



CAPITAL POWER'S BONZAI INTRANET RECEIVES INTRANET DESIGN AWARD

CASE STUDY



Working with, and using BONZAI, gave us the flexibility, visual design elements, and a more user-friendly experience to create our intranet – an essential tool to connecting our company to news, events, and business resources and processes.”

—TRICIA JOHNSTON, DIRECTOR OF CORPORATE
COMMUNICATIONS AT CAPITAL POWER.



Capital Power

Case Study

INDUSTRY

Power Generation, Electricity, Utilities

ABOUT COMPANY

Capital Power is a leading power producer with headquarters in Edmonton, Alberta. The public company develops, acquires, and optimizes 4,500 megawatts of power generation at 24 facilities across North America. Capital Power values integrity, accountability and collaboration; and sees their intranet as an imperative business tool to ensure these values remain aligned for employees across the United States and Canada.

4,500

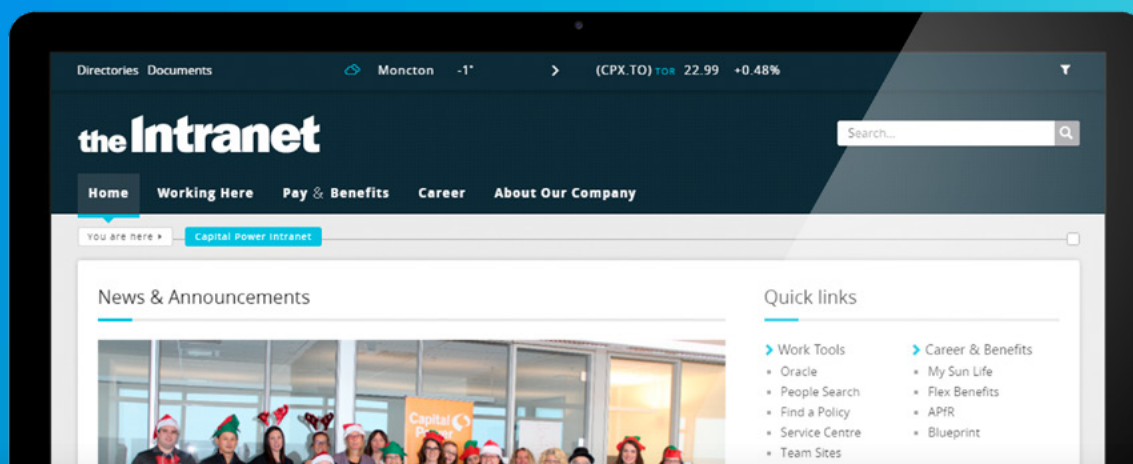
**MEGAWATTS
OF POWER GENERATION**



Nielsen Norman Group's Annual Intranet Design Award



Since 1998, the [Nielsen Norman Group](#) has been the leading voice in the user experience field: conducting groundbreaking research and evaluating interfaces of all shapes and sizes to help teams achieve their design goals quicker and easier than going it alone. This tremendous accolade was awarded to Capital Power's intranet, built using BONZAI, alongside Fortune 500 companies such as Delta Airlines, eBay, Travelers Insurance and GSK. [BONZAI](#) is the only North American product used in a winning intranet this year, which proves the value of both the solution and our [unique delivery approach](#).



"WHY DID CAPITAL POWER'S BONZAI INTRANET WIN THE NIELSEN NORMAN AWARD?"

Capital Power's BONZAI Intranet won this prestigious award for:

- ✓ **Sustainability**
- ✓ **Flexibility**
- ✓ **Responsiveness**
- ✓ **Accessibility**
- ✓ **Engagement**
- ✓ **Cost-Effectiveness**



**Capital Power's
new intranet
solution must be:**

- ✓ Responsive & Mobile to support employees.
- ✓ Trusted for effective Search capabilities.
- ✓ Low-cost and easy to manage.
- ✓ User-friendly for Content Management.
- ✓ Engaging for employees.
- ✓ Intuitive for optimum information architecture.
- ✓ Sustainable & include a Governance plan.

