



OVERVIEW

INDUSTRY:

Nonprofit Organization Management

LOCATION:

Roseville, CA

COMPANY SIZE:

5,001-10,000 employees

SOLUTION:

BONZAI Intranet for Office 365

BENEFITS

- + 100% uptime
- + Streamlined document management
- + Increased intranet user adoption
- + Stopped wasting time searching for commonly-used documents
- + Decreased content duplication



CASE STUDY

Pride Industries Sees 100% Uptime And Improves Accessibility With BONZAI Intranet

Challenges

Employees at Pride Industries couldn't find information on the company's existing intranet because it was difficult to navigate. There were also multiple sites, which left people to guess the locations of different documents. Ultimately, this led to low productivity across the organization. In fact, employees couldn't complete 40% of the tasks they attempted with the intranet.

To add to this problem, Pride's intranet wasn't accessible on mobile or with assistive devices. Since Pride Industries is America's largest non-profit employer of people with disabilities, this was a huge pain point. Many people on the team had to contact document owners via phone or in-person to gain access to information. Even then, employees had a hard time getting the answers they needed, and the company struggled with content duplication.

Leaders at Pride Industries agreed that investing in a new intranet could solve these issues. However, the team wasn't sure how to find a solution to meet all their requirements. Before making a choice, the company began looking at several options.

Solution

Pride Industries took two months to evaluate leading intranet solutions. Their IT director also took a subset of users through UX testing in the environments the company was considering. At the end of these evaluations, BONZAI intranet came out on top. The team felt that Bonzai was the best option because it had a clean interface and was accessible for all users.

Soon after choosing Bonzai, Pride's new intranet was ready to roll out to all employees. Now, everyone on the team can access the platform from anywhere. As a result, the IT director has seen intranet user adoption skyrocket.

Within the first week of launching Bonzai, 60% of staff were using the new intranet.

"Considering the majority of our workforce is not on a computer most of the time, this is outstanding to see," said Linda Gilbert, IT Director at Pride Industries. "User experience has been just priceless for Pride — it's simple, user-friendly and intuitive to navigate for all of our end-users."

Pride has also been able to increase productivity as users can complete more tasks on their own.

There are several Bonzai features that help the organization make the most of their new intranet. One of those features is Bonzai GPS. This proprietary feature set combines information architecture, governance and intuitive search to help Pride Industries improve communication. It makes finding necessary information painless for every employee on the team. Using this feature, all users can locate the information they once struggled to get access to.

Pride also gets more out of their SharePoint investment with their new intranet. Bonzai Events, an event scheduler that works with SharePoint, allows Pride to increase visibility for events. Pride also chose to extend functionality further with the Outlook integration. This enables employees to add events to their calendars and get reminders.

Thanks to Bonzai, Pride Industries has an intranet with 100% uptime that transforms the way employees communicate. This platform is also accessible, so any user can connect and find information fast. Today, employees are feeling the impact of streamlining communication and boosting productivity.



The delivery process was extremely smooth and was 100% professional across the board — Bonzai's implementation team was outstanding and provided us with the know-how to utilize web best practices for a modern intranet that lasts.

**Linda Gilbert, IT Director at
Pride Industries**



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