

Overview

Customer Profile

Norfolk and Suffolk NHS Foundation Trust (NSFT) provides child and adult mental health services, substance misuse and learning disability services across Norfolk and Suffolk.

Business Situation

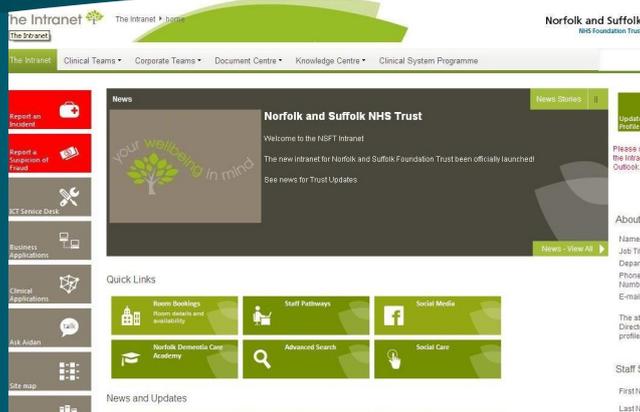
NSFT was born from a merger between two separate mental health trusts. It needed to implement a single system to replace the three disparate intranets in place and provide a platform to support the Trust's strategic objectives. The Trust urgently needed an efficient tool for collaboration, as well as a central communications and content platform; all combined with improved reporting and governance. The end solution needed to be flexible, supportable by existing staff and create a positive legacy for the future shape and direction of the organisation.

Solution

An intranet solution based on Hadron 8020 from Cloud2 was implemented to enable easy tracking of KPIs, monitor summary dashboards and automate the management of evidence and assessments.

Benefits

The Hadron approach enabled the new intranet to be put in place in just seven weeks, delivering a robust framework and powerful capabilities without months of design and discussion common to typical SharePoint solutions. The strong Hadron Information Architecture greatly improved search, governance and content management, leading to great collaboration and decommissioning of shared drives.



hadron

Norfolk and Suffolk
NHS Foundation
Trust

Rapid SharePoint Intranet Solution

Background

NSFT emerged as a result of the merger of two former mental health trusts in Norfolk and Suffolk. The intranets in use in each of the organisations were developed several years ago and in that time have become increasingly challenging to develop, update and support due to the now outdated technology. In particular, staff voiced their frustration with the ineffective document and people search facility, poor navigation, design and user experience. These issues have led to a significant volume of out-of-date content which the Trust is keen to resolve.

Requirements

The amalgamation of the two trusts was intended to deliver efficiency savings to offset budget and staff reduction and thereby protect front line service delivery. The new intranet was required to rationalise infrastructure, content, licensing and management, while providing better, faster and broader tools. Budget constraints had to be adhered to and short timescales were involved.

Further requirements were:

- An organisation-wide document management and information publication system
- Tools for team, department and project-based collaboration
- An efficient and secure way to share documents and data with external partners and stakeholders

- Fully supported and updated as new tools and needs emerged
- Robust and resilient, with excellent availability

There were a number of shortcomings in their existing systems, including a poorly delivered previous incarnation of SharePoint, as well as badly conceived information architecture and functionality. In a survey carried out with staff prior to implementation of the new intranet, just under half (46%) of those

“Cloud2 was able to offer a solution for many of the problems we had been having with the functionality of our previous intranets and were able to deliver the project ahead of schedule in just seven weeks”

questioned rated it ‘poor’ or ‘very poor’ for its ability to enable collaboration. In addition, 73% said the navigation was ‘very difficult’ or ‘quite difficult’, so these challenges would need to

be addressed in the new implementation.