The State of Play of Capital Power's Intranet Prior to BONZAI:

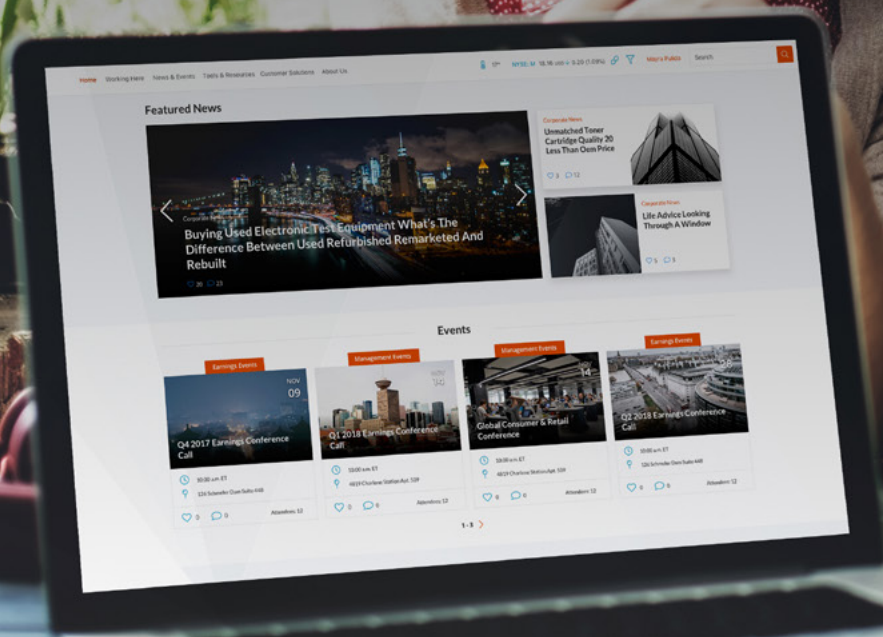
Capital Power had a custom-built intranet and like many organizations who have gone this route, they quickly came to recognize the inefficiencies and complexities the system created for everyday business activities.

Custom-built intranets begin a slow but sure degradation as soon as they go-live and a generous contingency budget is required to account for intranet updates and changes. The custom site was extremely rigid, making content editing and updating a costly challenge. A SharePoint upgrade rendered their intranet obsolete, as most of the custom-built functionality was non-compatible with the new version of SharePoint.



Solution: BONZAI for Office 365

After vetting two other options for the Capital Power intranet redesign, BONZAI Intranet emerged as the obvious choice based on the **cost-savings** and the number of requirements met.



OVER FIVE YEARS,
CAPITAL POWER WILL SAVE
\$225K
WITH BONZAI INTRANET

THIS IS

54% ↓

LESS THAN DEVELOPING A
CUSTOM IN-HOUSE SOLUTION

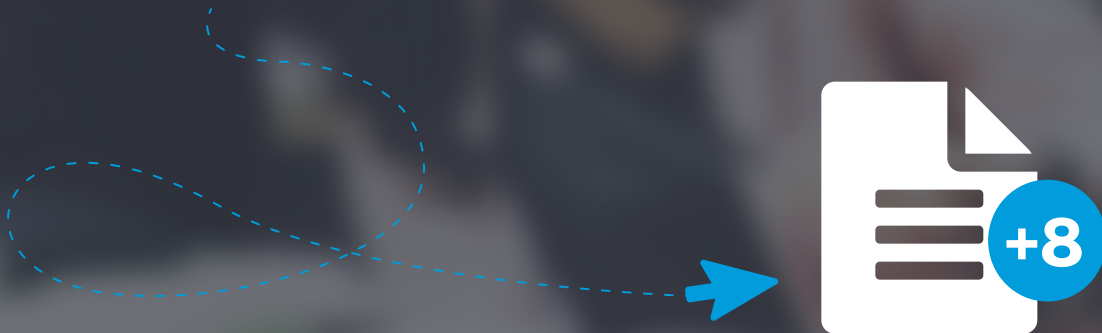
Capital Power's project charter contained 22 high-level business requirements.

