



OVERVIEW

INDUSTRY:

Oil & Energy

LOCATION:

Calgary, Alberta

COMPANY SIZE:

201-500 employees

SOLUTION:

BONZAI Online Intranet

BENEFITS

- + Stopped wasting time searching for commonly used documents
- + Democratized access to business-critical information
- + Created more effective internal communication
- + Streamlined document management
- + Increased intranet user adoption



CASE STUDY

Source Energy Services Streamlines Document Management, Boosts Internal Communication With Bonzai Online Intranet

Challenges

Having employees in several locations made communication challenging for Source Energy Services. Low user adoption of their existing intranet and poor document management left their team scrambling to find information.

The company previously invested in an intranet on Sharepoint, but no one on the team felt confident using it. It lacked an intuitive user experience and it was difficult to tell if documents were current. As a result, much of their communication and document management took place via email. It was clear that the company needed to improve its internal communications process. They also wanted the ability to share information with remote employees more effectively.

To accomplish this, Source Energy Services started their quest for a better solution. However, they found that building a custom system to meet all their requirements came with a high price tag. The company struggled to find an option that was cost-effective.

Solution

That's when Source Energy Services turned to Bonzai for a new system with all the components they needed without the cost of an in-house solution. Bonzai Online Intranet would make the process of finding and sharing information stress-free. Within eight weeks, a new intranet was ready to roll out to all employees.

The company named their new intranet, Sandbox, and quickly rolled it out to the employees, showing them how each department could now easily find, share and update content. Another standout feature is the employee directory. This allows employees to quickly connect with internal subject matter experts. The platform also gives everyone opportunities to engage from day one. The HR department at Source Energy Services also streamlined the employee onboarding process by making Sandbox the one-stop shop for policy information and forms.

Bonzai GPS, a proprietary feature set combining information architecture, governance and intuitive search, was key in helping Source Energy Services improve communication and document management. It makes finding necessary information painless for every employee on the team. Using this system, all users can locate the information they once struggled to get access to. They're also able to gain more knowledge about the company's goals and challenges, which boosts internal communication across every department.

"It is convenient and has already saved me time and piqued my interest in other aspects of the company. It enables me to look after whatever it is I need to at the time, without having to bother someone else for answers," said Holly, Lead Dispatch, Logistics.

Thanks to Bonzai, Source Energy Services now has a seamless digital work environment. The benefits of intuitive search, information architecture, and governance work together to create a user-friendly platform. Now, communicating and collaborating are easier than ever. All the information users need is at their fingertips. Today, employees are feeling the impact of increasing engagement and productivity across the entire organization.



As a user who travels frequently, being able to access the latest versions of files on the go is important. It cuts down on email traffic and enables more efficient updating of our critical data.

JOE, SVP, COMMERCIAL DEVELOPMENT



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