



Success Story



About the Client

The Terrace District Community Services Society (TDCSS) is a non-profit, community outreach organization that works together with community partners to identify community needs and develop innovative services that enhance the lives of the children, youth, and adult whom they support. Founded in Terrace, British Columbia in 1970, the organization has 8 residential service sites and manages 22 low income housing units and 2 community-based service buildings.

TDCSS The Intranet Has Arrived!

The goals that TDCSS had when they set out to establish their digital workplace were simple: find a tool that can access and manage organization information, promote collaboration, and better integrate the Office 365 Suite into the TDCSS infrastructure. The organization felt that the Office 365 Suite was too broad of a tool for employees to utilize effectively, and that they were not getting the most value from their license. With little communication and collaboration between employees across various tools, the decision was made to find a solution that would optimize the Office 365 investment.

After doing their due diligence and reviewing the many intranet products that are available from around the world, TDCSS decided upon Powell 365 as the tool that would develop their digital workplace into a pillar of their success. The team felt that Powell 365's pricing, comprehensive integration of the Office 365 Suite, and fantastic aesthetic were superior to the competition. Once the decision was made, the focus was then shifted to preliminary prep work for the Powell 365 integration.

"Native Office 365 can be intimidating and challenging to learn – Powell Software made this process much easier and user friendly in an environment where employees felt empowered. Aside from the intranet KPI's that we wanted to reach, the aesthetic and visuals were just as important to get a digital workplace that employees were comfortable with."

– Jason Evans, Director of Human Resources and Operations, TDCSS

Once the intranet was built and integrated into the TDCSS infrastructure, user adoption became the top priority. While adoption was slow at first, the organization utilized the training sessions that Powell Software offered along with training resources that were made available and updated regularly in the 'Powell 365 Customer Yammer Network'. Within the first month, user adoption had spiked as employees became familiar navigating the site and using the different tools and features.





About Powell Software

Powell Software is an International Software Vendor, that drives digital transformation by offering intelligent digital workplace solutions. Through our collection of easy to use collaboration, productivity, implementation and governance products, we help customers all over the world realize their digital workplace projects from A to Z with ease.

As TDCSS employees began to embrace their newly improved workspace, the organization saw substantial results. The information libraries that TDCSS manages immediately saw a 45% spike in usage and this number continues to rise. Tools like Yammer and Outlook Groups which had barely been accessed previously were now used by around 40% of the TDCSS within the first month of the intranet's deployment. The organization experienced growth in their ability to manage quality assurance, standardize processes, and assess the usage/value of different tools. Additionally, now that an internal server was no longer needed within the organization (as everything had been moved onto SharePoint Online), info could be efficiently accessed across the entire organization leading to better communication and collaboration.

These are just a few of the positive effects that TDCSS has seen since implementing their Powell 365 intranet, and there is still much more that can be done to further improve the employee experience. With that said however, TDCSS plans on spending some time to formally onboard employees to the tool and evaluate the new intranet as is. TDCSS is also regularly monitoring the site to determine what is/is not being used as well as what is needed in order to make the necessary updates.

The screenshot shows the TDCSS intranet homepage. At the top, there is a navigation bar with links for 'MY WORK', 'COLLABORATION CENTRE', 'INFORMATION CENTRE', 'TRAINING CENTRE', and 'SEARCH CENTRE'. Below the navigation is a large green header section featuring a central blue circle with the word 'INTRANET' and various icons (magnifying glass, document, padlock). To the left of this is a news card with the headline 'The Intranet Has Arrived!' and a date of '11/26/2017'. To the right are sections for 'ALERTS' (with a 'Winter Weather Alert' message) and 'MY SUPPORT TICKETS' (with a 'SUBMIT TICKET' button). Below the header are three main content areas: 'TDCSS EVENTS' (listing an 'Intranet Launch' event), 'ANNOUNCEMENTS' (listing an 'Annual Christmas Party'), and 'QUICK LINKS' (a grid of six circular icons labeled 'FAQ', 'Employee Directory', 'ShareVision', 'Comms', 'Sign Out Calendar', and 'Training Calendar').

TDCSS has shown a full commitment towards investing in both the community that they serve and the great people whom they employ. Powell Software is extremely proud to be able to work with TDCSS and will continue to support them as they grow their organization and their community.



www.powell-software.com

Success Story TDCSS