

A man in a green safety vest and dark shirt is standing in a forest, touching a tree trunk with his right hand. He is looking up at the trees. The background is a dense forest with many tall, thin trees and green foliage.

NEXER

SCA AN INTRANET FOR EVERYONE

Challenge

Swedish forest company SCA has Europe's largest private forest holdings, equal in size to Belgium. SCA manufactures products made with renewable raw materials from its own and others' forests. These include packaging paper, pulp, and wood products. SCA is also active in renewable energy sector, services for forest owners and energy efficient transport. SCA has a strong environmental profile, and the company generates a climate benefit of 10.5 million tons of carbon dioxide each year through high net growth in forest, the company's products, and low fossil emissions.

The company has 4000 employees, many of whom don't use a computer every day. This made it difficult to reach all employees with information via the previous intranet, which was not accessible from mobile phones or tablets. Therefore, as part of SCA's launch of Microsoft 365, the company chose to improve their old intranet and upgrade it to SharePoint Modern. One of the goals was to increase accessibility and give all employees the same opportunity to easily access information, regardless of whether the employee was using a computer, a mobile phone or a tablet. Another goal was to drive traffic to the intranet by making it the hub for employees' work tools and applications.

Solution

After collaborating closely for several years, Nexer continued to be the trusted partner to develop the new intranet. Some of the requirements from SCA were accessibility, simplicity, and compatibility with other systems, especially SCA's new document management system Guide (management system developed by Nexer). SCA also required that the intranet should be well integrated with Microsoft Teams.

Nexer had just started the development of their new intranet product Core Connect, and in close cooperation with SCA the project was taken to the next level involving SCA in the development. SCA were involved in the development process which meant Nexer could develop functionality based directly on customer feedback. This was a win-win situation for both the client and Nexer.

The new intranet was built on SharePoint Modern with Nexer's intranet product Core Connect to secure the required functionality and accessibility outside of Microsoft's features. Nexer created a modern intranet built on the latest technology like SharePoint Modern, Microsoft Viva and Teams. The upgrade also improved both the user and editor experience. As part of the project

SCA also reviewed permissions to reduce the instances of scattered and unclear information. From having over 200 people editing content on the intranet, SCA now has a limited number of main intranet editors, who in turn are responsible for selected publishers.

Result

By September 2021 SCA could access their new intranet and began work on the content while also cooperating on the technical development with Nexer. The launch was done in phases and the first part was released in December 2021 containing a start page with news and quick links as well as top navigation with landing pages for different information areas. As soon as new features were ready, they were launched on the new intranet along with ongoing content work.

One example of developed functionality in Core Connect is Important Messages, which works as a complement to the regular news on the intranet. Important Messages are banners on the top of the page with different colors signaling corresponding levels of importance. Important messages are also often scheduled. With improved audience targeting in Core Connect it has been easier to target information to different groups. Another appreciated functionality is the lunch menu, which can be targeted to different groups depending on where they are located.

Thanks to a clear time plan and prioritisation SCA received an easily accessible intranet that can be reached via mobile, Teams/Viva Connections or web browser. All employees are now able to access the same information.

100 days after the launch, a survey was conducted to find out what employees thought about the new intranet. The response? Predominantly positive as the users experienced a clear improvement with a more modern feel, nicer design, better functionality, and structure that makes it easy to find information. Making the intranet available on mobile phones and tablets meaning all employees can access the same information regardless of location was also seen as a big plus.



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