

GATESHEAD COUNCIL EMPLOYEES LOVE THEIR NEW INTRANET!

The Challenge

GOSS have developed a brand new intranet for Gateshead Council employees. Recently launched, the new intranet has enabled improved communication and content management, whilst also providing better internal self-service for employees.

With approximately 4,500 employees, Gateshead Council needed to improve their previous intranet in order to bring about improved workplace efficiencies. Too much time in the workplace was spent trying to navigate to content on an intranet that was over 15 years old and lacked considerable content management structure and abilities. In addition, the previous intranet also lacked important abilities such as a search function and a much-

needed self-service function for such features as booking meeting rooms and requesting in-house printing. In an employee feedback survey conducted by Gateshead Council, 68% of employee respondents rated their previous intranet as either poor or very poor. There were some glaringly obvious issues surrounding Gateshead's previous intranet that needed addressing to help bring better communication, and improve workplace efficiencies.



GATESHEAD COUNCIL

The Solution

The objectives developed by Gateshead Council for their new intranet had to do a number of things, they were:

1. **Improve work efficiencies through consistent navigation, and searchable and quick loading content.**
2. **Be simple to use and understand.**
3. **Be securely accessible to end-users at all times, regardless of location or job role.**
4. **Allow end-users to customise their view to access resources they use most often.**
5. **Maximise integration with other system applications and support self-service.**
6. **Present and reinforce key internal information, whilst encouraging internal communication and collaboration.**

GOSS were appointed to develop a new intranet, which would replace the previous version at Gateshead Council. To meet the objectives, GOSS helped by delivering an intranet that included the following:

1. **Use of the GOSS 'Chill' content management theme, specifically developed for intranet use. The theme's 'panelled' sections allow for quicker navigation and clearer ease of use to help improve work efficiencies.**
2. **Further assist work efficiencies by adding a search function to the intranet for end-users to find content quicker.**
3. **Enables self-service through implementing forms and other workflow process, allowing end-users to complete such actions as booking meeting rooms, managing repairs and facilities, and managing sundry debtors.**
4. **Collate links to key systems used at Gateshead.**
5. **Include tools that provide data and analysis abilities.**
6. **Have the potential to integrate with the expenses and invoicing system used by Gateshead.**

Developing the intranet on the GOSS 'Chill' theme allowed way for a rapid roll out of it. Working side-by-side with Gateshead at all stages, the end result was an intranet that ultimately gave the end-user the very best experience possible.

The Results

The new intranet launched in May 2017, and has been well received by the majority of employees.

The intranet has helped bring increased workplace productivity, with the majority of users commenting on how much easier navigation is in comparison to their previous intranet. Users have also experienced a far better search facility within the new intranet, and users have commented on how well designed the site is. Users are now spending on average 6 minutes per session on the new intranet.

In a recent employee survey conducted after the implementation of the intranet, it was found that **94% of respondents rated the new intranet as either good or very good**. Compared to the results from the employee survey of the previous intranet -

There has been an impressive 1075% increase in those employees satisfied with the intranet at Gateshead Council.

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