Out-of-the-box, BONZAI Intranet for Office 365 met:

95%



of these requirements with an added bonus of meeting an additional 8 that were originally deemed to be out of scope.



Intranet Design Process:

Capital Power took part in research activities, with help from BONZAI's Solution Delivery Team, to inform their design choices:

Card Sorting

Card sorting activities were conducted with employees to determine the major sections to use as primary navigation on the new BONZAI Intranet. Once the primary level of navigation was determined, closed sorting helped the team to determine the best subsite structure.





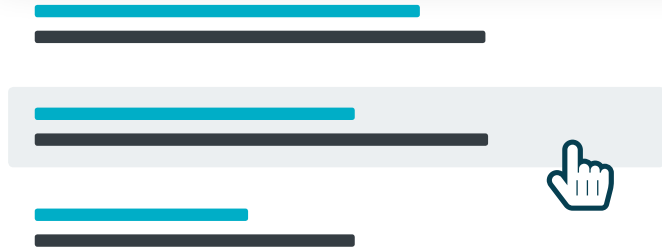
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TRICIA JOHNSTON,
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POWER



Searching...



Task-Based User Testing

Every Friday afternoon for 6 weeks, the team picked 10 employees at random and had them perform 10 tasks online using Treejack. After each test, the team members interviewed participants to gather as much information as possible regarding their thought process while completing the tasks.

Usage Stats

The team reviewed data from the previous intranet using SharePoint traffic reporting and Google Analytics to ascertain which areas to focus on for the new intranet.



Meeting Other Intranet Teams

The Capital Power team leveraged the experience of two other companies who had recently gone through intranet redesign projects. Discussions included platform selection, redesign process feedback, specific site features and intranet communication planning.

Research Materials

The team conducted research with the help of intranet literature such as [Step Two's Essential Intranets](#), [What Every Intranet Team Should Know](#) and they consulted two previous [Nielsen Norman](#) Intranet Design Annual Reports. These resources greatly helped the team with their decision-making and determining what features to include on the new Intranet.

Intranet Launch Communications

The intranet team communicated with managers monthly about the new intranet design and communicated with the CEO and executive team before launch. Weekly communications started four weeks prior to launch to ensure buy-in from the management team. Posters were hung around the office prior to launch to communicate with employees.

On launch day, all locations received postcards communicating the new intranet site's improvements. There was also a temporary 'Where'd it go page?' to help employees navigate to popular content. A month after launch the intranet team held meetings to give brief presentations and answer employee questions along with obtaining feedback on the new intranet from the wider employee group.



