

# Want to share things smarter?

Developing a new intranet  
for Southeastern

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# southeastern.

The south east England rail franchise was awarded to Govia in April 2006 and ‘Southeastern’ came into being. The technology strategy of the new owners meant the existing Microsoft Sharepoint-based intranet would no longer be supported by the group-wide IT department. We were asked to plan a new intranet system design based on an understanding of the internal audiences and the needs of the organisation.



## Situation

The previous intranet was extensive and based around a departmental file-sharing model. The system was very ‘democratic’, with every department unilaterally uploading whatever they wished. However, this led to wide inconsistency of information and presentation, and little intra-department relevance because departments were using the intranet for general file storage. The result was a huge volume of information that was poorly maintained and seldom used.

## Solution

After consultation with key departmental stakeholders and the communications team, we designed a new information architecture and a system of page layout templates for all users. The new intranet was designed to improve cross-company information sharing and to reduce the level of information hoarding. The new screen designs enabled central departments to publish, with ease, valuable information in a format that would engage employees with the brand.

## Outcome

The communications team and other departments who want to disseminate information throughout Southeastern have taken up the new intranet very enthusiastically. Feedback from staff is that they can now find their way around the system quickly and easily, the new tools and quick links are very useful, and the material is presented in a way that is visually pleasing and shows the company to be professional.