The Solution

Norfolk and Suffolk NHS Foundation Trust reviewed a number of different options before deciding on the Hadron 8020 platform. After undertaking Hadron Prime, which audited their existing intranet, set priorities and created a roadmap for the new intranet, Cloud2 implemented their proven Hadron 8020 intranet accelerator, which is the product of over three years of development. The end result is a SharePoint intranet that is 80% pre-configured including many of the common requirements, e.g. policies & procedures, people and document search enhancements, and 20% customised for the Trust's specific requirements. This

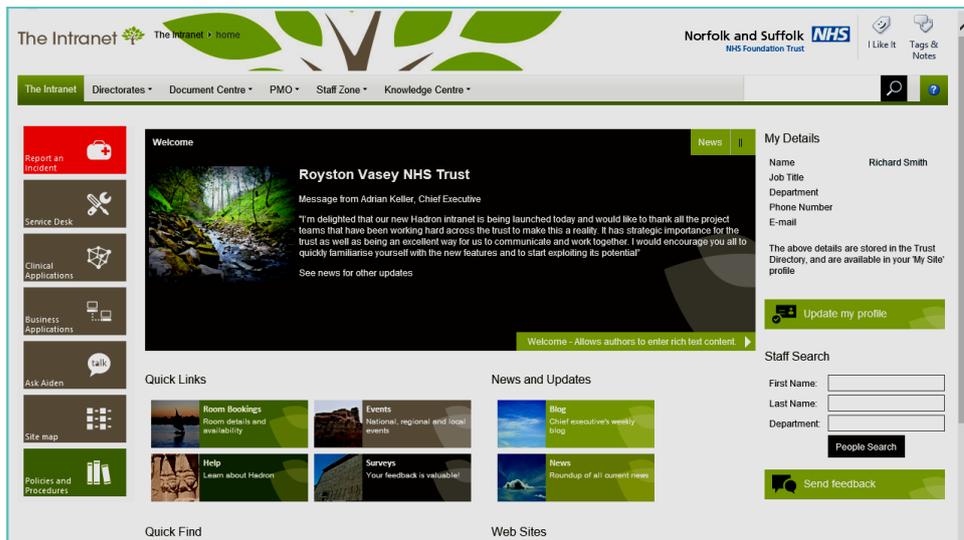


enabled the fastest possible implementation, whilst ensuring a feature rich business tool that exceeds the Trust's expectations. After the intranet was delivered, Cloud2 delivered roll-out support with 20 days user training, including one-to-one skills transfer, "lunch and learns" as

Policies and Procedures management tool.

- Team, Department and Directorates areas, with associated content and collaboration tools, based on a 2-level architecture for each directorate: an 'upper' publishing area and a restricted 'lower' authoring area for members of

adoption remains a challenge and demonstrating value can be equally difficult - users soon forget about how bad things were before. The Trust has made some robust decisions, such as reducing their reliance on shared and personal drives, with a view to removing them altogether in the future.



well as a wealth of FAQs and video training available in the intranet.

Hadron

Implementation of the new Hadron 8020 intranet was rapid; hand over to staff occurred just seven weeks after the project commenced. With content migration, the intranet went live in just 11 weeks.

At launch the feature set included:

- Document publication and management, including a strong

the directorate.

- A range of knowledge management features, staff directory and profiles.
- Areas for Programme management.
- Enhanced enterprise-level search.

NSFT has made a firm commitment to Hadron and its infrastructure. This investment can be leveraged to deliver a broad set of key business requirements with Hadron's rich collaboration and data collation capabilities. With governance metadata reaching down into standard documents and the applications available in the Governance Pack, the entire governance process can be made easier, more efficient, and more flexible.

Overall user satisfaction has risen from 27% with their old intranet to 63% with Hadron 8020

In a post-implementation survey, user satisfaction with navigation in the new intranet has gone from

27% to 63%. In addition, over 79% of those surveyed said site navigation via the intranet was 'extremely easy', 'easy', or 'straightforward'.

Looking to the future, NSFT will be introducing an integrated intranet, extranet and Internet solution to better engage with service users and GPs. The joined up solution will build on the existing Hadron 8020 intranet with public websites, a professionals' portal and referral form integration.

Challenges

1. Any project of this type requires changes in the ways of working and this inevitably meets resistance. Good intranet practices require a little more effort up-front to obtain the large downstream benefits. In this context

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