

Case Study

Competitive Innovations Employee Intranet

intranet.cillc.com



Industry
IT

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Goals

Competitive Innovations (CI) is a solutions provider to government and industry. As a small business with a variety of contracts and ongoing projects, CI employees work in several locations and do not necessarily frequent our central office or have direct interaction with one another. Electronic mail communication proved unreliable, and it became apparent that CI needed a more efficient and consistent way to interact effectively with all employees at their various job sites and branch offices, and to ensure them access to a library of company resources, tools and training via an online portal.

Challenges

The previous method of communication was email, for the most part, which became a problem when employees did not consistently receive emails or forwarded them in error. For employees working behind secure government firewalls and/or in buildings where smart phones and other devices were not permitted in the building or campus we face even greater challenges. It was important that CI employees be informed of company news and upcoming events, that they have timely and direct access to job-related information and resources on a need to know basis, stay connected with their colleagues and initiate baseline corporate processes such as requesting time off or updating information in their personnel records. The company public facing website news and what can be said in advertisements is highly regulated and limited by federal regulations. In addition, CI wanted a central and accessible location for knowledge management and information exchange including training courses, periodic security communications and other self-learning tools, presented in a user-friendly format that would be accommodating to all employees regardless of their technological skill level.

Solution

CI's technical team implemented the Kentico Intranet to create a multi-functional employee portal. The CI Employee Intranet is accessible to all employees through individual login credentials at a secure location. The portal allows employees to check on upcoming holidays and other calendar events, offers easy access through the quick links feature to frequently requested processes such as submitting a help-desk ticket or requesting time off, using a Kentico form based workflow. Important information such as security updates and the incident reporting hotline are also prominently linked to the home page. The documents library feature provides a great way to organize employee benefits information, forms and other printable files into categories and folders where employees can easily access and download them.

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“Our company operates from a variety of locations and we were looking for a practical communication tool that would facilitate connectivity, community and corporate culture while providing structured information flow for routine business. Kentico’s Intranet solution put us on the right path toward securely streamlining our routine business processes, becoming more productive, ultimately saving time and money while connecting our geographically distributed team and promoting a shared culture.”

Mike Kennedy,
President | CEO,
Competitive Innovations, LLC.

A pre-scheduled happy birthday and other announcements are set up for each employee through the newsletter function and other company-wide emails are easily sent to everyone as needed, with the contents of the email posted under the intranet news widget in order to provide another way for employees to view CI’s latest happenings.

Through the security feature of the Kentico Intranet, we are able to control access to the administrative section of our Intranet where we have organized important record keeping and other internal business process documentation in a format that allows integration with our accounting and other backend systems. This section is only available to the executive team and is encrypted with role based authentication.

As we go forward, we have the foundation in place to start leveraging the personal profile features of the Kentico Intranet where users can update their own information, create blogs, upload pictures and share information.

Key criteria for selecting Kentico CMS

Kentico’s out-of-the-box Intranet solution was a perfect fit for our baseline needs. This starting point allowed a functional team leader to set up and implement a fully functional and robust Intranet solution. Kentico’s flexible development model allowed our technical team to extend the product in some areas to provide the necessary functionality for CI.

Key Kentico features that led to success included:

- A fully functional out-of-the-box solution that was easy to set up
- A standardized process for creating workgroups, projects and tasks
- Reduced maintenance costs
- Ease of content management by non-technical staff
- The use of a role-based security model
- Simple Kentico reusable object model with robust features like customizable forms that could be implemented and modified without programming