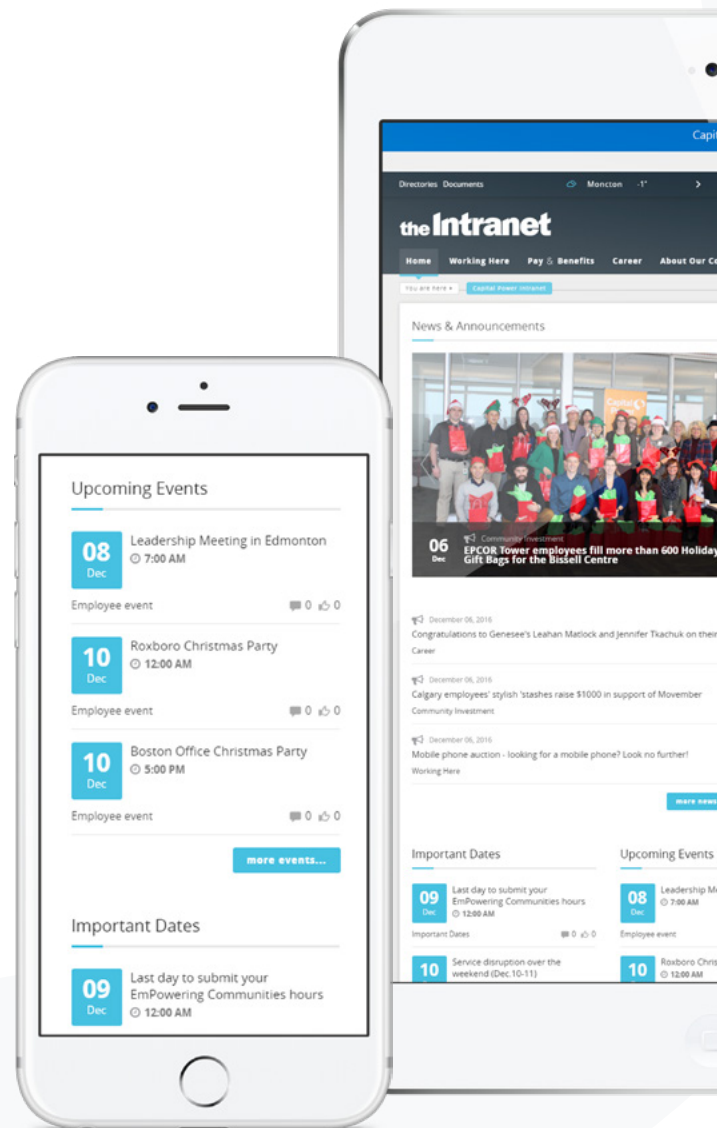
Communications to employees throughout, especially at the end of a redesign project, is critical to its success. However, what typically happens is that all the planning is left until the end of the project when you are the busiest working to get your project completed on time. Detail a thorough communications plan at the onset, which simplifies communications when everyone is working double time,"

TRICIA JOHNSTON, DIRECTOR OF CORPORATE COMMUNICATIONS, CAPITAL POWER

Since Implementing BONZAI, Capital Power's Intranet is:

Responsive & Accessible on Mobile

Almost 50% of Capital Power's workforce do not sit at a computer so having a mobile-accessible intranet is essential for communicating with all employees. BONZAI Intranet is fully responsive on mobile devices, ensuring that all employees regardless of location, can access all the functionality the intranet has to offer.

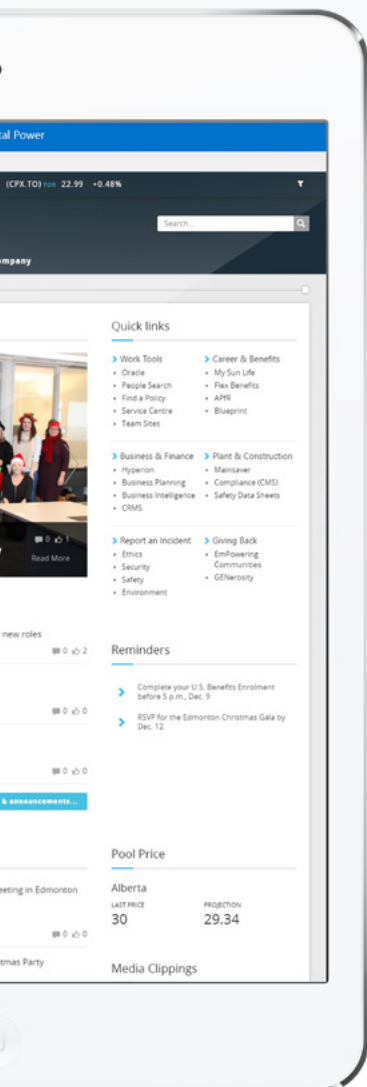


Trusted for Search

Effective and trusted search has been achieved with BONZAI as only relevant and up-to-date information is hosted on the intranet. The global site search indexes all content pages along with documents that live on the intranet and news stories from the last 12 months. There's also a news-specific search for accessing older news stories. Users are shown only the results that they're allowed to see.

User-friendly for Content Management

Every BONZAI Intranet deployment involves a thorough content audit process establishing effective content management from the get go. The Capital Power team used the content audit exercise to review the content on their old intranet, deciding early on that none of the information from the old site would be automatically migrated to the new site. The redesign pitfall the team members wanted to avoid was building a site that looked great, but provided very little improvements in terms of content management and content integrity.



