BONZAI

Capital Power

OVERVIEW

INDUSTRY:
Utilities

LOCATION:
Edmonton, Alberta

COMPANY SIZE:
500-1,000 employees

SOLUTION:
BONZAI for Office 365

BENEFITS

⊕ Saved $225K on intranet costs

⊕ Increased intranet engagement by 42%

⊕ Drastically reduced need for intranet support resources

⊕ Gained a fully mobile-responsive platform

CASE STUDY

Capital Power Saves $225k With Bonzai's Award-Winning Intranet

Challenges

Capital Power had a custom-built intranet, but it quickly became obsolete. User engagement on the platform was low because it was difficult to edit and manage content. To make matters worse, once Capital Power did a SharePoint upgrade, their existing intranet became even less useful. They discovered that most of its custom functionality wasn't compatible with the upgrade.

The team at Capital Power knew it was time to invest in a new intranet but they had a long list of requirements. They needed a user-friendly solution that would engage employees and make finding information easy.

Since half of Capital Power's workforce doesn't sit at a computer, they were also looking for an intranet that would be responsive on mobile devices. The team struggled to find a cost-effective option that would include everything they needed.

Solution

After vetting other options for their intranet redesign, Capital Power chose Bonzai. It was clear that Bonzai was the most cost-effective option. BONZAI Intranet for Office 365 also met 95% of their requirements out of the box.

To design the new intranet, Bonzai's Solution Delivery Team started with research. The team reviewed data from the previous intranet to help them determine where to put their focus. Then, Capital Power also chose employees to perform a set of tasks. This allowed them to understand their team's thought process as they work through business activities.

After this research was complete, Capital Power chose what sections to use as primary navigation on the new Bonzai Intranet. Based on employee behavior, Bonzai was also asked to simplify navigation further. Capital Power wanted all information accessible within two clicks from the homepage. Ultimately, the Bonzai team was able to put structures in place to make that a reality.

Soon after, the new intranet rolled out and the entire Capital Power team could see how easy it was to find and share content. Three weeks after launch, employees had viewed the intranet more than 10,000 times. They also downloaded over 800 documents. Now that the platform is so easy to navigate, Capital Power has been able to drastically reduce intranet support resources.

Thanks to Bonzai GPS, a proprietary feature set combining information architecture, governance and intuitive search, Capital Power's intranet is user-friendly. Bonzai Intranet is also responsive on mobile devices. As a result, all Capital Power employees can see and share information from any location.
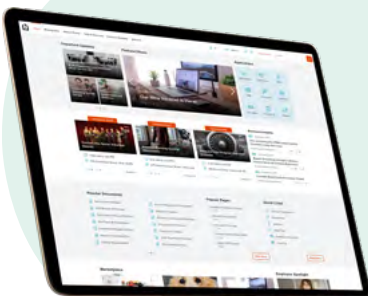
The new intranet also had a big impact on employee engagement. Six weeks post-launch, intranet engagement increased by 42%. Some of the most popular pages are the employee spotlight and marketplace pages. Both of these sections give employees opportunities to learn about their team and engage with each other.

With Bonzai, Capital Power has a simple intranet structure and they've been able to streamline business processes to align employees across locations. Bonzai's solution for Capital Power also became known for its intuitive user experience. In 2018, Capital Power's Bonzai Intranet won a Nielsen Norman Group's Annual Intranet Design Award. The intranet was recognized for its sustainability, flexibility and cost-effectiveness.

Working with, and using, Bonzai gave us the flexibility, visual design elements and user-friendly experience to create our Intranet – an essential tool to connect our company to news, events, and business resources and processes.

Tricia Johnston, Director Of Corporate Communications, Capital Power

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