

Romec Case Study



Interact Intranet has transformed the way Romec's employees work every day. The electronic forms have standardised the way Romec operates as a business and they have significantly reduced company expenditure since implementation in 2009.

The Company

Romec provides organisations with a complete range of facilities and management services - from specialist project management, cutting edge printing and manufacturing through to consultancy, design, installation and maintenance of both building and fire and security systems.

Romec was formed in 1989 as an independent part of the Post Office. Today 4,300 people work for Romec and their current turnover is in excess of £195 million.

Intranet Objectives:

- Reduce knowledge silos that were rife in the company
- Improve communication between the 4,300 workforce and reduce the reliance on the internal email system
- Implement an easy-to-use intranet solution, suitable for non-technical staff.
- Engage remote workers with an intranet on a low-bandwidth

The Problem

Romec has 4,300 employees across the UK, the majority of which are field based.

Bulk emails were commonly used across the business which left people inundated with information or at times omitted completely. This meant Romec's internal communication system was overloaded with information and rife with knowledge silos.

Romec's Intranet Manager, Nigel Williams explains:

"There was a significant lack of a single internal communications tool which meant employees used various communications systems throughout the business leading to a lack of version control."

Goals

Romec had a number of specific requirements for their intranet with ease-of-use being imperative. As 30% of its workforce are non-technical users, they required a solution that incorporated a friendly design and was easy to navigate and operate.

Another crucial factor for Romec was that the solution had to work with remote users. Over 900 of their work force use rugged laptops called Toughbooks, to access the network, which only work using a low bandwidth.

Review and Research

Romec researched 13 different packages before selecting Interact Intranet as the clear leader.

Nigel comments:

"Interact Intranet was head and shoulders above the rest. It had all the features that were essential for Romec."

It also has a lot of features we didn't think we needed but we now use all the time including the Clever Linker, which enables us to create links to objects including documents, events, blogs, discussions and forms within Interact Intranet."

Launch Competition

Romec implemented an innovative competition to launch the intranet to their company. It was specifically designed to get users familiar with how to navigate through the many features of Interact Intranet including the search function, electronic forms, employee directory and the Romec Health and Safety accident clock which was a key initiative across the business.

The competition was open to all staff to enter, with the star prize being a trip to New York. To enter, every Romec employee received a postcard to their home (shown below) along with a letter and VPN password if required.



To ensure all employees could participate, Romec set up a support hotline number to offer staff ongoing help with the competition if they needed it.

For more Information

For more information on how Interact Intranet can benefit your organisation visit us online:

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“Interact Intranet is so easy to use and gets real buy-in from our staff. Anybody can simply upload content leading to more collaboration.” **Nigel Williams, Intranet Manager – Romec**

Teaser posters were displayed on all Romec sites to advertise the competition and an email countdown was implemented in the last week.

The competition was a phenomenal success, receiving a fantastic 800 entries and 1032 views.

Communication and Collaboration

For all Romec employees based across 1,800 sites and 2,000 buildings the intranet is now a ‘one-stop-shop’ for communication and collaboration, constructed from the continuous requirements of users, for users. Its ease of use has resulted in complete staff adoption into the intranet, leading to enhanced collaboration company wide.

The intranet has empowered the entire Romec work force to communicate and carry out tasks through a variety of unique ways.

Nigel continues:

“The comments box has been very successful for us. It has led to a far flatter structure in Romec as we now see front line employees including cleaners, engineers, print operatives, etc using it to ask questions directly to managers and getting a fast response, as opposed to the old style linear communication.

This is increasingly leading us to break down the knowledge silos Romec has had in the past.”

Romec easily ensure the documents contained on their intranet are kept up-to-date by making sure

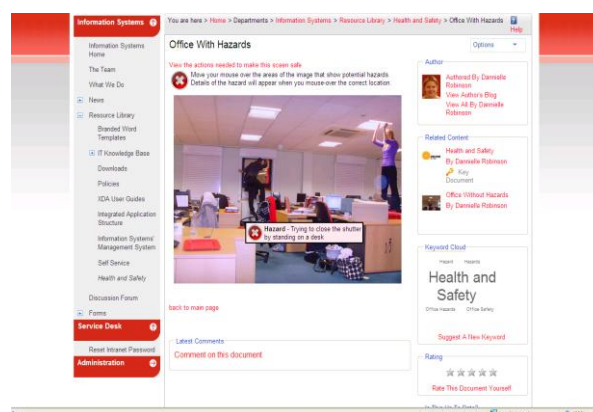
all uploaded information has an expiry date set to 12 months. They also run a fortnightly report looking at any documents which are past their review date, which then allows the intranet manager to speak to the author and understand whether the document can be removed.

The Clever Linker feature on Interact Intranet is a key element to Romec’s intranet usage:

“We use the Clever Linker feature at every opportunity, which gives users a dynamic experience by saving them the effort of multiple clicks to find an email, summary, picture or number mentioned in a document.”

Romec utilises Interact Intranet’s media manager by embedding videos into its Home Page to ensure content is dynamic and eye-catching.

The Question Bank feature ensures key corporate messages, policy documents and working practices are understood by their staff. Romec achieves this through their fun Health and Safety spot the difference quizzes.



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Statistics and search analytics

It is easy for Romec to instantly see what is and what isn't working on their intranet via Interact Intranet's Statistics and Search Analytics.

Nigel explains:

"We base all our decisions on what our stats tell us. We work out what is successful and what is failing and see whether documents with low results are poorly pitched or positioned or irrelevant and out of date."

Romec are able to investigate every zero result a search yields by viewing the suggestions of what the user was looking for, requested by Interact Intranet. Using this information Romec are then able to make contact with the user thanking them for their input and deciphering whether amendments are needed.

SUMMARY

Interact Intranet has transformed the way Romec's employees work every day. The electronic forms have standardised the way Romec operates as a business and the company has significantly reduced company expenditure since implementation in 2009.

"Previously users had gained information from a number of different databases and document libraries. Now if Romec's employees need a document, have a question or have the answer to someone else's problem, the intranet is the enabler for them to do so.

"The Romec Intranet is the key communications channel for our users. It is transparent and data is available in three clicks, which is crucial to our field based staff using low bandwidth Toughbooks."

Key Benefits

- **Internal communication in Romec has been transformed via Interact Intranet's ease of use**
- **The electronic forms have saved Romec on average £10,000 per form since implementation**
- **Rapid, direct feedback is achieved by all from the comments boxes**
- **There has been a huge increase in participation in company campaigns**
- **Company information is now searchable, usable, dynamic and timely**
- **There has been a 30% reduction in internal emails**
- **The Purchase Ledger department have saved approx. 20 hours per week**
- **The IT Helpdesk team have saved approx. 25 hours per week**
- **Use of the Employee Directory has led to 70% less internal calls to the reception.**
- **The use of the Preferred Supplier Database contained within Romec's intranet has led to £80,000 a year company savings.**

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