IBM

VicRoads achieves a high-performance intranet refresh

Overview

■ The Challenge

In 2004, VicRoads introduced an intranet based on IBM WebSphere® Portal and Lotus® Web Content Management™. After a number of years as a successful communication and productivity platform, a review was performed to determine how to refresh the intranet to provide additional functionality and performance. A plan emerged to integrate additional business applications for easy access by employees and to upgrade to the latest releases of underlying software, to gain improved performance and more powerful searching. As part of the refresh, VicRoads' stakeholders and its partner, Hyro, would also work together to strengthen the usability of the refreshed intranet.

■ Solution

IBM® Business Partner* Hyro helped VicRoads move to a platform built on IBM WebSphere Portal v6.1, Lotus Web Content Management v6.1 and Omnifind® Enterprise Edition v8.5. This provided a strong and stable foundation for the intranet, simplified application integration and improved search performance. In consultation with the application owner, People Services and Internal Communications, VicRoads' IT team and target audience, Hyro enhanced the information architecture and look-and-feel of the

intranet to help ensure that staff found the intranet visually appealing, useful and usable.

■ Benefit

Improving the user experience and making the intranet a single source of information means employees can now more quickly and easily access content – plus additional functionality for project collaboration, video conferencing and more. VicRoads' IT staff benefit from much simpler application integration, ensuring they can quickly and easily make additional business systems available through the intranet. All these benefits have resulted in increased staff satisfaction, utilisation of and engagement with the intranet.

Key Learnings

- *Build from the ground up, implementing a flexible foundation before working with content or look-and-feel.*

- *Gather input from the people who'll be using the end product, to understand both how they use the existing system and how they would like to use the upgraded system, to ensure all business and functional requirements are met.*

- *Look for more than just the shortcomings of an incumbent system – seek additional opportunities to add value with an enhanced solution.*

hyro™

VicRoads

VicRoads is the registered business name of the Roads Corporation, a statutory Corporation within the Victorian Government infrastructure portfolio. VicRoads delivers social, economic and environmental benefits to communities throughout Victoria by managing the state's 22,320-km arterial road network and its use as an integral part of the overall transport system. VicRoads also implements road safety strategies and programs and provides vehicle registration and driver licensing services.

VicRoads employs approximately 2,700 staff to work in partnership with other government agencies, local government and the private sector.
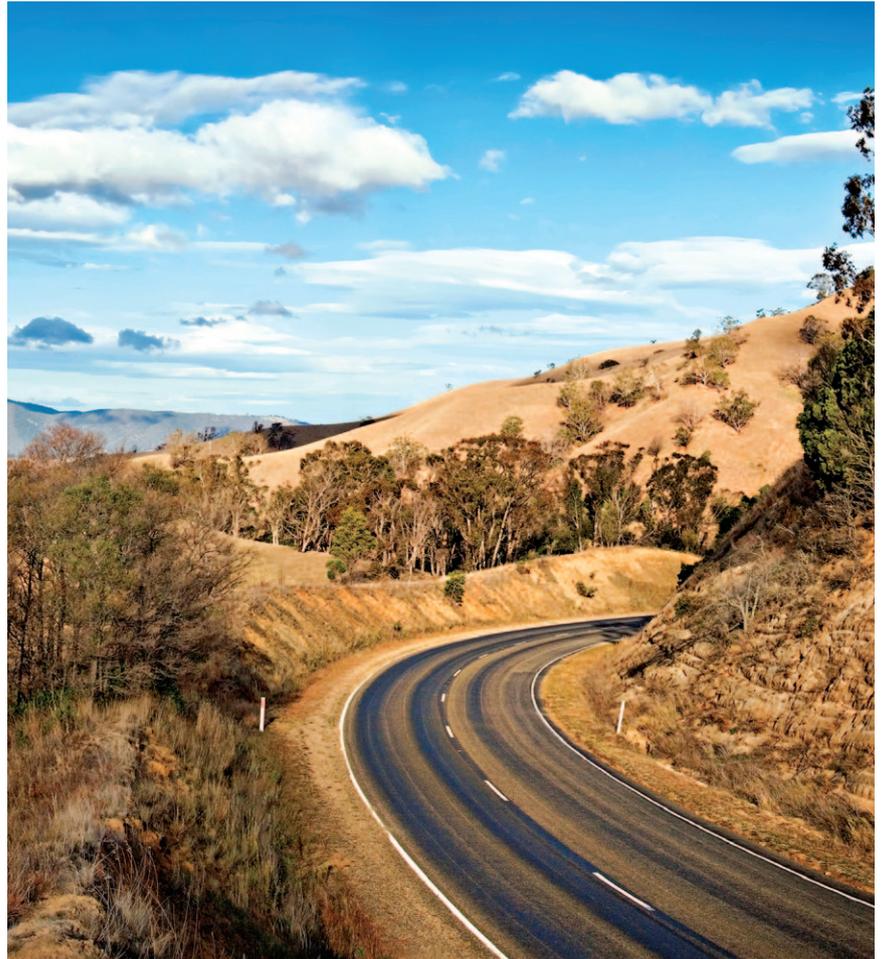
The Business Problem

VicRoads' intranet, built in 2004, was a successful communication and productivity platform, offering a lot of information. After five years, VicRoads sought to make it even more useful. Its vision was for the intranet to serve as a collaboration platform for improved decision-making across VicRoads – a vibrant working space that would provide all staff with a single source of definitive information.

