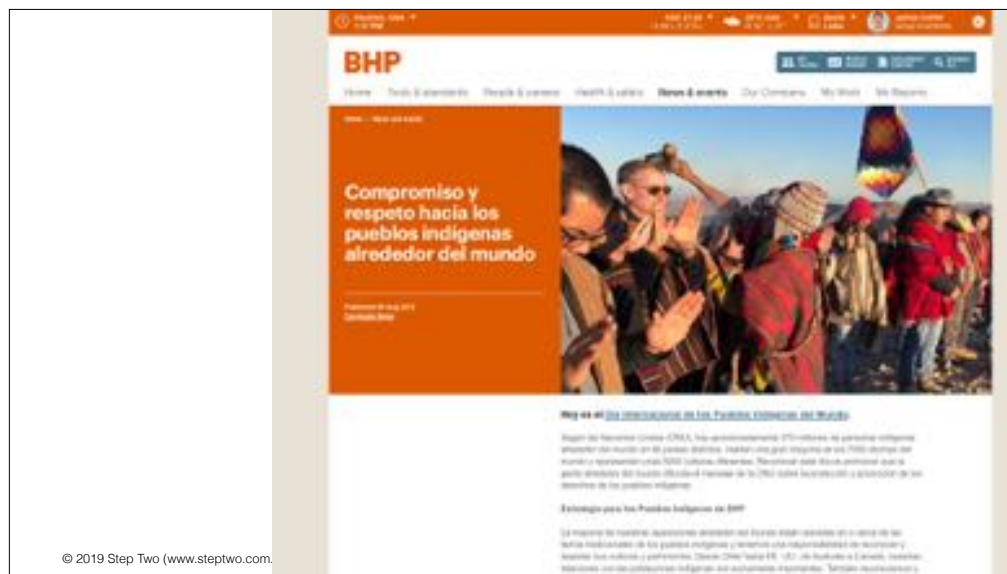
62,000 employees and contractors

Founded in 1885 in outback Australia

40+ mine sites

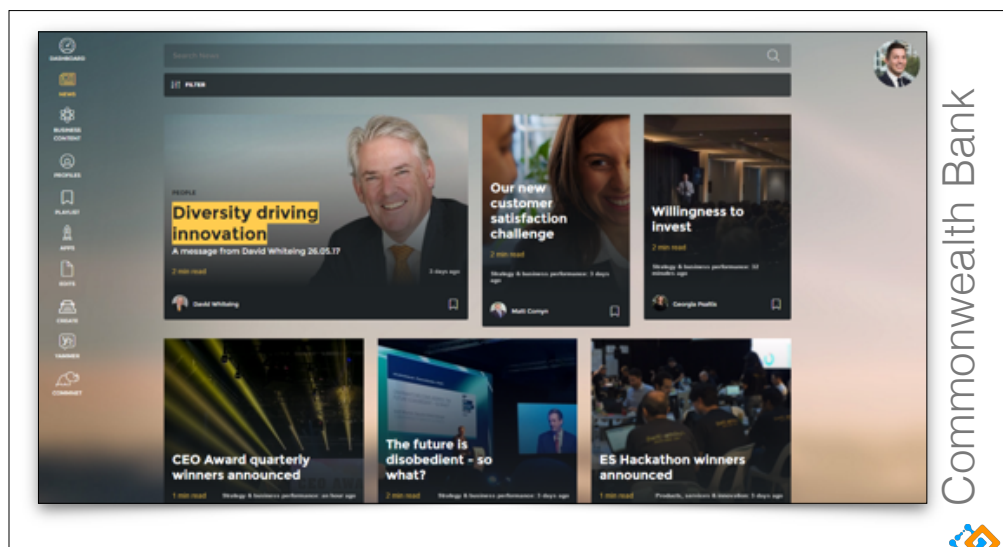


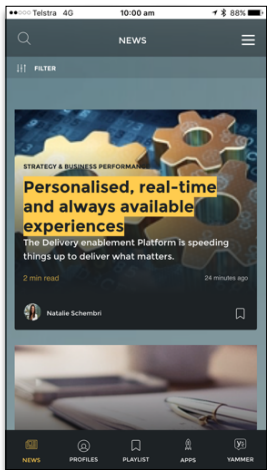




Commonwealth Bank

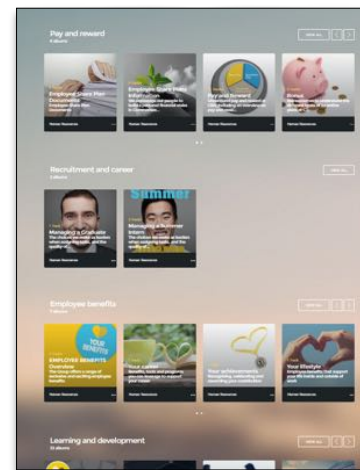


Commonwealth Bank



Commonwealth Bank

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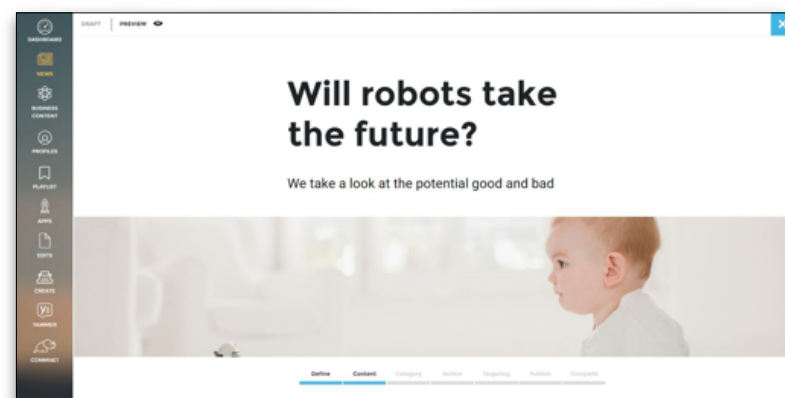


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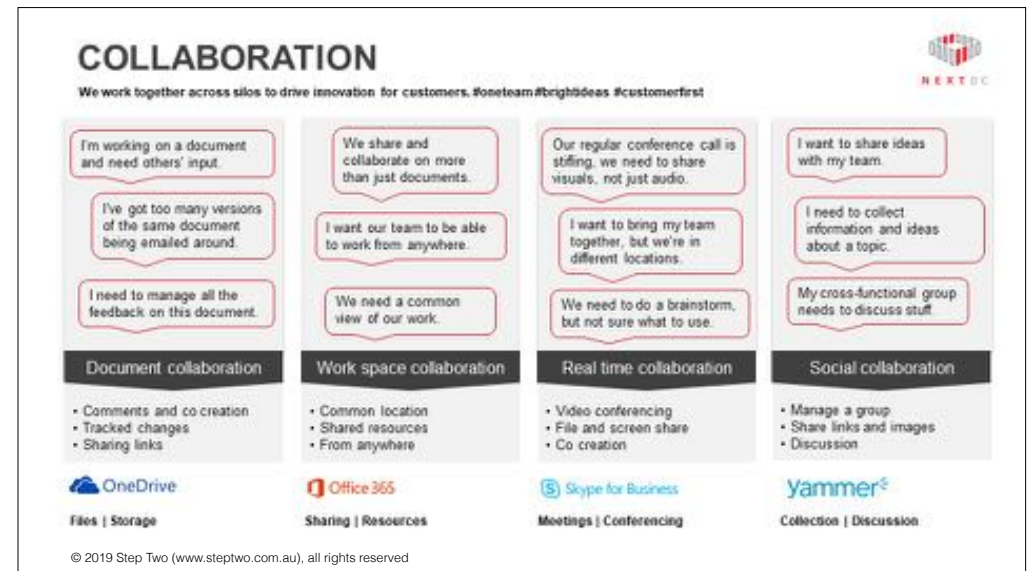
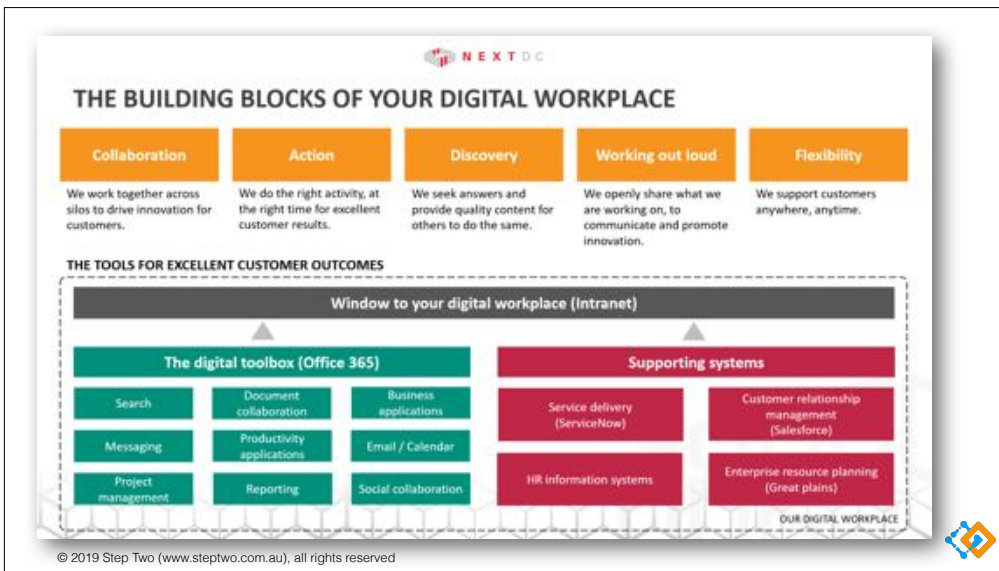
Listed on
ASX200

