

“Fujitsu and Valo have given us the right tools to do our jobs and has created a positive change in our culture. It has enabled us to become properly collaborative and we are really excited to see where it leads us.”

Paula Keene
CTO
Loyalty NZ

Loyalty NZ engages Fujitsu and Valo to build a new intranet, delivering increased productivity, collaboration and performance with minimal administration.

At a glance

Country: New Zealand
Industry: Data analytics and customer loyalty marketing
Founded: 1996
Website: loyalty.co.nz

Challenge

Loyalty NZ had a dated intranet that was slow and rarely used by staff. As part of a wider initiative to migrate to Office 365 and SharePoint, it wanted to refresh the intranet, making it more relevant, accessible and collaborative.

Solution

After comprehensive evaluation, the company chose Fujitsu and Valo to build a new Digital Workplace, which makes managing work easier while providing a rich social platform along with an intuitive and engaging user experience.

Benefit

- Teams can collaborate and share information with ease, boosting productivity
- Intuitive interface negates the need for special training
- Minimal administrative requirements reduce the strain on internal IT resources
- Mobile, secure access available from any device
- Documents are now all available online in real-time

Customer

Loyalty NZ specializes in the intelligent use of big data to help businesses know more about what their customers want and how they can best deliver it. It is best known for the Fly Buys program, which has over two million members across 70% of New Zealand households. LAB360, the company's specialist data analytics and insights business, helps companies use data to finesse business strategy and get outstanding results.

Products and Services

- Valo Intranet
- Fujitsu Professional Services

Refreshing a dated intranet

Loyalty NZ has been moving step by step to a more cloud-based infrastructure which involves migrating to MS Office 365 and MS SharePoint as well as revamping its aging intranet to foster closer online collaboration.

"We had a stale intranet, which lacked excitement and was causing us to lose productivity," explains Paula Keene, CTO, Loyalty NZ. "Employees were reluctant to use it and would find alternative paths for communication. It was inefficient and didn't integrate with other toolsets, such as Skype and Office 365."

The company designed a two-fold process to ascertain precisely what it wanted a new intranet to deliver and to rigorously assess the technical options available on the market. Initially, it identified 65 competing solutions that supported the deployment of SharePoint Online, which it then narrowed down to six for a more comprehensive evaluation based on several key criteria.

"We locked in the stakeholder requirements, including mobility, intuitive collaboration, single sign-on, multi-factor authentication and social media integration," adds Keene. "In-country support was also incredibly important to us, so we wanted a partner with local presence and global reach."

Only Fujitsu and Valo could meet all these requirements while also fitting into the existing security ecosystem. Loyalty NZ already had a relationship with Fujitsu to deliver strategic thinking and professional services, so this made it an even more attractive fit.

A customizable hub for collaboration

Valo Intranet offers a rich platform for all Loyalty NZ's communication needs. The Valo Digital Workplace makes managing work easier while providing a rich social platform for employees. It is the center of all internal communication and teamwork and provides all the features Loyalty NZ needs – along with an intuitive and engaging user experience.

"Each business unit had an established spokesperson to feed into the analysis and development of the intranet. We then leaned on Fujitsu to do the heavy lifting when it came to investigating and deploying the new platform," continues Keene. "There was a considerable amount of functionality that we had already built and wanted to hold on to, such as specific workflows, single sign-on as well as HR and financial systems. Fujitsu and Valo were confident they could migrate and integrate all these into the new solution."

After six weeks, the new intranet was fully deployed and integrated, supporting 130 users across two sites in Auckland and Wellington, as well as users off-site and overseas. It provides a branded portal, based on SharePoint, which enables employees to share information, communicate and update social media via their desktop. News publishing, blogging, templates, alerts, and events are just some of the features now available at the touch of a button.

"We are a marketing organization so having the social media and collaboration aspect was really important," says Keene. "That was a key element of what Fujitsu and Valo delivered."

Performance, productivity and panache

Loyalty NZ has been immediately impressed with the performance and functionality provided by the new Valo Intranet. Documents, which once were stored locally, making collective editing a chore, are now all available online in real-time. This increases productivity and reduces the need for version control. Meanwhile, its simplicity and ease of use has made it a hit with employees.

"This is a completely new intranet and yet we needed no training because it is all so intuitive. No matter where I am, I can use my phone to review documents or even book flights; everything is accessible," comments Keene. "In addition, we have built extensive document libraries, so everyone can retrieve the information they need whenever they need it."

The new Valo Intranet is also reducing the burden on the IT team and frees up internal resources. Whereas the old intranet needed constant attention, this solution simply gets on with the job: "We don't have to feed and water the OS as it is all taken care of by Valo, therefore the administration involved has disappeared entirely," remarks Keene.

Loyalty NZ is delighted with this next stage in its evolution as a company, which has made it more productive. It is now undertaking discovery workshops to see how data is used and how it can be more effectively and securely shared to further evolve the platform.

"Fujitsu has given us the right tools to improve our workflow and has created a positive change in our culture," concludes Keene. "It has enabled us to become properly collaborative and we are really excited to see where this digital transformation leads us."

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