

# Case Study

## Translink Joost



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Intranet

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## Background

Translink is the company behind the OV-chipkaart (Dutch public transport smartcard). Translink is a service partner which contributes to ensure that passengers can travel securely and easily on public transport which will become even easier in the future. Translink also provide solutions for your mobility requirements and have extensive in-house technical knowledge and expertise in this area.

## Goals

Translink asked TrueLime to create a multifunctional and user friendly intranet and TrueLime were happy to accommodate this request. The result was not just a normal intranet, but a social intranet that you might say 'has never been seen before', with the significant name 'Joost' (from the Dutch saying 'Joost mag het weten' or 'Joost has all the answers'). The intranet must accommodate all corporate information in such a way that things are easy to find while users are able to create their own workgroups to collaborate together.

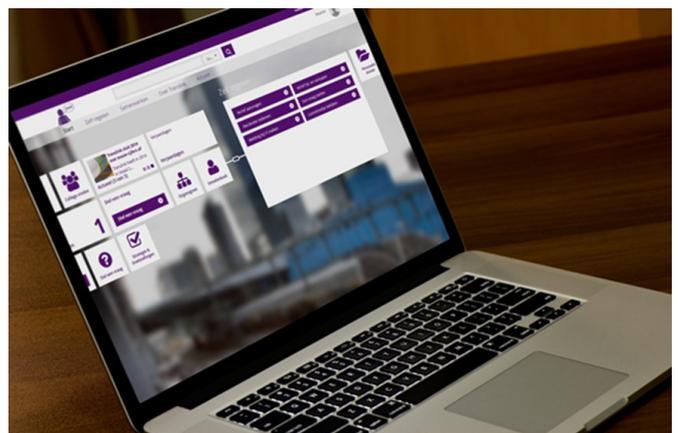
Employees used to find and store information and documents on a network drive. Access to documents was difficult and lacked the functionality to allow or deny access to documents by employee. Collaboration and sharing of documents or knowledge by department, team, or project was virtually impossible. Translink wanted a new intranet with a fresh and modern look, which is easy to use and can be personalized by employees themselves.

## Challenges

The Translink intranet should have a tile based look and feel with horizontal scrolling. Corporate information had to be enriched with a custom metadata set making information easy to find and filter out. Users should be able to create their own workgroups and work together on documents including check in/out (locking) and versioning.

## Solution

TrueLime used Kentico 7.0 as a solid basis for the project and added extra features where needed. TrueLime added a custom metadata set to existing objects and created several custom content types, layouts and widgets, making content easy to find using the smart search features.



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*"We are extremely proud of Joost, our new intranet. TrueLime have done a good job. They have converted the graphic design into a working intranet, even with challenges like horizontal scrolling. It is a practical working environment. The collaboration with TrueLime was very enjoyable. We now have a working intranet with many opportunities to add new functionalities. So we can continue to offer a contemporary intranet in the future."*

**Anke Folkerts**  
Internal communications  
Translink

The design of the intranet is inspired by the Modern UI style of Windows 8. Navigation has been implemented by the use of tiles and live tiles that give up-to-date information on the homepage while the tiles can also be customized by the users themselves.

Important features of the intranet are:

- Collaboration using workgroups (agenda, messaging, wiki, media gallery)
- Working together on documents
- Smart search
- Self-service forms
- Personalization of the homepage (pinning pages and dragging and dropping tiles).

The intranet was built in 5 months and a new release has been planned to add extra features.

## Results

The new Translink intranet has a modern design, contains a large knowledge base with corporate information, empowers users to do things themselves, and uses workgroups to work together online. The end users are very enthusiastic and pushing Translink to get rid of the old network drive themselves.

Other advantages are:

- Employees can update their user profile and personal settings.
- Information and documents can easily be found, by corporate, department or team level.
- Colleague collaboration, as the intranet promotes working together in groups.

Meanwhile Translink have worked with the new intranet for some time now.

## Key criteria for choosing Kentico

- Kentico CMS features – User friendly interface for content editors and administrators, scalability, large variety of reusable templates, web parts and widgets, modules and built-in functions.
- Customizable User Interface – Content editors and administrators of Translink are able to do their daily work without being dependent on TrueLime.
- Fast and easy website development – A perfect mix of configuration and development to meet the client's needs.
- (Re)use of the Kentico Intranet portal features, presented with a new look and feel. Kentico contains many important DMS features (workflow and versioning, document library, WebDAV). Excellent integration with back office ERP software.