

CASE STUDY

Modern digital workplace unifies and engages global team

SNAP 365 makes employee communication, knowledge management and collaboration easy, integrated, targeted and relevant

**WOODS
BAGOT™**



THE SITUATION

As a global design and consulting studio with a team of over 1100 experts spread across 17 studios in Australia, Asia, Europe, the Middle East and North America, effective communication and collaboration is a key business driver for Woods Bagot. With continual growth and a need to operate as one connected organisation, moving to a Modern Workplace became an even more integral part of their business strategy.

THE OPPORTUNITY

Woods Bagot's legacy intranet was a key tool in managing communication and knowledge retention and whilst it had been a successful platform to store and share information and knowledge, it was accepted that it was hosted on ageing technology which needed a refresh. With the advent of Microsoft Office 365 (O365), Woods Bagot saw a golden opportunity to not just strip back and remove some of the maintenance costs they were incurring but to also look at some of the threshold changes that can be achieved through the introduction of better and more modern collaborative features built into the O365 toolset.

In the words of Tom Leyden, Woods Bagot Global Leader – Information Technology: "Overall we were after an intranet that could underpin our stance as a leading global design firm – showcasing our work, inspiring our designers while providing trusted and useful reference data".

THE TECHNOLOGY

Empired proposed a move off the existing on premises intranet to a more robust, mature and best practice toolset in O365, with the

goals of improving the overall way users share, engage and communicate with each other whilst also giving their people a much greater appreciation for the corporate goals, values and strategies. This was achieved by leveraging leading edge technologies of the O365 platform in a fresh and innovative way, with a contemporary and stunning visual interface. By combining creativity, technology and design, Empired delivered an engaging, intuitive and useful solution that sets a new benchmark for communication, knowledge management and collaboration.

This solution was architected using Empired's SNAP 365 solution which offers organisations the ability to deploy a templated portal to O365 rapidly using our existing IP and knowledge of how organisations collaborate effectively. SNAP brings together O365's collaboration tools creating an integrated, targeted and relevant experience for the user.

THE RESULT

In moving to O365, Woods Bagot has an advanced engagement portal for its employees, built in a way that redefines how Woods Bagot communicates and shares knowledge. By taking the conversation to Woods Bagot's UX designers to achieve an engaging platform, Tom Leydon was able to implement UX design in a design driven workplace. They now have a visually improved front page with a focus on news, essential information and feeds from their design platform, trusted sector pages to consolidate key sector information such as exemplar bids and templates. The new project area where employees can leverage Microsoft Dynamics CRM and Power BI gives them the ability to see the progress of certain projects.

By integrating the external systems that Woods Bagot developed inhouse they are also able to incorporate all data across the organisation into the new portal. This is great from a search perspective, with Delve and back-end integration making a seamless experience for employees.

Woods Bagot is utilising most of the O365 suite of features, predominantly Delve and search, OneDrive for business and Skype, all of which complete one of their main goals of making employee communication easy. The SNAP portal allows the creation of virtual communities to share ideas and information and connect with one another in ways which would not be possible in person considering their different geographical locations. The portal provides a complete, end-to-end user experience with the greatest gain being end to end collaboration, having one place for everything, with a dashboard for all projects and the latest up to date feeds from all systems, all in one place.



Woods Bagot's Pedestrian Link in Sydney reconsiders a commuter's experience. Currently, Wynyard Walk digests about 20,000 commuters an hour.

"It reflects who we are as a business today. It's reflective of our DNA, who we want to be and what's important to us."

Tom Leyden

Woods Bagot

Global Leader – Information Technology

SNAPSHOT

Improving communication between Woods Bagot employees working across the globe was paramount, whilst also ensuring they had a platform that was engaging and visually appealing to their team of experts.

Engine room:

- SNAP 365
- Office 365
- Power BI
- Dynamics CRM
- User experience consultation and design



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