



Wajax

Case Study | July 2020



WAJAX DRIVES MORE SOLID CORPORATE UNITY WITH AN ENGAGING, USER-FRIENDLY, COMPANY-WIDE INTRANET

*With two companies and over 500 employees joining the Wajax family in the last two years, the company needed to simplify collaboration and communication, and promote a greater sense of belonging. Itergy provided a customized intranet solution, based on **SharePoint Online**, and incorporating proprietary personalization capabilities that contributed to Wajax's long-term goals, and proved a boon when crisis struck.*



Challenges

- Over 2800 employees at 100+ sites
- Rapid growth through acquisition with over 500 new employees in the last two years
- Information stored on shared drives specific to departments
- Difficult collaboration and information-sharing outside of team via email and file permissions

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 and people
- Easier access to content through automation and integration
- Better engagement company-wide via corporate-facing site
- Pandemic-ready

INDUSTRY

Parts and Equipment Supplies

REGION

Canada

WEBSITE

wajax.com

Itergy's Expertise

- ✓ Productivity, Collaboration & Communication Solutions
- ✓ Power Platform (Power BI & Power Apps)
- ✓ Microsoft Technologies
- ✓ Cloud & Infrastructure Management
- ✓ Cloud Security
- ✓ Identity & Access Management
- ✓ Database Platform Management
- ✓ Managed Services

ABOUT WAJAX

Since 1858, Wajax has been serving major Canadian industries as one of the nation's leading industrial products and services providers. Wajax operates more than 100 branches across Canada and represents a wide range of leading worldwide manufacturers.

"Itergy has great expertise. They're very knowledgeable about the backend and are solutions oriented. Their troubleshooting methods mean they always recommend the right approach."

Daniel Tobias, Director, Project Management and Information Systems

"The new intranet site is helping us to stay connected. When you've got more than 100 branches across the country, it's a huge advantage for our employees to share knowledge and expertise. Through our Intranet, our teams can be in touch, share best practices, and news and updates – ultimately serving our customers better."

Janice Radosevic, Director, Marketing and Sales Excellence

THE CHALLENGE: PROVIDING A HIGH-PERFORMANCE HUB PLATFORM TO BRING WAJAX EMPLOYEES TOGETHER

Integrating disparate organizations, and ensuring everyone has the information they need, is difficult in an environment of departmental servers and shared drives. To bring together over 2800 Wajax employees, spread over more than 100 sites in the second-largest country in the world, Marketing developed a plan for a company-wide intranet that would allow employees to locate the people they need to contact quickly and the information relevant to their role, as well as give them a greater feeling of being part of a dynamic and cohesive whole. And this, of course, meant it had to be in both official languages of English and French.

Daniel Tobias, Director of Project Management and Information Systems at Wajax, was responsible for meeting the goals defined by Marketing. His mandate was to deliver an intranet similar in look and feel to the corporate website, incorporating private sites for functional teams such as IT, HR, Operations and Sales for internal information-sharing; a public site where content from these teams could be easily shared with everyone; and a stellar user experience enabling employees to easily find what and who they were looking for, to customize their own "homepage" with their most frequently visited sites and sources of information most relevant to their roles, and to be kept up to date with company news.

Having previously worked with Itergy, Daniel was familiar with both their level of knowledge and their approach. In the summer of 2018, Itergy carried out a **JumpStart**, a discovery and planning engagement that resulted in an understanding of the current state, a shared vision on where to go, and a roadmap on how to get there. In January 2019, the project began.



ITERGY'S SOLUTION: A CUSTOMIZED SHAREPOINT SOLUTION, FULLY INTEGRATED WITH TOOLS AND SYSTEMS THAT HELP PEOPLE DO THEIR JOB BETTER AS A TEAM

Employees who log on to the Intranet now land on their customized page, presented in their language of choice. It gives them quick access to their favourite sites: for example, a sales representative might see Sales, IT and HR, as well as the sites specific to their region and branch, and all thanks to Itergy's **MyApps personalization add-in**. It also shows them updates on performance and customer-service level indicators from Marketing, IT tips and changes, and key information regarding the pandemic, for example. This information is easily pushed to them by the relevant departments, and employees can even set up automatic alerts for every time an update, such as a new version of a financial report, becomes available. When employees want more specific information, a powerful search function sifts through all available Wajax content to locate what they need.

Additionally, a project team's members can now easily access and work together on documents, thanks to the integration of SharePoint and Teams. A department can also easily incorporate relevant data, thanks to the integration of their team site with other systems. For example, business intelligence dashboards show real-time data from the ERP system. A connection to the HRM system simplifies vacation management. Integration with the service-desk software makes self-help more available.

"There were significant challenges incorporating the third-party add-in to provide multiple languages," comments Daniel. *"While the software worked well with on-premises SharePoint, the online version is a different animal. The team at Itergy took on the responsibility of finding the problem and getting it resolved with the vendor. That kind of dedication to the job makes them stand out."*

BENEFITS: IMPROVED COMMUNICATION AND COLLABORATION, READY FOR A MASS SHIFT TO REMOTE WORK

The new Intranet has improved both people's competency and productivity. It is now easier to receive, locate and retrieve information, as well as to send it out, which means people share, learn and do more. There's no need to create shared folders, and it's easy to add or remove people from a project, which makes teamwork much easier.

Creating a central area for announcements, documents, and forms improved document management, collaboration, and communication within each department and across the organization. Departments personalize their areas and publish both internal and company-facing content to provide the most relevant information, based on their users' needs.

An all-employee survey conducted within Wajax noted that the top positive impact was improved communication and collaboration. This is a result of having a better knowledge of the strategy and growth expectations, facilitated by improved top-down communication.

"It improves both communication and collaboration," emphasizes Daniel. *"And if it wasn't in place today, it would be a major challenge. We hadn't anticipated people would need to work from home, and this new Intranet, being based on SharePoint, and fully integrating with Teams and Microsoft 365, has facilitated that."*