



Office 365 Custom Employee Portals

Overview

One of the largest financial and investment planning companies in the world knew that increasing their 100,000 employees' daily engagement with its more than 200 internal portals, built on SharePoint on premises, would have tangible bottom line impacts. They also knew that moving their on premises SharePoint to SharePoint Online would provide cost savings while also giving the organization access to all the latest advancements Microsoft is constantly applying to the Office 365 Cloud Services stack.

With all this in mind the organization set off on a planned migration to SharePoint Online and an overall portal refresh aimed at increasing the daily value of the portals to their employees, by providing personalized experiences focused on better business results.

Initial efforts on this migration and portal refresh project were less than successful. The organization was struggling to customize the experiences offered by SharePoint Online out of the box using its teams existing developer skill set. Also, line of business users where not able to keep the portal content and functionality up-to-date enough to create the daily value that would drive employee engagement.

It was at this point that the organization turned to Akumina for a solution to both sides of their portal problems.

The Challenge

First, Akumina's customer needed a new development approach that would allow the existing team's skills to be applied as easily to cloud infrastructure as it had been for on premises development. Second line of business users needed an easy to understand way to manage content and site behavior to ensure that the portals have daily value and keep employees engaged with the sites. In this broader context, Akumina's client had four specific goals in mind:

- Quickly migrate from SharePoint on-premises to SharePoint Online and Office 365, without losing the customizations they had built on premises.
- Dramatically increase their 7% companywide 'monthly use' of their internal portals.
- Leverage their internal skill-sets to evolve and enhance the portals.
- Increase the overall return on their investment in Microsoft cloud services

The Solution

Akumina, working with a strategic partner, would be employed to address both the technical and business user challenges outlined above.

Akumina's AppManager framework provides a dynamically generated, easy to understand, user interface that can be connected to any cloud services provider, exposing only the relevant information for a business user tasked with managing a specific application or application subset. In this case, the AppManager would provide the content management platform for the customer's global portals, ensuring that subject matter experts could own content updates without being Office 365 and SharePoint Online experts.

Additionally, leveraging Akumina's client-side framework delivered a more flexible and scalable way of developing applications on top of Microsoft's Cloud Services. Akumina would be utilized, in this case, to enable the teams' existing skill sets, and allow applications built for on premises to be more readily applied to their new cloud-hosted portals.

The Results

By utilizing the AppManager, Akumina's customer's business users and subject matter experts now have an intuitive and personalized environment to manage all their content and assets from each of their connected cloud data systems.

The AppManager allowed the company to utilize multiple cloud services to power portal experiences by allowing subject matter experts to update portal content and functionality based on data from several different Office 365 services, including Office Video, Office Delve (Graph), and data from Dynamics CRM using one interface. This has made it easy to ensure more relevance day-to-day for the entire employee base, resulting in an increase of their **monthly use metric from 7% to 69% and rising**.

With Akumina, developers created a foundation built using the Akumina client-side framework leading to more predictable, more cost effective, and a significantly more maintainable solution for everyone. The launch of this new architecture took half the time to build and **cost 75% less than the initial launch of their internal portal system**. The organization was highly satisfied with the time frame and the budget that Akumina was able to deliver.

By delivering easy to build and maintain internal portals that utilizes their existing Office 365 license, the CIO's office also estimates that the business is seeing an **80% increase in their overall return on investment in Microsoft Cloud Services** by better utilizing the entirety of the capabilities offered.

Akumina's customer was able to completely utilize their Office 365 applications for a better overall experience for not only the business users but also developers. Thanks to InterChange, it was possible to overcome all of the organizations' perceived challenges, and allow day-to-day operations to become simpler, promoting more interaction throughout the entire organization.

ABOUT AKUMINA

Akumina provides the leading digital engagement software solution delivering a contextual and personalized digital experience and transforms how employees work, collaborate and innovate. Akumina's customers are using the software platform to drive modern and global intranets, digital executive dashboards as well as extranets and portals.