Case Study

Essential Services Commission Intranet

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Goals

The ESC Intranet was created to facilitate sharing of information amongst staff at the Essential Services Commission. The ESC is the economic regulator for essential services in Victoria, Australia, and the key goals for the Intranet were to allow the Commission to quickly and easily provide information to its internal staff. It was essential that the Intranet provide the ESC with the ability to share information covering a very broad range of policies, event details and current project activity, as well as allowing them to search the directory of staff.

Challenges

The biggest challenge in this project was ensuring the information was easy to access and could be found by internal staff quickly. This was particularly difficult due to the vast amount of information the Intranet is relied upon to deliver, including many different content types. Ensuring the information architecture allows users to navigate quickly was the key to solving this problem.

In tandem with the intelligent information architecture, this challenge was also addressed because we had chosen Kentico CMS, which provides ESC staff a flexible, robust, user-friendly tool to manage large volumes of content it creates.
This means that staff can keep up with the content-loading demand, which ensures the information is always up-to-date and relevant.

Solution

The Kentico Intranet was perfect for this project. We utilised the Events and Calendar modules to show meeting and activity information, there is a Staff Profile Directory & Search, with staff data also used to show day-to-day movements in the Rostered and 'Out & About' Staff sections, and Kentico's Forms module is used extensively to ease the administration load for HR, Finance, training and IT. An alert system means ESC can issue urgent notices to all staff easily. We took 6 months to build the Intranet.

Key criteria for choosing Kentico CMS

Kentico provides a number of features out-of-the-box that were very well suited to the ESC's Intranet requirements.

1. Kentico's Intranet solution made development smooth, and we deployed the project with very few issues.
2. Kentico made it possible to integrate a beautiful custom design - we loved the transformations to present and highlight different information, making the Home page and each section a rich experience.