Start up
to
Scale up

200
Staff

7
data centres
(and growing)

Founded in
2010



ACTION

We do the right activity, at the right time for excellent customer results. #frugalnotcheap #thepursuitofexcellence #customerfirst



I only want pop-ups for the things which are important to me. I want to keep up to date, but I'm not sure what is important. My inbox is a mess. Reduce the noise - Notifications - Settings Office 365 Pop ups Emails	I need to manage meeting agendas and minutes. I have so many note books, it's difficult to keep them organised. I want to share my notes with others. Take note - Note taking - Note sharing - Sketching OneNote Record Search Share	I need people to complete a task with a deadline. I need to manage meetings for myself or my team. I need to contact an external party. Task focussed - Send email with purpose - Set tasks - Manage meetings Outlook.com Mail Calendar Tasks	I need fulfil a customer order. I'm looking for details about a lead. I need to work on staff requests. Support customers - Managing services - Working on deals - Internal requests serviceNow Create Fulfil Monitor
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DISCOVERY

We seek answers and provide quality content for others to do the same. #thepursuitofexcellence #straighttalk #customerfirst



I need to find the latest version of a policy. I am looking for information about a topic. I have information to share that is useful for everyone. Find and create - Search people and content - Browse information - Create content for others Intranet Search Browse Create	I need help solving a problem. I'm looking for what other people say about a topic. I found a cool solution that others can benefit from. Ask and share - Ask a question - Look for answers - Share solutions and ideas Yammer Content Policies Communication	I'm looking for someone to help with a product question. I'm looking for a document I work on regularly. I want to help people understand my role and my team. Explore and collect - Search people's profiles - Keep your profile up-to-date - Browse and 'favourite' content Office Delve People search Profiles Delve	I need to request new software for my laptop. I want to nominate someone for NEXTHERO. I need to report broken kitchen equipment. Request and report - Request services - Report problems - Track your requests NXTServices Requests Request management
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WORKING OUT LOUD

We openly share what we are working on, to communicate and promote innovation. #straighttalk #oneteam #customerfirst



I need to show my working hours. I have trouble coordinating meetings with people. I'm not going to be in the office and need to share details. Share your working status - Show when your working - Tell people when you're away - Share your calendar details Outlook.com Calendar Email	I want to share an update with everyone about progress in our project. I'd like people to understand what my team does for NEXTDC. I have details of an event people will enjoy. Be open with information - News feed - Calendar - Team and location pages Intranet News Events Content	I need to chat with someone about my work. I want to let people know my availability today. I want to share information on my screen with someone. Give real time updates - Chat in real time - Show your status - Share your screen Skype for Business Chat Status Screen share	I found a great news article that I want to share. I want to praise someone from another team for a job well done. I have some news for my facility and office colleagues. Post news and ideas - Share news and ideas - Praise your colleagues - Update your team or group Yammer Share Update Praise
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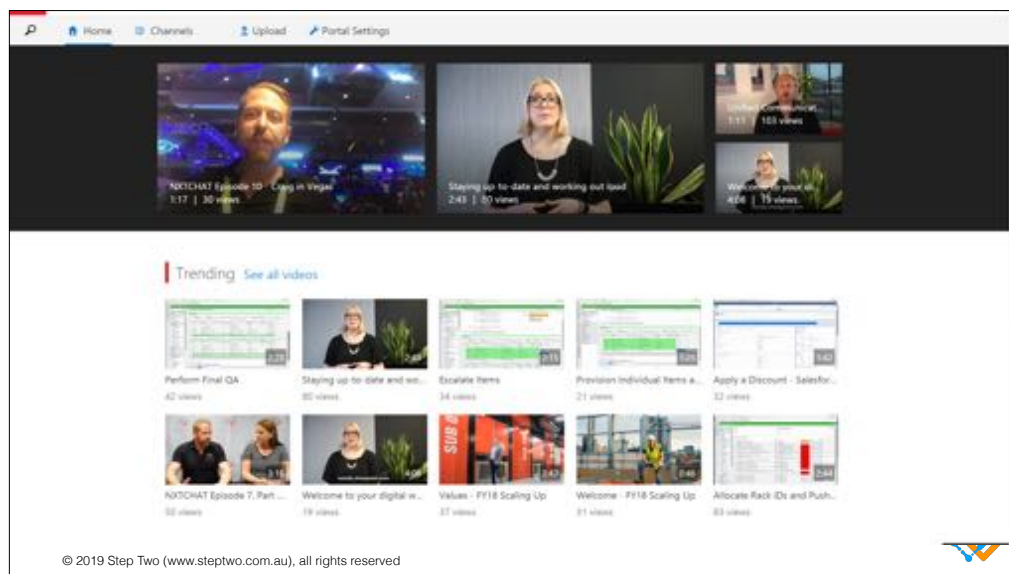
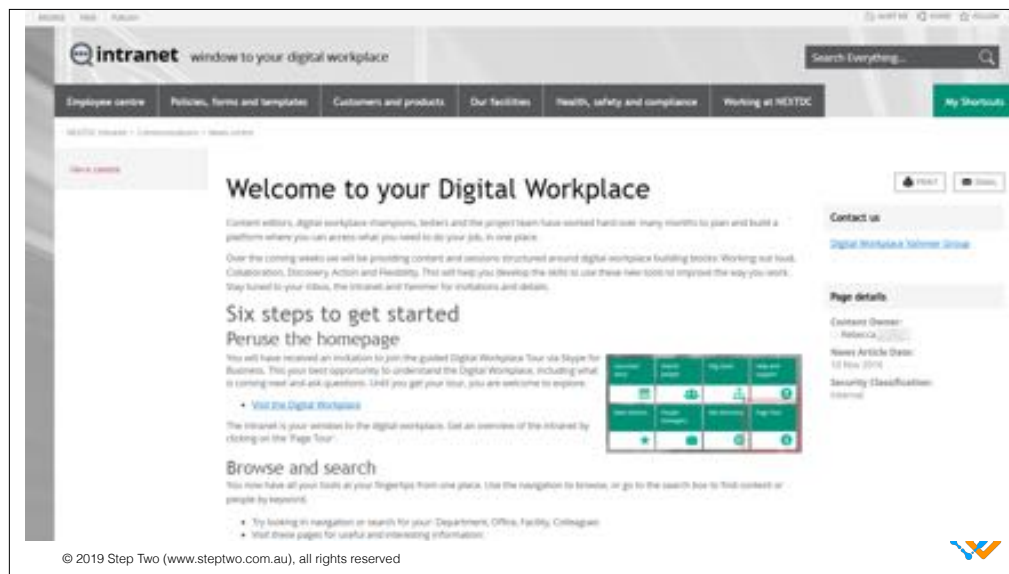
FLEXIBILITY

We support customers anywhere, anytime. #brillideas #frugalnotcheap #customerfirst



I need to check my mail, but my laptop is at work. I'm working from home, but want to use my own device. I'm visiting a client and have laptop failure. Access anywhere - Work anywhere - Any device Office 365 Web based Office apps	I want to check the latest corporate news in between meetings. I'm in the data centre and need to check a procedure. I need to look up someone's number. Mobile intranet - Policies when you need - Important communications - Your links anywhere Intranet Content Policies Communication	I'm on the way to work and need to jump on a conference call. I need an easy way to manage the receipts for my expenses. I have an idea to take down and share. Mobile applications - Work on the go - Desk, bus or data centre - Present anywhere App stores Windows iPhone Android	My home situation has changed, I need more options. I have personal commitments and can't get to the office on certain days. Flexible working - Working from home - Flexible working - Situation dependent Intranet Work life balance Flexibility
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In 2013 ...

they started on the journey to “deliver a modern, **integrated view** of enterprise applications to simplify employees' day- to-day experience”

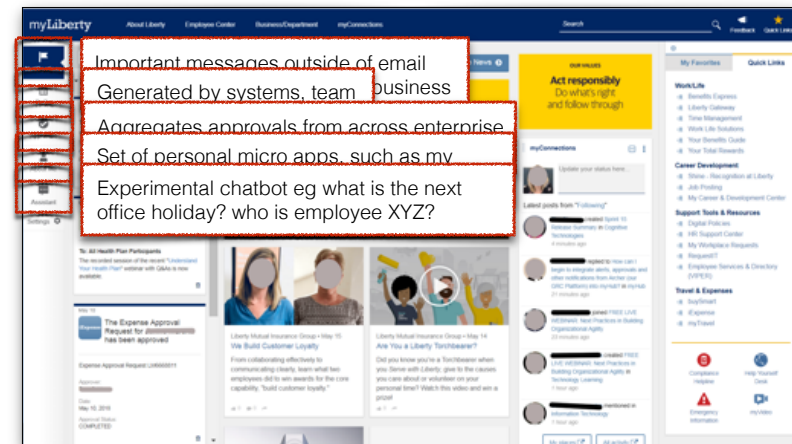
In 2015 ...

they launched a **digital assistant**, branded as “myHub”

And since then ...