Engaging for Employees

Six weeks post launch, Capital Power saw intranet engagement increased by 42%. This is attributed to the number of users providing feedback during the first few post-launch weeks and using new features. The marketplace is the third most visited site area and provides a platform for employees to interact and engage by posting giveaways, items for sale or special events that may be taking place externally. The Employee spotlight page on Capital Power's intranet contains photos to highlight an employee each week. This page proves very popular and facilitates employee engagement with employees liking and commenting on the photos.

**INTRANET ENGAGEMENT
INCREASED BY**

↑ 42%

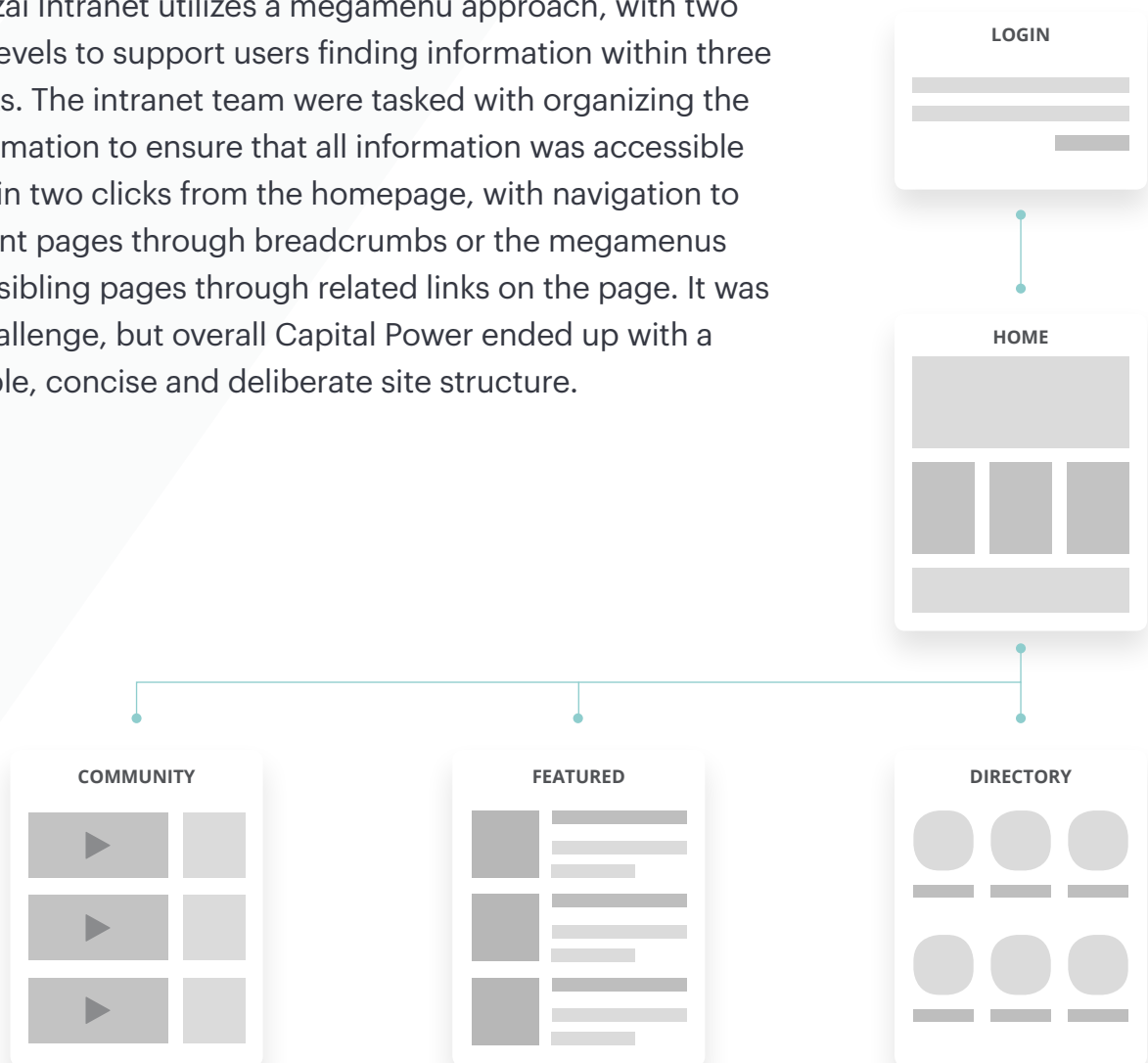


Robust & Sustainable

The key to the longevity and success of a SharePoint environment is mandated governance for its internal environments. Capital Power reviewed all the content on its previous intranet to ensure only pertinent and up-to-date content was incorporated on the new intranet platform. As part of the new intranet project, the intranet team assigned page-level ownership for each piece of content. This helps the site to remain current and updated over time; a fundamental aspect of the governance plan.

Effective for Information Architecture

Information Architecture (IA) is the structural design of shared information and environments. Both Capital Power and BONZAI were well versed in the necessity of effective information architecture to ensure a successful intranet. Bonzai Intranet utilizes a megamenu approach, with two sublevels to support users finding information within three clicks. The intranet team were tasked with organizing the information to ensure that all information was accessible within two clicks from the homepage, with navigation to parent pages through breadcrumbs or the megamenus and sibling pages through related links on the page. It was a challenge, but overall Capital Power ended up with a simple, concise and deliberate site structure.



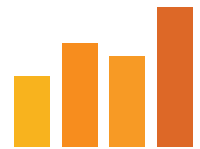
BONZAI Intranet ROI

↑ Increased Communications:

Page views to the News & Announcements and Events sites have increased since launch which is deemed a great success from a communications standpoint as it provides the company with an effective platform to disseminate information as widely as possible.

↓ Decreased Intranet Support:

Support emails and phone calls have declined dramatically since implementing BONZAI, reducing the need for intranet support resources. This has made a significantly positive impact on the IT team by freeing up vital resources.



