



OVERVIEW

INDUSTRY:

Banking

LOCATION:

Spokane Valley, WA

COMPANY SIZE:

201-500 employees

SOLUTION:

BONZAI Online Intranet

BENEFITS

- + 90% of employees connect to the intranet daily
- + Customized intranet planning improved the information architecture
- + All employees are empowered to publish content
- + Gained the ability to search for and find information faster
- + Increased employee engagement
- + Streamlined document management



CASE STUDY

90% of Employees Rely On Horizon Credit Union's Award-Winning Intranet To Publish And Find Information

Challenges

Horizon Credit Union was struggling to share information with employees. Their legacy intranet wasn't user-friendly and it didn't have search functionality. As a result, everyone was left digging for information. Even when employees could locate documents, they didn't know if what they were accessing was the most current version.

There were also bottlenecks for content publishing. On the existing intranet, only authorized employees with technical knowledge could add content. As a whole, this system provided little value to most employees.

The team at Horizon Credit Union knew that it was time to upgrade their intranet. They needed to improve the user experience, engage more employees and streamline document management. That's when they began their search for a flexible intranet solution.

Solutions

Horizon Credit Union discovered that Bonzai offers everything they were looking for. Bonzai's personalization and design features would also allow them to customize the intranet to be in line with their branding guidelines. "We considered BONZAI Intranet for the feature-rich platform. However, we selected Bonzai for its complete package, including the tried, tested and proven approach to intranet planning and solution delivery in +100 successful intranet projects," said Kimberly La Liberte, Marketing Manager for Horizon Credit Union.



Soon after choosing Bonzai, Horizon Credit Union was on its way to having a new intranet. The team at Bonzai led the way through intranet planning activities for this project. They made it simple for Horizon Credit Union to create an intranet that met all their requirements. In the end, Bonzai built a system with custom information architecture and the best user experience possible. Then, Horizon Credit Union was able to roll out the new intranet with a promotional campaign to capture their employees' attention.

Using Bonzai, Horizon Credit Union can publish new information faster. Everyone can easily navigate and find, share or add content. They can also retrieve archived information quickly with Bonzai's intuitive search. To maximize the experience, employees are able to personalize the platform by favoriting the documents and services they use often.

Today, it's clear that everyone at Horizon Credit Union sees the value of their new intranet. The team uses Bonzai online intranet as a single source of truth for the organization. It serves as a reliable place to learn and engage with important information. Traffic reports show that 90% of employees connect to the intranet multiple times a day.

With more people on the team using the intranet, Horizon Credit Union has also seen a boost in employee engagement. Community involvement, marketplace and employee spotlight sections give employees more opportunities to interact. "Our new intranet has significantly expanded and improved our internal communications. It opened up new avenues for our employees to engage with one another," says La Liberte.

Thanks to Bonzai, the company was also recognized in the most prestigious credit union industry competition. Horizon Credit Union received the 2018 Diamond Website Award for its Bonzai Intranet.



With the functionality provided by the BONZAI product, we were able to greatly expand and increase the timeliness of our communications by empowering more employees with the ability to get their message out.

Kimberly La Liberte, Marketing Manager, Horizon Credit Union



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