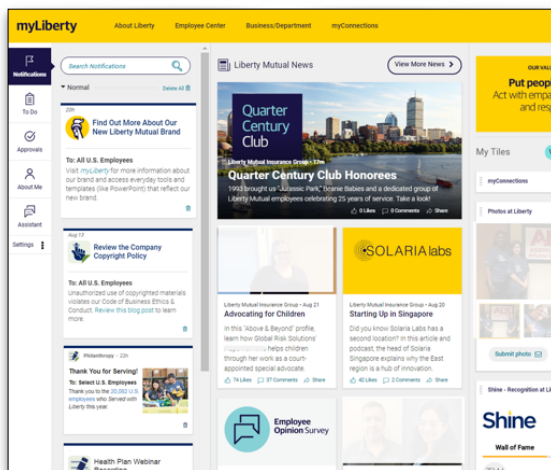
they integrated with new systems and launched a **chatbot**

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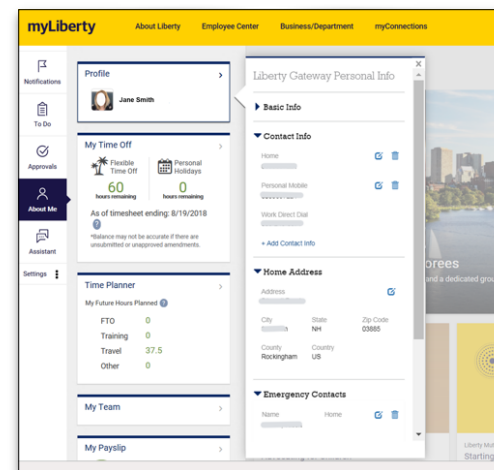
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Liberty Mutual



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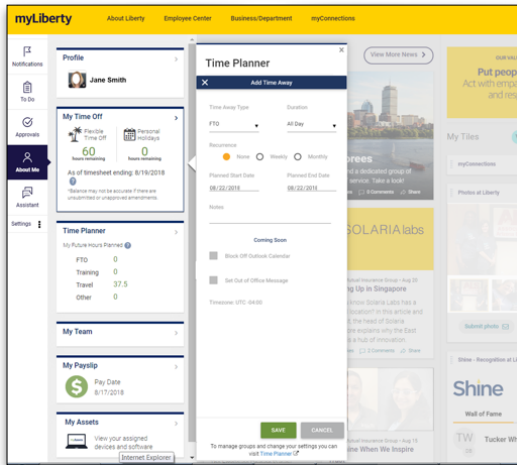
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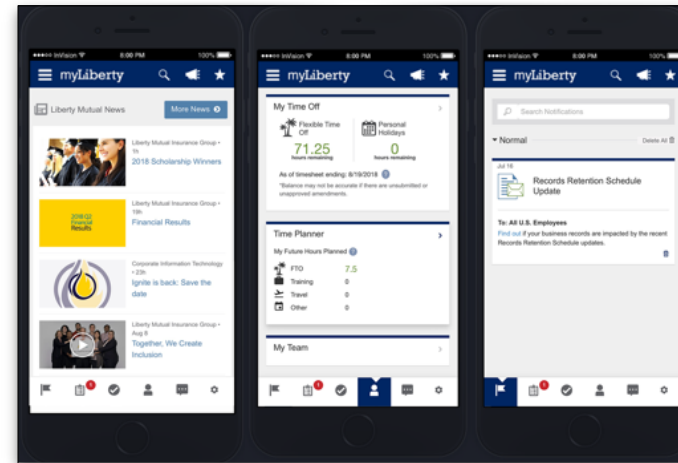
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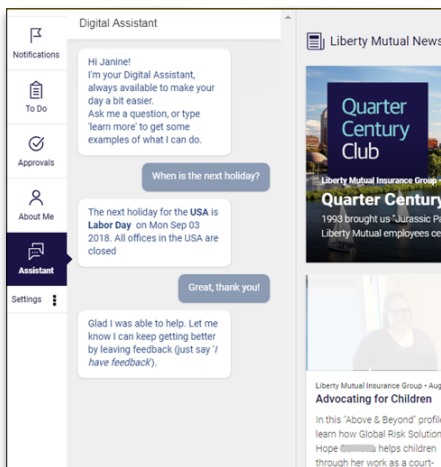
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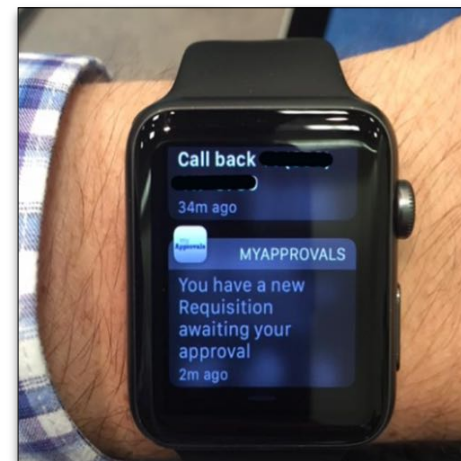
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THE NUMBERS:

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**

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The project team had a clear goal from day 1:
'Provide employees with a weekend experience during the week'

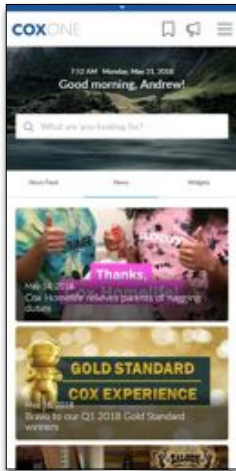
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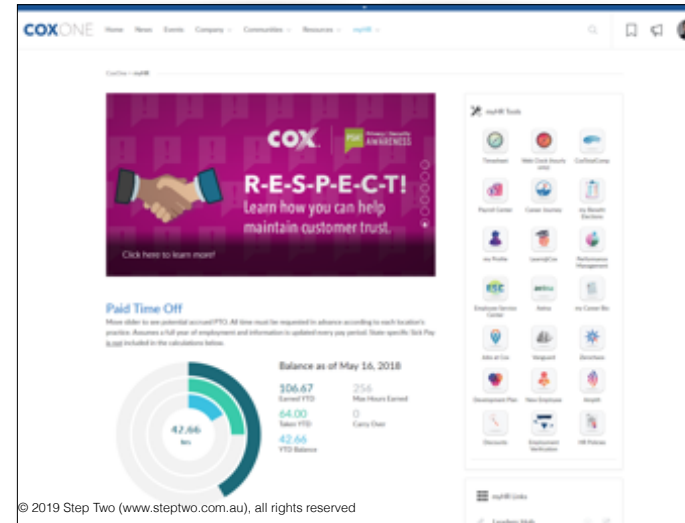
Cox Communications





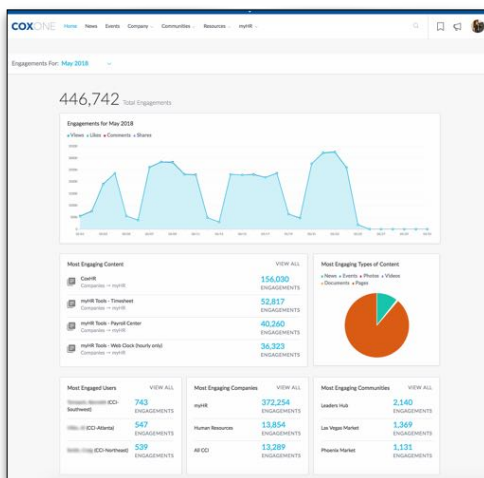
Cox Communications

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The stats ...

