

Hitachi Consulting UK delivers corporate-branded Intranet to support Vaultex's communication and collaboration programme

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SOLUTION OVERVIEW - CASE STUDY

Microsoft SharePoint 2010 solution provides web-based access to news, information, data and tools empowering Vaultex employees and improving overall company efficiency



In November 2007 Barclays and HSBC created a joint venture, Vaultex UK Ltd to take on the cash processing business of Loomis UK. With more than 2,000 employees, Vaultex offers a comprehensive and effective cash handling service to the two banks and their retail and financial institutional customers, using sophisticated hardware and software.

BUSINESS CHALLENGE

Delivering continuous improvement and increased efficiency, whilst engaging the team is always a challenge and near impossible without easy access to news, information and procedures. The ability to effectively share information collaboratively, in tandem with a single common repository is a key component to supporting the growth objectives of the business. As a company with high values and a commitment to empowering its employees to be as efficient as possible, Vaultex was struggling with a poor performing inherited IT infrastructure which was impacting on the company's vision of improving company communications and collaboration.

In 2008, Vaultex had a clear agenda – to address IT security and provide a more robust Wide Area Network (WAN) and Local Area Network (LAN) which enabled the company to put in place policy procedures and improve communications. Ultimately, this was the company's first step to achieving the overall goal – the company's defacto Intranet.

By 2010, Vaultex had developed a communications leadership team, published information on Lotus Notes shared databases and had a successful Vaultex Voice newspaper that was a means of keeping employees up to date with both internal business developments and social activities. Vaultex was aware of the need for a company Intranet, and internal champions believed the company could no longer efficiently operate without one. An important driver for developing the Intranet was the desire to challenge management and company hierarchy. With universal access to

company information and data, employees would be better informed, more knowledgeable about overall company activities and business operations, leading to faster communications and increased collaboration.

THE SOLUTION: THE JOURNEY TO THE INTRANET

A strategic decision confirmed Microsoft SharePoint 2010 as the technology of choice to deliver the Intranet platform. The technology was already being utilised for an information warehouse and was seen as a safe and robust solution. Following a thorough selection process, which involved a shortlist of leading providers, Vaultex selected Hitachi Consulting UK to develop and implement the SharePoint 2010 solution. This commenced with an initial inception phase to establish the scope and approach of the overall project.

"We looked at the leading market providers and the potential technology but were clear we wanted to use an established framework methodology, as this project was beyond our in-house technical competence," said John Arnott, HR Director, Vaultex UK Ltd. "Following research and recommendations, we had a shortlist of four possible providers which were whittled down to two. Hitachi Consulting UK shone and stood out at the presentation stage to our steering committee as their approach was both flexible and collaborative which fitted well with our own ethos. We were impressed with the calibre of consultancy expertise, and met the project manager at the pitch and point of engagement through to completion. This gave us confidence and ensured we always dealt with the same contact who knew exactly how the project was progressing and next steps at any given time."

Project Objectives:

- Improve internal communications to enhance efficiency and increase employee engagement - corporate information to be stored centrally and accessed any time
- Share resources and best practice - a virtual community to be created to facilitate information sharing and collaborative working
- Improve customer service - better access to accurate and consistent information to enhance customer service levels
- Create visually engaging Intranet site in line with Vaultex brand and company values
- Reduce paperwork - forms to be accessed and completed on the desktop, and forwarded as appropriate for approval. Improved processes negate the need to print documents

Scope of Solution:

- Requirements gathering
- Process mapping
- Software development services
- Creative design, corporate ID and navigation
- Project management
- Implementation
- Data migration
- Transition
- Testing
- Warranty

Following the delivery of the inception phase, Vaultex engaged Hitachi Consulting UK to undertake the project implementation and the delivery of the technical solution. In addition, Hitachi Consulting UK's creative team were involved from the outset to provide strategic creative input and translate Vaultex's brand and company values into an engaging yet simple to navigate Intranet site, accessible by all.

BUSINESS BENEFITS:

The implementation of Microsoft SharePoint 2010 has seen the replacement of the company's Lotus Notes information management system, providing staff with a branded Intranet and a means of sharing consistent locally sourced company information and messaging. The new site was launched in March 2011 following a nine month project.

"The newly launched Vaultex Intranet has revolutionised communications across the company, empowering every employee with unlimited and flexible access to a huge range of information," commented John Arnott. "By giving people open access to all the information and data available, they will have a clear view of every aspect of the business and be able to carry out their own role more efficiently, as well as having a better understanding of the roles of others. Each user will use the site differently, but each function will be critically focused on making sure the business content is there to help. We believe this is an invaluable tool that is very flexible because the site will continually evolve and change over time. Critically it will allow managers to spend more time coaching their team, rather than acting as a reference point."

Phase Two of the project is now ongoing and is expected to complete by September 2011. This includes the development of additional SharePoint 2010 features for future extended capabilities, including embedded dashboards and interactive process maps on the Intranet platform, and the delivery of a cross company collaboration platform. The additional features will enable teams to easily share information and ideas, manage documents and make better and more timely and informed business decisions.

"We wanted to establish a basic infrastructure that we could build on and Hitachi Consulting UK has helped us achieve that and much more," said John Arnott. "We will continue to develop the site, populate more pages and increase the amount of information to make the platform as engaging to employees as possible. All policies and procedures are now housed and we have closed all other routes to data and have deleted all paper policies. The future sees us adding a Learning Management System (LMS) onto the platform to support mandatory training and financial regulations, for example. With the help of Hitachi Consulting UK, Vaultex has embarked on embracing the Intranet and we intend to make sure everyone feels 'plugged in' by offering basic training, creating flexible sites, such as social boards, blogs and relevant news in the very near future."

OVERVIEW OF ACCOMPLISHMENTS:

- Revolutionised communication across the company, empowering employees with flexible access to a huge range of information
- Provided collaborative functionality to teams and organisations to increase information sharing within the organisation
- Provided new SharePoint 2010 enabled tools such as Meeting Room booking and an Employee Directory
- Replaced the historic Lotus Notes based document management system
- Provided an extensible platform on which to build Business Intelligence (BI) dashboards and Dynamic process-views using enterprise-capabilities such as Excel Services and Visio Services
- Created engaging site in line with company brand and values, providing simple to navigate user interface to ensure full user adoption

Why Hitachi Consulting?

- **Qualified:** Hitachi Consulting has been an accredited Microsoft Partner since 2003 and a Gold UK partner since 2004. The company has the following Gold competencies:
 - Custom Development Solutions
 - SOA and Business Process
 - Information Worker Solutions
 - Data Management Solutions
 - Business Intelligence
 - Networking Infrastructure Solutions
- **Resources:** Hitachi Consulting combines the skills and delivery capabilities normally provided by a specialist niche technology practice, with the additional depth and breadth of capabilities typically only found in large global consultancies. It has been Hitachi Consulting's deliberate aim to only recruit senior and experienced people. Most of its consultants have more than ten years experience in their chosen discipline – and many have worked for end-user customers so they are experienced in delivering in-house projects within large corporations.
- **Experienced:** Hitachi Consulting's knowledge, combined with its project and change management capabilities enable the consultancy to deliver business and technical solutions quickly and cost-effectively.
- **Approach:** Hitachi Consulting's methodical and phased approach to this project ensured:
 - All key elements were documented and agreed
 - Project reporting ensured that all project stakeholders were kept informed of project progress
 - The systems were thoroughly tested before deployment
 - Key members of staff were involved in knowledge transfer activities
 - The solution was delivered on time and on budget

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