



OVERVIEW

INDUSTRY: Computer Software

LOCATION: Boston, Massachusetts

COMPANY SIZE: 5,001-10,000 employees

SOLUTION: BONZAI Intranet for Sharepoint 2016

BENEFITS

- 94% increase in user adoption
- 340% increase in social activity
- 100% decrease in content duplication
- Increased productivity



Challenges

PTC was experiencing several of the common challenges that organizations see when using an outdated intranet.

"PTC developed a homegrown intranet over 15 years ago. Our former solution was heavily customized, clunky and difficult to navigate, which caused it to become a repository for outdated content," said Jeff Rousell, Director Of IT And Business Systems.

Their existing platform didn't provide a user-friendly experience. It lacked intuitive search and there were no social features to promote employee engagement.

When a user did try to locate information, they would find conflicting information and duplicated content. PTC's information architecture was too complex and employees had no idea which department owned certain types of content. As a result, employees would share the same information multiple times. PTC couldn't rely on their intranet as a source of accurate documentation, policies and news.

With a new vision in mind, PTC knew that they needed an intranet that could unite their team across the globe. The organization's top priority was to ensure that all users could find, share and edit content, even if they weren't tech-savvy. To accomplish this, they began searching for a solution that was compatible with their version of Sharepoint.

Solution

After researching their options, PTC's communications and IT departments agreed that Bonzai was the best choice. Bonzai would give PTC all the features required to find and share content. It was also

an easy solution for IT to deploy. This gave them the freedom to work on other business applications.

"We were able to deploy Bonzai extremely fast, which freed up resources and enabled my team to focus on developing

a line of business applications that impact

productivity. Using the Bonzai Framework, my team delivered new applications faster than ever before," Jeff said. The IT team even built a virtual reality scavenger hunt to get users excited about the new intranet and show them how to navigate it.

Once the new intranet rolled out to employees, word about the usercentric experience spread fast. In its first month, PTC's new Bonzai intranet had a user adoption rate of 94%. The intranet was more engaging than ever with features like auto expiration for news stories, content targeting and social capabilities.

"With Bonzai, departments are now empowered to own their own content. Our HR team is amazed at how easy it is to target benefits information to employees in their respective countries," said Jennifer Kirchner, Employee Engagement and Communications Manager.

Now that all information on the intranet is easy to find with Bonzai's intuitive search, the organization doesn't face content duplication issues. The team at PTC reports that they've seen a 100% decrease in the amount of duplicated content on the platform. Every update, policy and form that employees need is just a few clicks away.

Thanks to Bonzai, PTC has been able to completely transform the way that their teams communicate. This flexible user-friendly solution allows employees to find the information they need fast. It also allows them to connect and collaborate from anywhere in the world. PTC has been able to remove bottlenecks that stood in the way of getting work done and boost productivity across the organization.



See How Easy Bonzai Makes Search

Stop wasting time looking for what you need. Let us show you how Bonzai puts the right people, content and documents just a click away with its industry-leading search.

Get Your Demo



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With BONZAI, departments are now empowered to own their own content — Internal Communications at PTC has never run so smoothly.

Jennifer Kirschner, Employee Engagement and Communications Manager