Site visits increased by 160% compared to old intranet

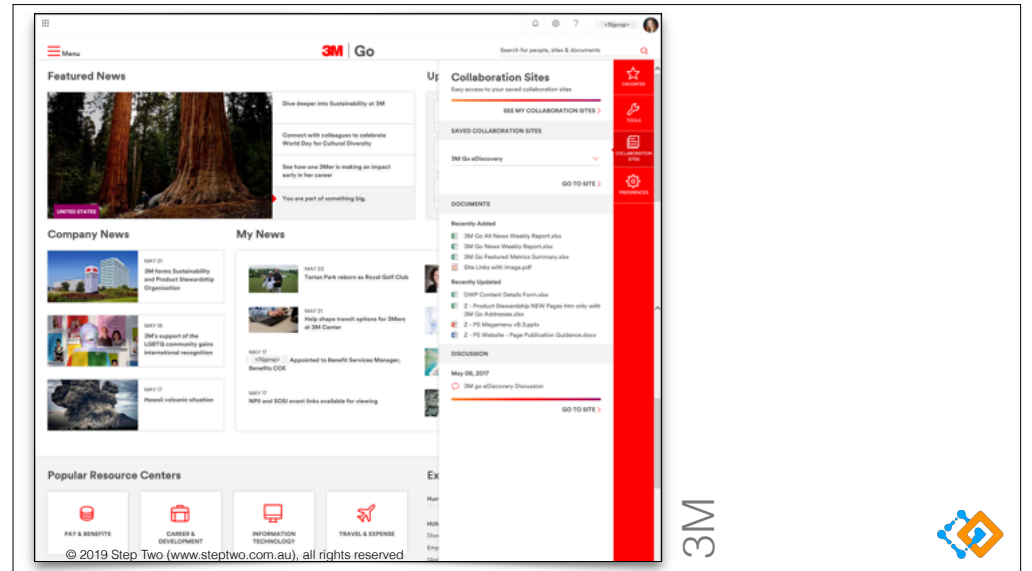
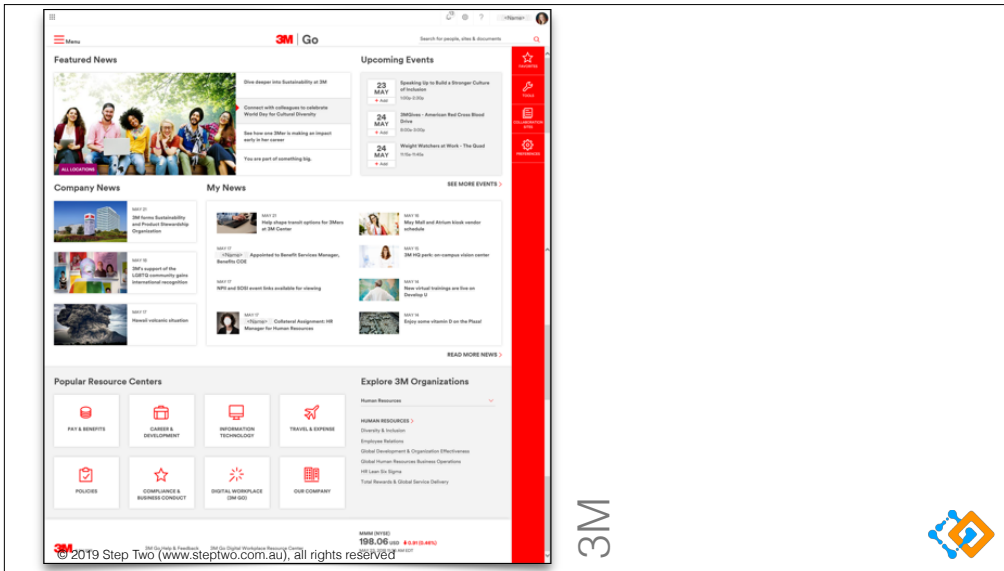
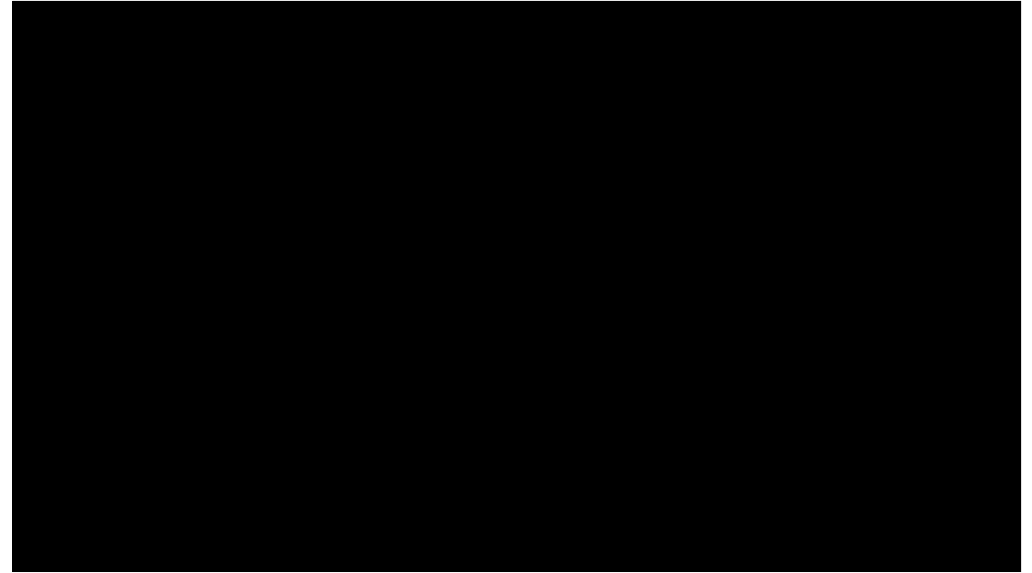
Saving US\$202,000 annually by retiring its old intranet system

