

# ENHANCED PRODUCTIVITY WITH SHAREPOINT

Improved outcomes for a utility client through workflow automation

Coretelligent's SharePoint solution increased productivity, streamlined processes, and enhanced user experience for a Connecticut water utility's business team, enabling them to provide even better service to their customers.

## CHALLENGE

A water utility company that serves over 430,000 customers in Connecticut wanted to provide their employees and customers with a more fulfilling user experience by enhancing the overall usability of their employee intranet, elevating the customer experience of their public-facing websites, and transitioning to a new Azure cloud hosting provider.



**SharePoint can provide teams with an array of benefits including:**

- Improved productivity
- Robust collaboration
- Secure accessibility
- Integration and automation
- Reduced cost

As a Microsoft Solutions Partner, the CoreDTS team's expertise in digital transformation—including SharePoint implementation and migration, MS Power Platform, and UI/UX services—and award-winning work for a similar utility was a perfect match for the client's multiphase initiative.

The client's existing intranet was outdated and did not include the digital functionality required in today's digital world. The site was unwieldy, hampered collaboration, reduced productivity, and was not easy to update or to navigate. A new intranet was necessary to enhance the user experience, including making content easier to find, adding search capabilities, and creating a more dynamic and functional interface.

## SOLUTION

Because the client was adopting and rolling out Microsoft 365, using SharePoint for the new intranet was a natural fit. An array of upgrades was made possible by working within the Microsoft environment:

### Improved Security and Accessibility

Users no longer require VPN access to log into the intranet since they can authenticate with their Microsoft login. Now service representatives can access the intranet and forms remotely via mobile phones when working in the field, including the option to use the SharePoint mobile app.

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## Increased Productivity, Collaboration, & Communication

Managers can now build out the intranet quickly and easily using drag-and-drop layout builders and make use of web parts or web widgets. Integration with other products, such as Microsoft Teams, allows for better collaboration and communication between departments. Integration between products also provides greater opportunities for a more streamlined operational flow.

## Enhanced Document Access

One of the top reasons the client's users access the intranet is to find internal documents such as HR forms and company policies. The existing intranet hosted these documents as a series of links on a single page; this was visually overwhelming and made it hard to locate information. A reorganized document structure with simplified navigation and a new search feature allows users to find needed items quickly and easily.

## Form Digitization for Greater Accuracy, Efficiency

Previously, forms were only available as PDFs or Word documents, and many were not fillable. Now, users can easily enter data in interactive format using Microsoft Forms. This allows for more efficient data input and simplified data collection. This new process improves accuracy by removing human error caused by transcription mistakes. It also allows data to be centralized and populated in real time.

## New Interactive Org Chart

Colleague information, such as contact details or department organization, is another key use of the intranet. A built-in organization chart web part now grabs all user data from the integrated Microsoft 365 employee profiles inside Active Directory, making department structures, reporting lines, and record information accurate and easier to identify.

## Improved Information Accessibility with Subsites

The team created a Hub within SharePoint with several subsites to maintain a repository of thematic references:

The Hub site showcases information about the client, such as news and general information for employees. A Crisis subsite now holds emergency information. Currently, this space houses Covid-related information. (Creating a categorial subsite that is not too specific allows for it to be used for various like-purposes in the future.) The Communication subsite offers a single location where news articles and other internal messaging are referenced. The client can also elect to generate a digest from posted information and email it to their constituency. This automates what was formerly an internal newsletter process. The Safety subsite provides access to crucial workplace safety policies and guidelines, and the HR subsite provides access to onboarding, benefits, and other HR-related information.

## Scalability Opportunities

As the client begins to navigate the intranet, more features can be added. For instance, permissioning is available if certain subsites require visibility to specific groups only. The templates that were created allow users to make new sites connected to the Hub, allowing better scalability as the company grows.

## RESULTS

The CoreDTS team successfully implemented, designed, and supported the varying client initiatives to improve the experience for the overall digital user. The internal SharePoint intranet provides greater usability and enhanced functionality with opportunities for even more enhancements in the future. Streamlined operational processes enhance productivity while fostering better collaboration and communication between client teams. Plus, improved accessibility makes the intranet available on the go while remaining secure thanks to enhanced security of the overall SharePoint infrastructure.

To learn more, visit [coretelligent.com](https://coretelligent.com)