Working with Hyro, VicRoads identified areas for improvement: making it easier for users to find the information they wanted from the huge volume available, speeding search and simplifying the process of integrating business applications for access from the intranet.

Solution – IBM and Hyro

IBM Business Partner* Hyro already worked with VicRoads to provide a variety of web development services, so had a strong understanding of VicRoads' business drivers. Hyro's Account Manager brought in Hyro's Product Specialists and Strategy Consultants, who helped VicRoads see how migrating to WebSphere Portal v6.1 would provide a strong, supported platform for the upgraded intranet. Replacing the previous search engine with OmniFind would also provide additional functionality and improve search performance.

VicRoads was happy to continue its productive working relationship with Hyro, and was reassured by Hyro's strong ties to IBM's development and support groups – which would ensure rapid response to any issues that arose during, or immediately following, migration to the new environment.

"This upgrade not only simplified the infrastructure by reducing the number of servers; we also virtualised the entire environment with enhanced resiliency to provide better availability of the intranet," says William Ho, Manager GroupWare Management for VicRoads.

> *"This upgrade not only simplified the infrastructure by reducing the number of servers; we also virtualised the entire environment with enhanced resiliency to provide better availability of the VicRoads intranet."*
>
> *William Ho, Manager GroupWare Management, VicRoads*

With the basic technical elements of the solution decided, Hyro conducted a series of workshops with VicRoads' staff. The process included:

- Designing a 'strategy map' for the intranet
- Developing a 'business realisation map' that mapped the business needs to the proposed solution
- Defining the solution architecture and migration roadmap
- Confirming user requirements and defining the information architecture with end users
- Designing improvements to the 'look and feel', and testing them with end users.

A communications programme ensured staff were aware of the relaunched intranet site, branded 'Exchange', and understood how it would help them day to day.

Business Benefits for VicRoads

With IBM WebSphere Portal 6.1, Lotus Web Content Management and OmniFind in place, VicRoads now has:

- A strong and stable platform which enables simple application integration

"The simplified content management system and information architecture allow us to quickly address the needs of our users and deliver features that encourage greater staff interaction, such as social media and RSS feeds."

Kelly Marshall, Senior Communications Adviser, VicRoads

- A vastly enhanced user experience and improved information architecture, matched to the way staff perform their work – which makes it easier and faster for staff to access content, and provides them with a single source of information
- Faster and more accurate search functionality for improved staff productivity and satisfaction

All these benefits have resulted in increased staff satisfaction, utilisation of and engagement with the intranet.

"A great benefit, and one of the key design goals, was to create a single source of information for all VicRoads staff. This has resulted in improvements in productivity and staff satisfaction," says Kelly Marshall, Senior Communications Adviser for VicRoads. "The simplified content management system and information architecture allow us to more quickly address the needs of our users and deliver features that encourage greater staff interaction, such as social media and RSS feeds."

About Hyro

Hyro is Australia's oldest digital services company (ASX:HYO), and employs over 250 staff across Australia and Thailand. By offering the functions of Strategy, Experience, Technology, and Operations within one company, Hyro helps clients turn their digital channel into a source of competitive advantage. For over 16 years, they've been helping iconic Australian and Asian enterprises, along with leading state and federal government departments harness new technologies and ideas including online, mobile, TV, kiosks and emerging devices like the iPad. To find out more, visit www.hyro.com

About IBM

IBM Australia is a leading supplier of information technology, software and services in Australia, helping customers of all sizes to adapt and prosper in the online world. WebSphere is the leading software for application and transaction infrastructure, application integration, business process management and commerce. www.ibm.com

For further information from IBM

If you would like to speak with an IBM Sales representative please call **132 426** (in Australia) or **0800 801 800** (in New Zealand) or visit us at:
ibm.com/au
ibm.com/nz

For further information on Hyro

If you would like to speak with someone from Hyro please call **1300 800 500** or visit: **www.hyro.com**

For further information on VicRoads

If you would like further information on VicRoads please call **03 9854 2666** or visit: **www.roads.vic.gov.au**

Important Privacy Information

If you or your organisation would prefer not to receive further information on IBM products, please advise us on: 132 426 (Australia) or 0800 444714 (New Zealand). If you would like IBM Australia Limited to refrain from sending you commercial electronic messages you may send an unsubscribe message to contact@au1.ibm.com[or click the link below: (marketing may include address generated by ezVRM system)]. The sending of this message was authorised by IBM Australia Limited, and IBM Australia Limited can be contacted at mrc@au1.ibm.com or on 132 426 (Australia) or 0800 801 800 (New Zealand). IBM may store data on international servers used by it.