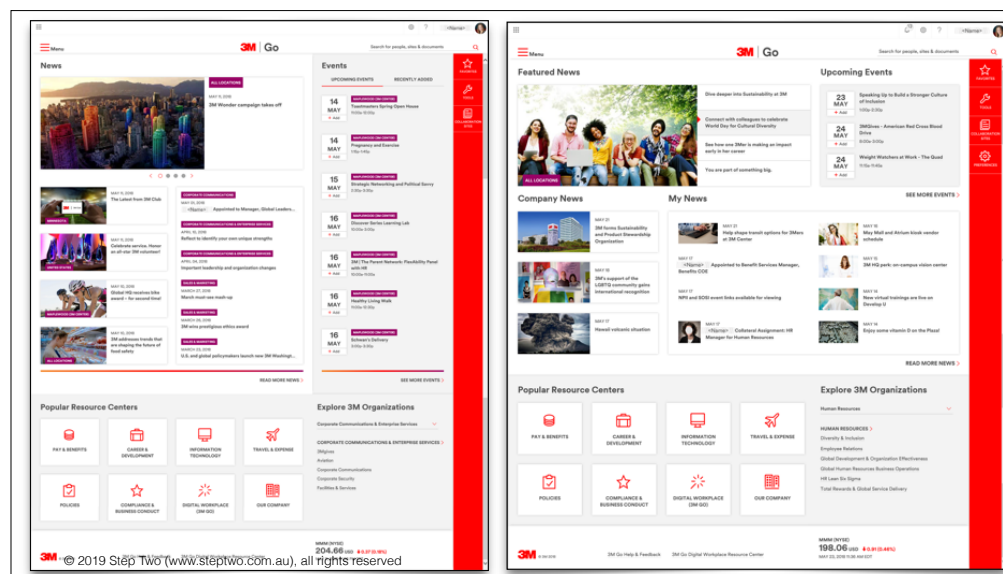
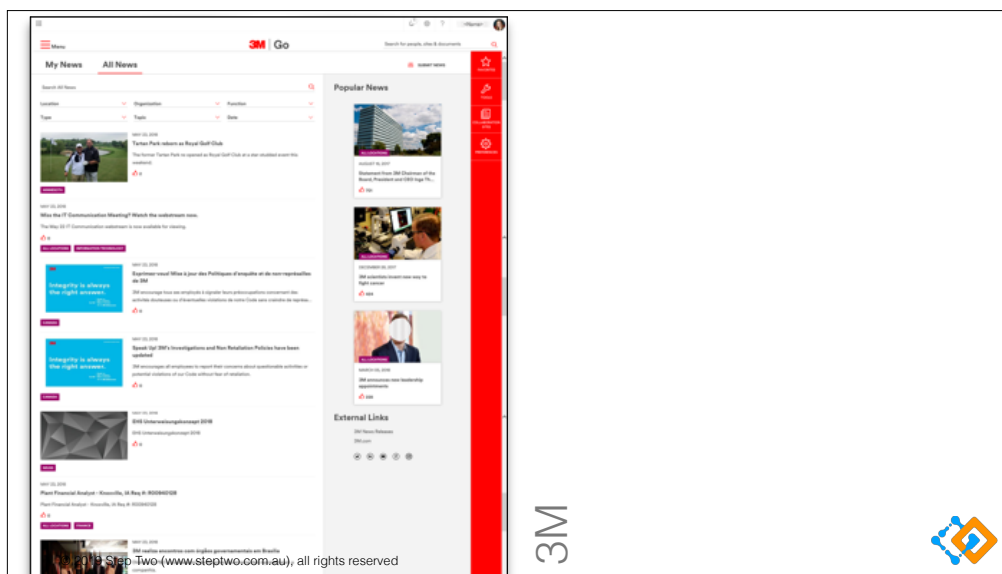
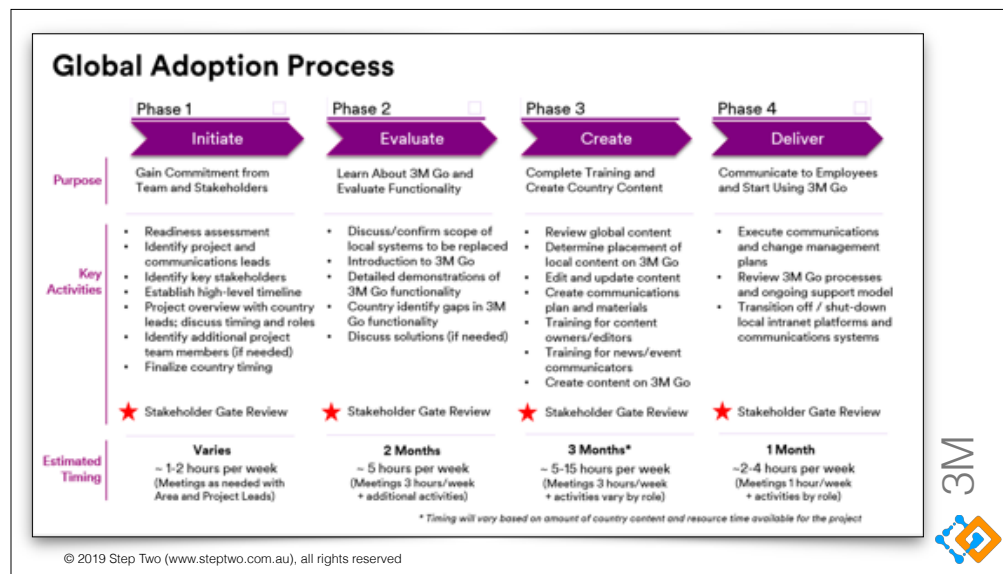
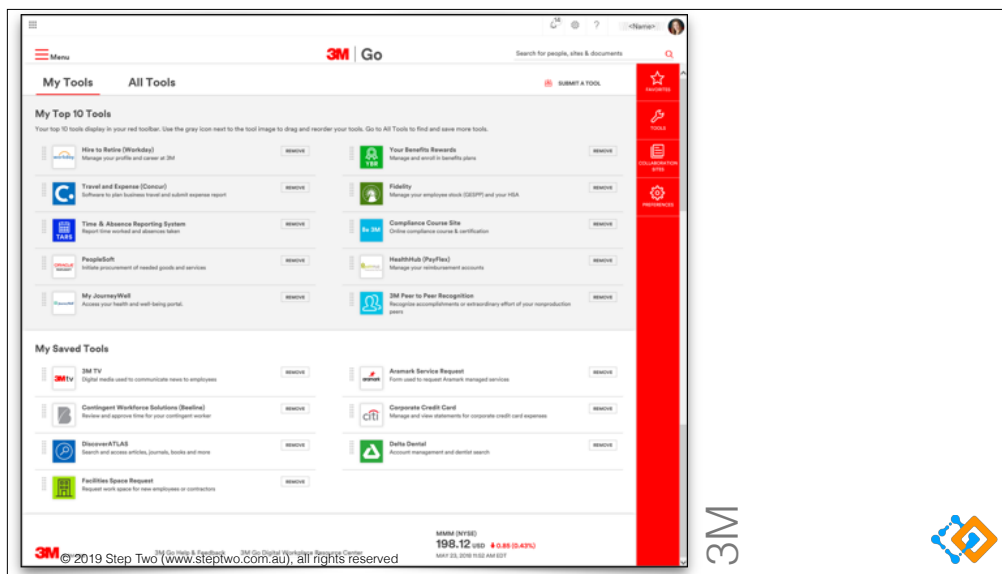
User research showed 10% of Cox's information workers are wasting around 4 hours per week

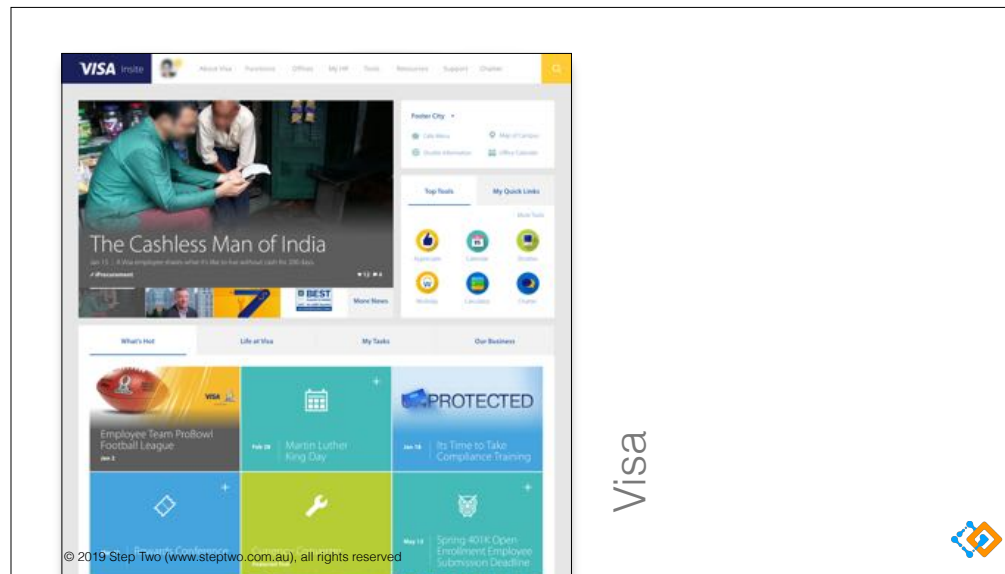
Assuming the new intranet helps to reduce this time by 30%, then an annual saving are US\$5.1 million

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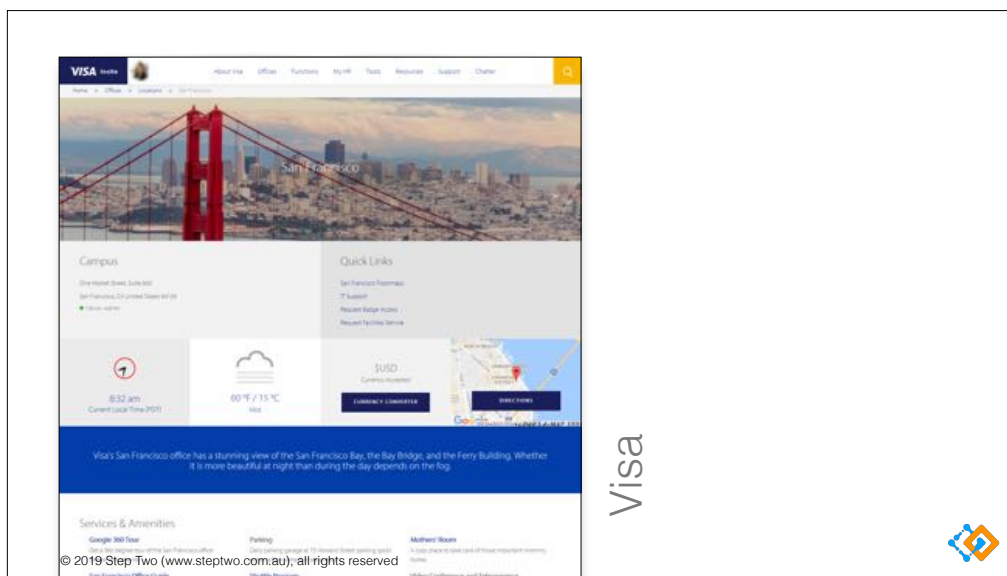




