



Flynn Companies

Case Study | June 2020



FLYNN IMPROVES COLLABORATION AND EFFICIENCY ACROSS A DISTRIBUTED STRUCTURE WITH CLOUD INFORMATION AND PERSONALIZED ACCESS

Flynn is North America's leading provider of total building envelope solutions, including roofing, metal panelling, contract glazing, and curtain wall. Headquartered in Mississauga, Flynn has 35 locations across North America, with more than 5000 employees.



Challenges

- 2100 users in total at 35 sites
- 500 remote users spanning North America
- Complex document management environment with on-premises SharePoint-based intranet, workflow solution and network servers
- Access to information difficult due to a complex environment and intensive IT support required for mobile devices

Solutions

- Migration to Microsoft SharePoint Online
- Corporate-wide intranet with communications portal enabling departments to push content easily
- Personalized presentation of information according to user behaviour and preference
- Automation of key processes with Microsoft Power Platform



Benefits

- Improved 'findability' of content
- Easier access to content for field workers via SharePoint app on the mobile device
- Easier access to content within business units via private sites
- Better engagement company-wide via corporate-facing site
- Streamlined processes and increased efficiencies

INDUSTRY
Construction

REGION
North America

WEBSITE
flynncompanies.com

Itergy's Expertise Employed

- ✓ Productivity and Collaboration Solutions (SharePoint, Teams, etc.)
- ✓ Power Platform [Power BI & Power Apps]
- ✓ Microsoft Technologies
- ✓ Cloud & Infrastructure Management
- ✓ Cloud Security
- ✓ Identity & Access Management
- ✓ Database Platform Management
- ✓ Managed Services

ABOUT FLYNN

With 35 locations and thousands of employees in the field, across North America, this building solutions firm needed to simplify how to share information throughout the organization. Itergy provided a customized solution, based on SharePoint and Power Platform, that provided value Flynn hadn't even dreamed of.

“Itergy knows what they’re talking about, they know what’s possible, they know what the limitations are. Pairing the Microsoft roadmap with a team that understands it and can adapt to it is very valuable.”

Alan Zych, Director, Mobile and Web Applications

THE CHALLENGE: HOW TO ENSURE EVERYONE CAN EASILY ACCESS THE INFORMATION THEY NEED TO BEST DO THEIR JOB

Flynn had been using a Microsoft SharePoint on-premises intranet solution for a long time. They had combined it with a forms and workflow solution to automate processes, but this had created a complex environment that was difficult to maintain, support and adapt. Struggling to find the information they needed, and to access it via their mobile devices, field employees requested the material, instead of searching for it themselves. Business units, therefore, tended to use network storage to manage their documents, making intranet content outdated, and employees even less likely to look for information there. The whole system was inefficient and resource-intensive.

Alan Zych, Director, Mobile and Web Applications, knew SharePoint Online was the first step to enabling easier access from anywhere, and that it would also eliminate the need to manage infrastructure and data storage. However, he wanted to understand better how they could leverage it to improve their processes while ensuring that a potential move to the cloud was quick and low stress.

Alan requested a Customer Immersion Experience from Microsoft. Due to his previous experience with SharePoint, he did not want to meet with a vendor that would show him what the platform could do in general terms. He wanted to understand more precisely how SharePoint Online and Microsoft 365 could be used to spearhead various initiatives within Flynn.

ITERGY'S SOLUTION: A CORPORATE-WIDE INTRANET, WITH DOCUMENT AND CONTENT MANAGEMENT, PLUS KEY PROCESSES FOR BUSINESS UNITS

Itergy's presentation to Flynn showed the company that they would be in good hands. *“There was no smell of BS,”* affirms Alan candidly. *“After a while, you know when people are straight with you or not. Itergy knows what they’re talking about, they know what’s possible, they know what the limitations are. Pairing the Microsoft roadmap with a team that understands it and can adapt to it is very valuable.”*



Itergy used their JumpStart methodology to conduct workshops on the ‘art of the possible,’ that involved various teams, ensured the different needs and requirements were identified and validated, and helped scope out the project. *“Once people know what’s possible, then they can say what they want to do with it,”* explains Alan.

Consequently, Flynn’s original plan to migrate their current on-premises intranet to the cloud platform, SharePoint Online, improving its structure and enabling easier access, was augmented.

As well as individual intranet sites for each business unit, that give users easy access to the full breadth of services and support the business unit provides, personalization features were added to enable a custom view based on users’ behaviour. They can also pin links from a service catalogue to both external web applications and intranet resources they use frequently. Front-line workers, who use information distributed by Flynn’s Operational Excellence [OpEx] team, can select the categories of information they are interested in, so the department’s hub shows what is relevant to them. Microsoft Stream also allows the team to share product training videos with field employees, more securely and seamlessly than before.

For Finance, who struggled with the yearly budget process due to the distributed structure of the company [35 sites], workflows were created to automate operations. Budget sheets can be automatically set up and sent via actionable emails, allowing recipients to approve directly in the email, and reminding them automatically when they do not. Approval workflows and a central dashboard allow Finance to track and adjust where necessary. Finally, to ensure efficient use of Microsoft Teams, a process was developed to submit and manage requests to create new teams within the software.

BENEFITS: MISSION ACCOMPLISHED AND THEN SOME

More than a place to locate information, the new intranet is a true communications platform for the organization. Flynn now has a seamless, secure, friction-free process for providing its employees with the information they need, whether from business units or from corporate departments such as Finance, OpEx and Legal.

Feedback from employees on the new intranet has been great, according to Alan. People can find what they want faster, and it is easier to use. Additionally, when the COVID-19 crisis hit, the Microsoft Teams team creation request had just been implemented: *“It provided a quick and easy transition and helped us shift to remote working.”*

These results are directly linked to Itergy’s expertise: *“Having an external team, who has seen a variety of use cases and perspectives, gives you a broader base of experience to help you leverage certain types of software,”* concludes Alan. *“The average in-house developer could not have found the solutions we have for our departments. And Itergy keeps looking to improve on the strong solution they’ve provided.”*