↑ Increased Engagement:

Employee engagement has increased with Employee spotlight page views rising to more than 15,000 in the first half of the year since the new intranet launch, with spikes in page views when recipients are announced. In contrast, the previous year's milestone profiles had only 553 page views.

EMPLOYEE SPOTLIGHT PAGE
VIEWS RISING TO MORE THAN
15,000
IN THE FIRST HALF OF THE YEAR
SINCE THE NEW INTRANET LAUNCH

↑ Increased Data:

There's been an increase in the integrity of the information available on the document portal and document management is much simpler since implementing BONZAI. This makes it easier to ensure that only current document versions are available.

Capital Power's Best Practice Advice

INCLUDE AS MANY PEOPLE AS POSSIBLE IN THE REDESIGN PROCESS.



Test as much as you can, as often as you can, throughout the planning and design phase of your project. It really doesn't take that much time or that many people; you will quickly start to identify patterns in how employees think about the content and you will learn something new from every employee you work with."



TRICIA JOHNSTON,
DIRECTOR OF CORPORATE
COMMUNICATIONS, CAPITAL
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Intranet Tracking and Success Metrics

Capital Power is tracking new intranet usage such as page traffic, document downloads, and clicks to external pages or applications. They are also tracking SharePoint search data and receiving reports on successful and unsuccessful search queries. This data provides valuable insights to Capital Power helping to continuously provide relevant content to end-users while understanding the business value of their intranet.

Only one month after their launch date, most Capital Power employees adopted BONZAI. In as little as three weeks, the intranet catalyzed:



10,500 & 800

CLICK EVENTS TO
EXTERNAL APPLICATIONS

DOCUMENT
DOWNLOADS

Happily Under Budget:

1. All display templates are responsive, which eliminated planned agency costs.
2. Out-of-the-box features met 95% of Capital Power's business requirements, eliminating the need for third-party custom web parts.
3. With BONZAI display templates, the team now have the ability to change the site's look and feel and easily add additional functionality using in-house resources.
4. BONZAI publishes out all static web content as .asp pages like a typical CMS. So, using CSS, jQuery and JavaScript, Capital Power has been able to build additional features as required.