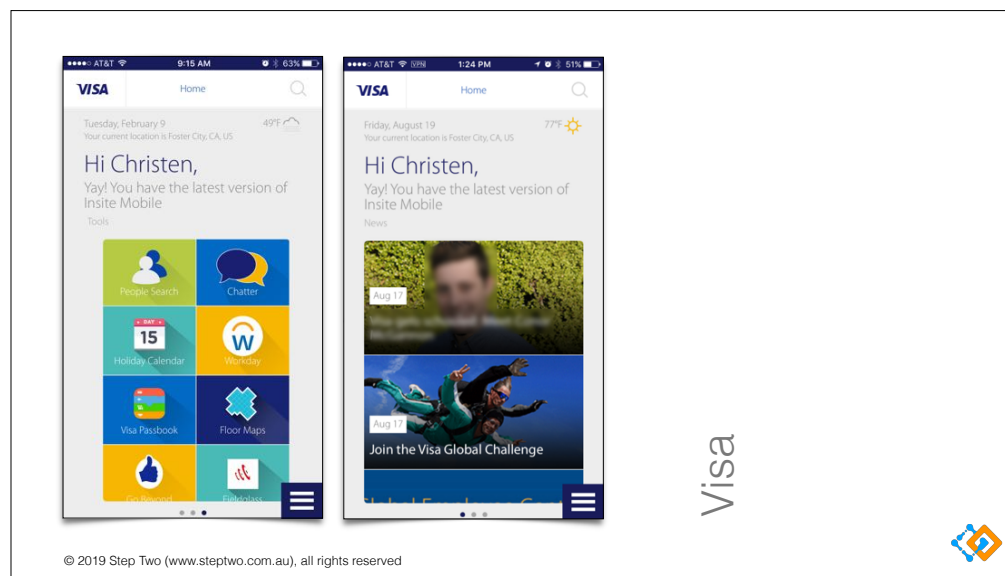




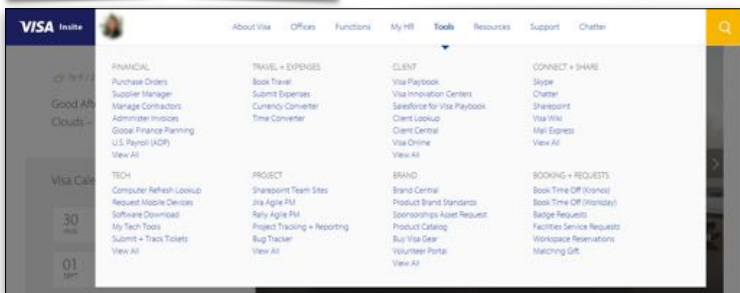
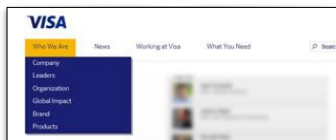
Visa



Visa



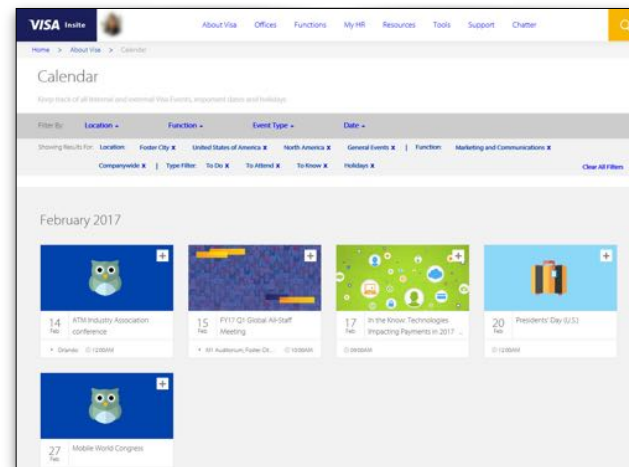
Visa



Visa



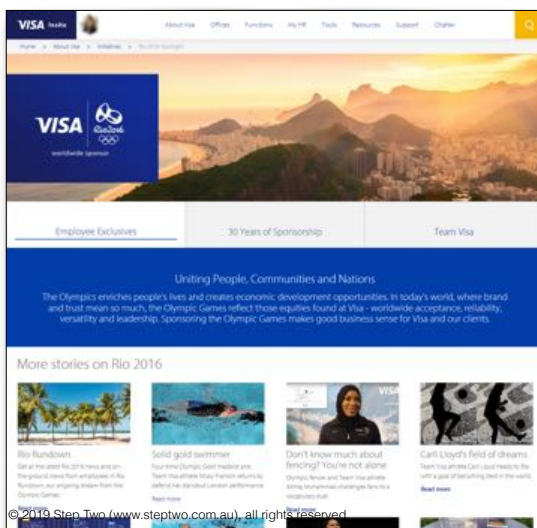
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Chat with your table: what could you be doing to better reach your **field and frontline staff?**

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The Cube
A Singapore
whole of
government
site
to improve
collaboration
across
departments

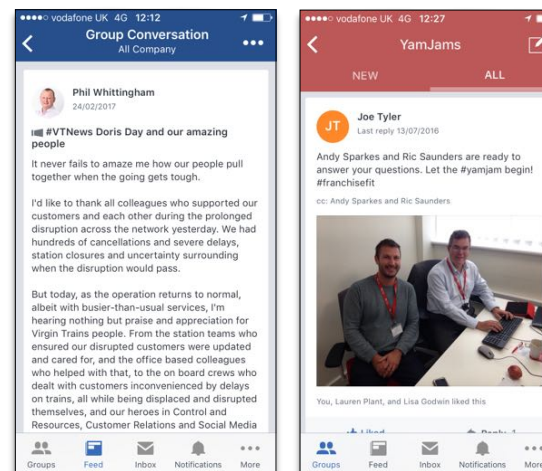


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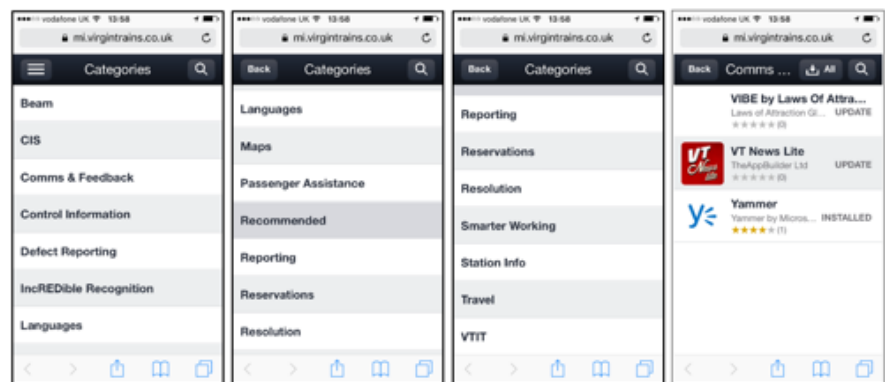
- 3,500 staff spread across the rail network
- 80% of staff are **front line customer service staff**
- staff engagement was already high, but they wanted to go further
- wanted an '**adult to adult**' culture vs 'employer/employee, parent/child'
- ... so they decided to **turn off their intranet** ...

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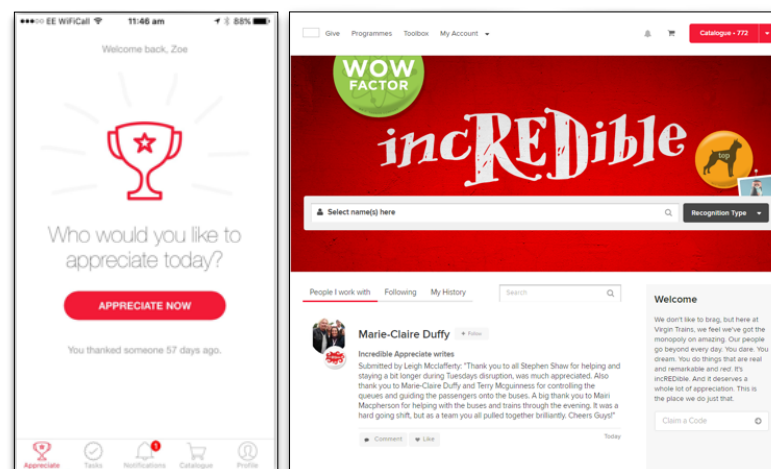
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Virgin Trains



Virgin Trains

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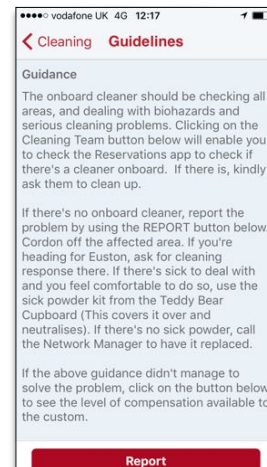
Virgin Trains





Virgin Trains

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Virgin Trains

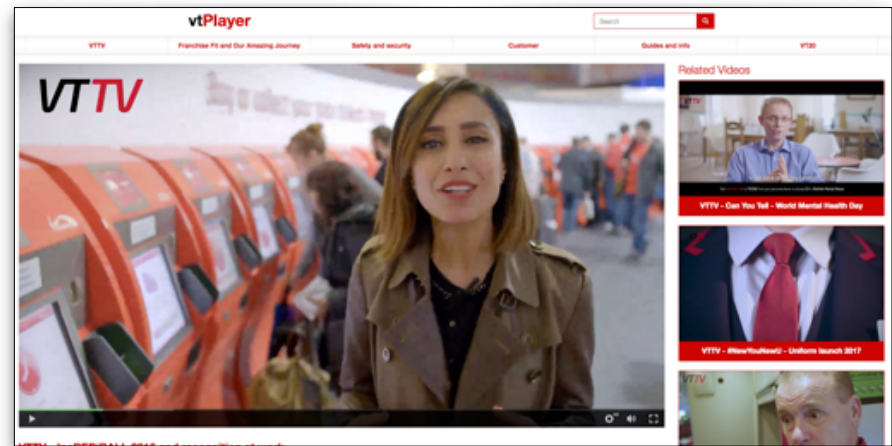
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Virgin Trains

