

## Corporate Insurance Giant: Boosting Global Collaboration With Influential's SharePoint Intranet Business Hub

A recent merger of two global corporations formed one of the world's largest insurance groups. It is now a leading provider of specialist and corporate insurance with an international network of clients within the Lloyd's and Company markets. Founded on empowered expertise and the strength of its relationships, it now employs teams of specialist underwriters in 21 cities around the world, to protect customers against complex and ever changing risks.

Integrating the two businesses meant migrating from multiple incompatible intranets with poor employee usage. Several vendors were approached to create a new system, but the complex procedures and dispersed workforce soon saw the budget and timescales spiraling out of control. A fresh approach was needed.

Influential, who had already delivered successful Mule and SAP Business Objects projects for the business, were approached. Working closely with all teams the Influential SharePoint team seamlessly upgraded, integrating all systems and procedures into a single Intranet business hub. As a result the entire organisation now collaborates together in real-time. Their global Intranet communication channel is *the* single point of documentation, a cohesive communication channel and portal for all their business services and staff connection.

### Key Challenges Faced

- Upgrading from incompatible systems and migrating to a single hub
- Information stored in different locations and formats
- Engaging staff - low take-up on previous systems

### Top Objectives Achieved

- Provide a key communication channel and services portal for the global business
- Assist employees in doing their jobs and collaborating with one another
- Provide easy access to the latest versions of documents and information
- Facilitate corporation information dissemination (e.g. latest news, policies etc.)
- Improve knowledge management – one version of the truth
- Support effective company-wide collaboration
- Aid employee engagement and team work-flows

### Ongoing Benefits And Successes

- A key enabler for developing and embedding a joined-up culture and way of working for the new organisation
- Staff take-up 100%: engaging and informing the entire corporation
- Improved performance: a modern online corporate communications platform enables effective inter-team collaboration and information access across the globe
- A secure and supportable system: a flexible platform that supports future growth



<https://www.lloyds.com/-/media/images/lloyds/about%20lloyds/lloyds%20building/>

# 100%

*Staff take-up: now the central hub of communications*

*“The Intranet is so well used it has now become every employees' default home page.”*



*“Influential had successfully completed projects for us before ...the impact of the SharePoint Intranet on collaboration far exceeded our expectations.”*