COST-SAVINGS OF
+120,000
OVER 5 YEARS USING BONZAI





Deployed **Your Way**

BONZAI is easy to install whether you want it installed on-premise or in the cloud. BONZAI Intranet is available in three deployment models:

On-Premise for SharePoint 2013

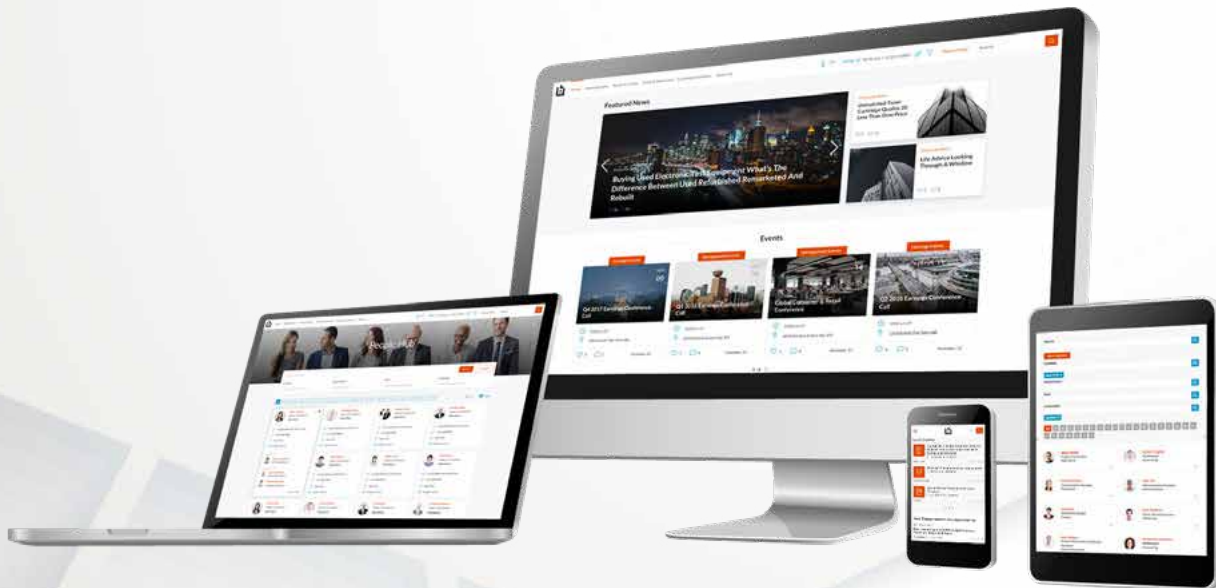
Installed within your existing
On-Premise SharePoint 2013 Standard
or Enterprise environment

On-Premise for SharePoint 2016

Installed within your existing
On-Premise SharePoint 2016 Standard
or Enterprise environment

Online for Office 365

Installed on your existing
SharePoint Online environment for
Office 365



About BONZAI

BONZAI, a SkyVera company, is an award-winning intranet company that provides ready-to-roll intranets for SharePoint and Office 365. As a Microsoft Certified Gold Partner, BONZAI intranet software and services deliver a better means of communicating, collaborating and engaging with employees for Fortune 500 Enterprise Organizations as well as SMBs.

At BONZAI, believe that intranets should better connect and engage employees, but not at the expense of a long, drawn-out and often failed custom deployment. With our proven delivery methodologies and seasoned intranet consultants with deep expertise into both Microsoft SharePoint and Office 365, Bonzai gets users through objective setting, design, ownership, launch/roll out and support in as little as eight weeks.

See Your Stress-Free Intranet in Action Now!

Book a [demo](#) to see the rich features, functionality and flexibility of the BONZAI intranet platform for yourself today!