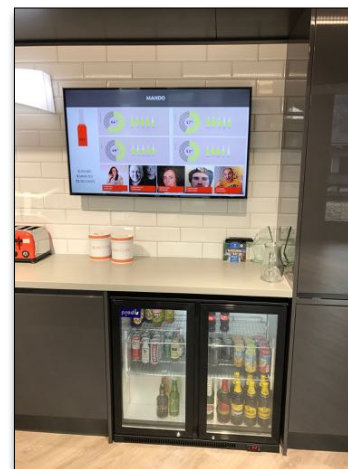
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<http://vtplayer.virgintrains.co.uk>

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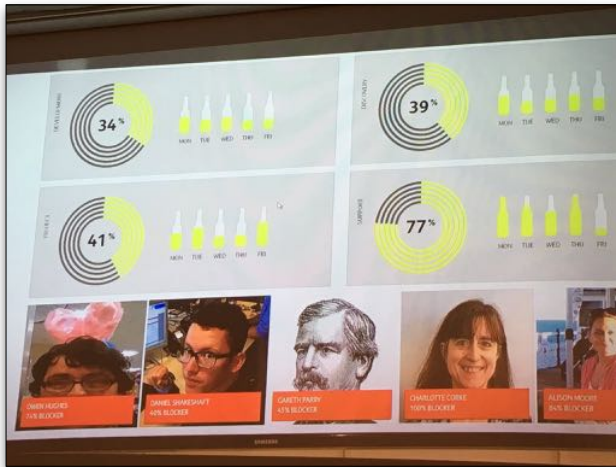
Virgin Trains



Mando Agency

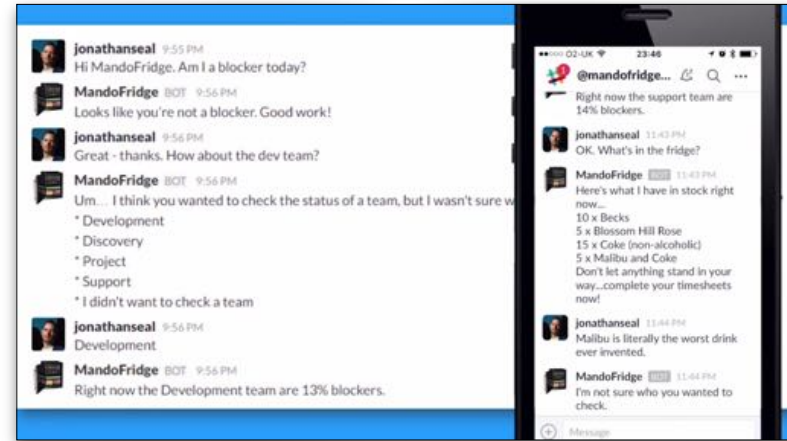
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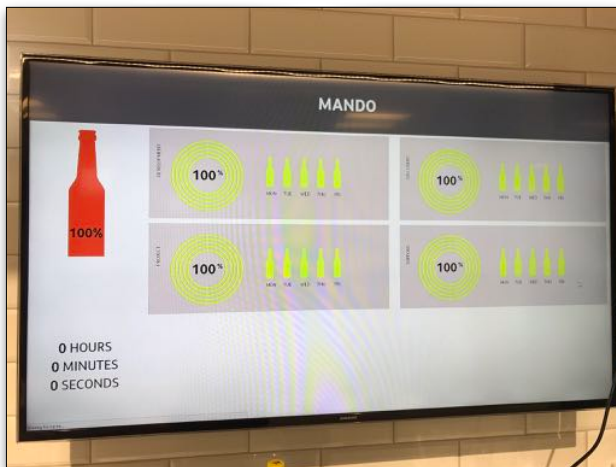
Mando Agency

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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.”

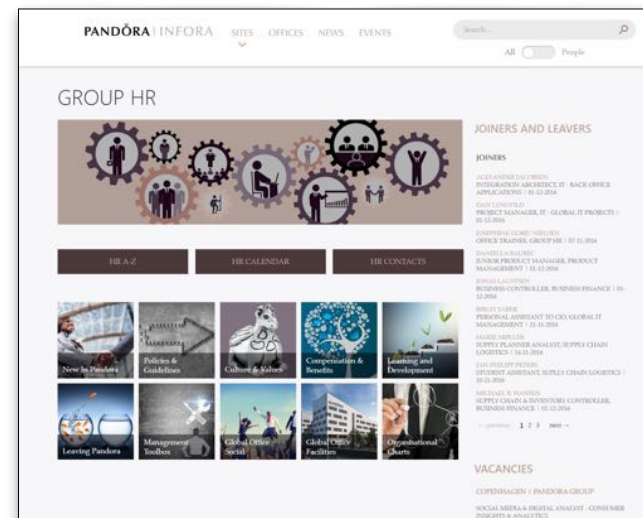
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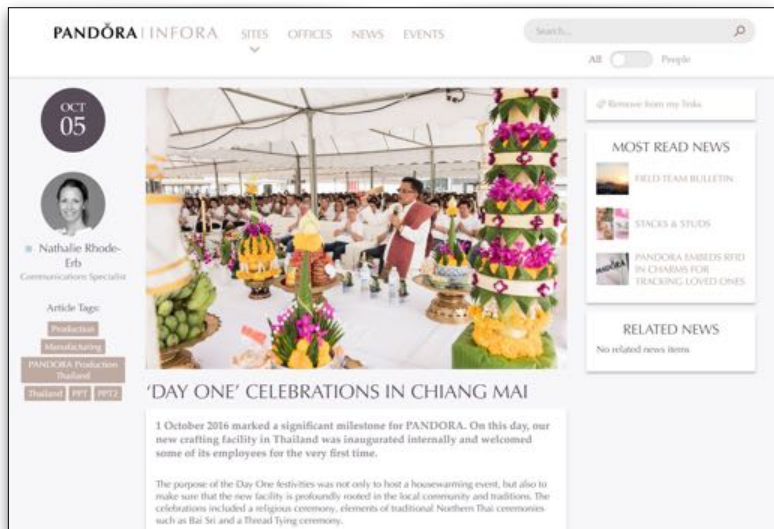


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PANDORA



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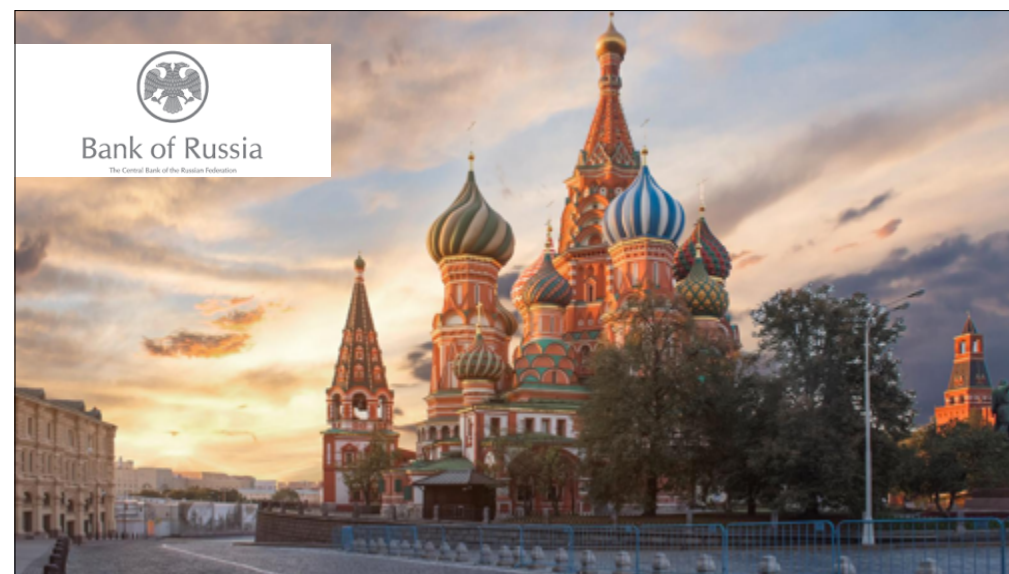
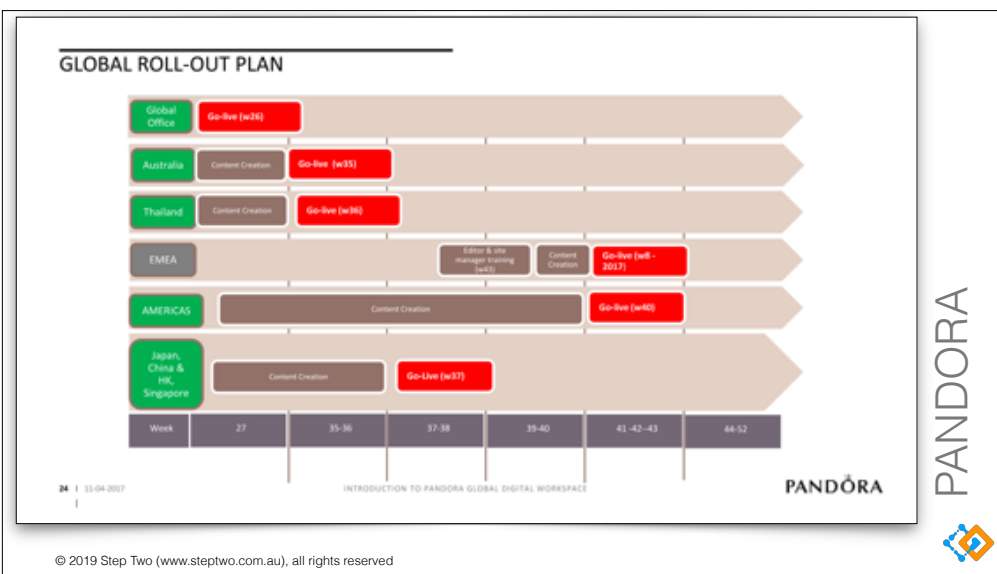
PANDORA

