

# CASE STUDY

## CONSUMER PRODUCTS LEADER EVOLVES ITS DIGITAL WORKPLACE THROUGH AN INTEGRATED MOBILE EXPERIENCE

*Rivet Logic's creation of an integrated mobile experience platform leveraging Liferay DXP helps consumer products leader deliver an enhanced employee experience while increasing productivity through process automation.*



### *At a Glance*

#### INDUSTRY

Consumer Products

#### USE CASE

Digital Workplace, Mobile Apps

The new digital kiosks provide production employees with a simple yet effective way of signing up for company offerings that were previously done manually.

## ORGANIZATION

As a leading family-owned consumer products company, this client has a rich culture dedicated to enhancing long-term stakeholder – employees, customers, community, and suppliers – value. With over \$1 billion in sales, this client has over 1,600 employees across four locations and three sales divisions.

## CHALLENGE

Over the past decade, our client has worked on building out its vision of a social intranet that would serve its stakeholders with a centralized go-to solution for accessing anything related to the company – corporate communications, HR documents and forms – as well as providing a digital workplace for facilitating inter- and cross department collaboration, enterprise content management, and social networking.

As a part of its employee engagement program, the company regularly offers a variety of events, such as wellness seminars or education expos, which require employees to sign up. In addition, the company also makes open job

opportunities available to its employees to increase career advancement opportunities. While office employees can sign up for events and apply for jobs directly through web forms on the corporate intranet, employees working in their production facilities without access to a desktop had to perform these tasks manually, which involved signing up on paper forms posted on a hallway bulletin board.

This process was not only inefficient, highly unsecure and lacked confidentiality, it also required valuable administrative resources to gather the forms across multiple locations, compile them, and act on the results. Our client needed a way to automate this process, through a digital sign-up method that's easily accessible to its production employees.

## SOLUTION

To address this challenge, our client decided to replace the bulletin boards with digital kiosks. Each kiosk would house a tablet running a mobile application, where employees can login, view all available events and opportunities, and register for the ones they're interested in.

The mobile application would essentially be an extension of the corporate intranet, which is built on the Liferay Digital Experience Platform (DXP). Fortunately, Liferay offers a number of mobile development tools that simplifies the development process, drastically reducing the time required to develop and test core services and common UI components.

For example, Liferay's Mobile SDK provides a framework for developing native mobile apps by consuming web services from Liferay DXP, offering a fully integrated mobile experience. Leveraging that capability eliminated the need to deal with HTTP libraries or handling network request details, since the Mobile SDK took care of all communication with Liferay APIs. In addition, Liferay Screens provides a collection of fully native components, including pre-built login screens, so there was no need to build a custom UI for users to log in.

As the implementation partner who developed the corporate intranet, Rivet Logic worked closely with our client to develop the mobile app, utilizing a phased approach. Our client also relied on Rivet Logic's UI/UX expertise to create a consistent mobile experience that matched the look and feel of the corporate intranet. The completed mobile app provides a simple yet effective way for production employees to sign up for a variety of company offerings.

## RESULTS

The new digital kiosks are providing production employees with a much better experience through a simplified sign-up process. Instead of tediously filling out paper forms, they can login with their portal credentials or even swipe their ID card through an integrated key card reader. From there, they can apply for jobs, sign up for on-site events, classes and expos, along with scheduling and managing their appointments.

In addition, automating the sign-up process has drastically reduced the amount of administrative resources required, significantly increasing productivity. For job postings, instead of HR staff having to collect paper sheets and manually look up each employee in their ERP system, the interactive sign-up form stores details related to each job posting while also capturing the details of employees that sign up. The ERP system can then easily retrieve that data as needed.

Even more, as an extension to the corporate intranet, the mobile app leverages the same Liferay services. This means content contributors can use the same Liferay authoring tools to easily create forms for both the intranet and mobile app, giving HR the control and flexibility to create postings as they wish without IT assistance.