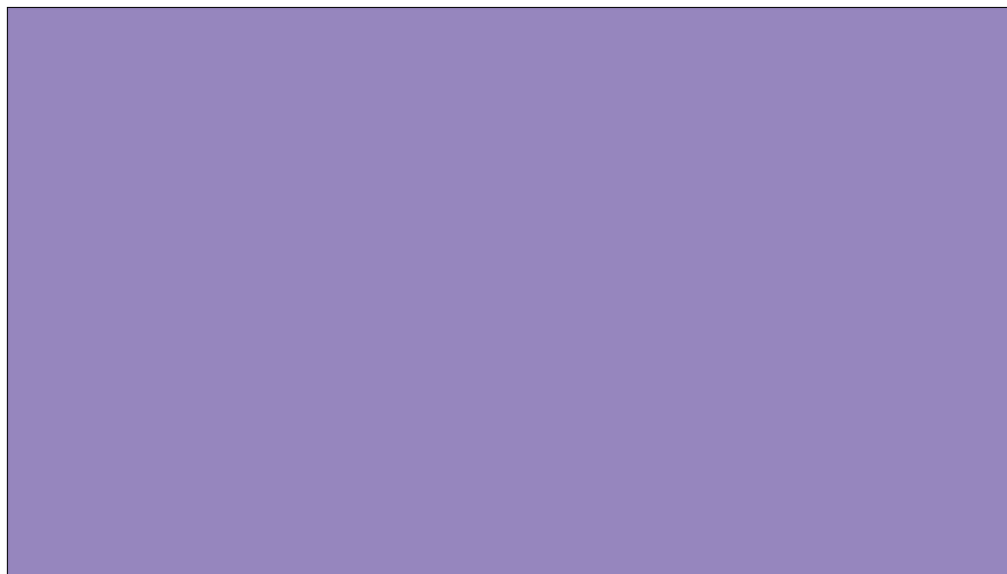


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- town hall events
- Q&A café (drop in and ask questions)
- floor walking to help everyone get onboard
- VIP 1:1 sessions for management members
- train-the-trainer in locations such as Bangkok
- **INFORA Thai Troops**

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Bank of Russia

HOME PAGE

The homepage structure reflects the Intranet's main goals and priorities and is designed in accordance with web design, UX trends and customer experience:

- Quick access to the most useful resources: services and profile
- 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.

User-friendly designs

Annotations for the homepage screenshot:

- My favorites
- Banner carousel
- Newsfeeds
- Quick access to services
- Quick access to info resources
- Weather&Traffic
- Market data
- Contact us
- Profile
- Calendar of events
- Socializing: Appointments, Gratitude, Congratulations, Communities, Announcements
- Media

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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.
Socialising

Annotations for the Contacts page:

- Search with the first letter
- Quick access to the org.chart
- Wider search

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MY FAVORITES AND PROFILES

Your Profile as a basis for Your Digital Workplace

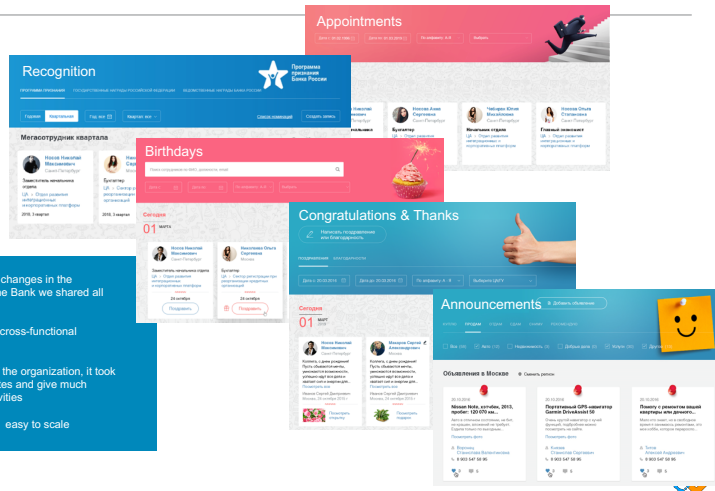
- Quick access to favourite info, contacts, team, communities, payrolls, etc;
- Congratulations, cards, thanks saved.
- Vacations, distance-learning courses, helpdesk requests
- Documents storage

Annotations for the My Favorites and Profiles page:

- Quick access to your Profile from any Intranet page
- My location in the office
- Access to org.charts
- My distance-learning courses
- Status on requests
- Socialising
- Knowledge management

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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



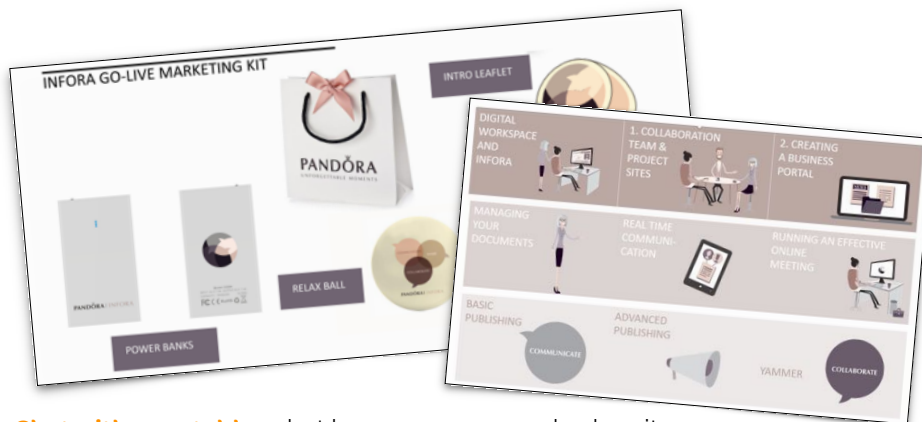
Tatiana Russinova
IC Leader



Alexander Fedorov
Intranet Manager



Olga Manolova
UX/UI Designer



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



Article explorer

We've published over 300 best practice articles on almost every intranet, digital workplace, KM, CMS and UX topic.

Use the **filters below** to explore this remarkable resource:

Article Categories



Improving your intranet, task by task

By improving the way the intranet supports key tasks, immediate business benefits can be delivered in a manageable and cost-effective

Article Tags

6x2

accessibility
active directory
activity based working
adoption
advertising

strengths and weaknesses, which have a major impact on project success.



Roles needed in an intranet team

A multi-disciplinary approach is needed when establishing an intranet team. This briefing outlines the key roles required



Needs analysis from a distance

There are practical ways to understand the needs of staff who are located in remote or regional locations.

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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

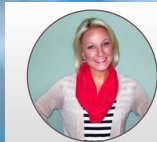


Intranet redesign



Technology selection





Christy Punch
Wells Fargo
(USA)



Rita Zonius
Social Engineer



Pete Johns
NRMA

Produced by Step Two, DEX is everything you've loved about our intranet conference, and more. There will be more speakers covering a wider cross-section of topics. It remains the must-do event for practitioners, but with the added opportunity to bring along leaders and key stakeholders. It will remain sponsor-free (of course!).



GET IN TOUCH

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