

# CASE STUDY

## ISO NEW ENGLAND: PUTTING EMPLOYEES AT THE CENTER OF ITS INTRANET EXPERIENCE



*Rivet Logic's implementation of a Liferay DXP powered intranet enables ISO New England to deliver an unparalleled employee experience that focuses on their needs.*

### *At a Glance*

**ORGANIZATION**  
ISO New England

**INDUSTRY**  
Manufacturing /  
Transportation / Utilities

**USE CASE**  
Intranet

Since the new intranet's deployment, ISO's employees are not only more engaged but are also finding information more easily accessible, saving valuable time. The intranet's advanced search capabilities allow employees to easily find, sort and filter the content to find exactly what they're looking for.

## ORGANIZATION

ISO New England Inc. (ISO-NE) is an independent, non-profit corporation responsible for keeping electricity flowing across the six New England states. The organization's core responsibilities include grid operation, market administration, and power system planning, which helps protect the health of the region's economy by ensuring the constant availability of competitively-priced wholesale electricity.

## CHALLENGE

ISO New England's company intranet, "the WIRE", is the primary communication platform that many of the organization's business units – HR, Facilities, Finance, Corporate Communications, and Enterprise Learning -- use to share information with all of ISO's employees.

The WIRE not only provides tools to help ISO employees perform their jobs – such as links to relevant internal and external applications, employee and organization information, forms and procedures, file templates, "How to" information, floor plans, and many more employee tools, – but also acts as an employee interest channel for community events, activities and announcements.

The existing intranet was designed ten years ago and in dire need of enhancements. However, it was built on a platform that was no longer supported by its software vendor, making any further enhancements impossible and support of existing functionality difficult. In order to improve this important employee communication tool, ISO started an initiative to identify meaningful enhancements to create a better employee intranet experience on a supported platform.

## SOLUTION

In order for the new intranet to deliver the best possible employee experience, ISO's Web Content Management team conducted employee interviews and surveys, met with departments, researched intranet best practices, and reviewed site analytics to identify the most meaningful enhancements that were user-centric.

Knowing that employees will have differing interest levels in the types of communications offered, ISO wanted to provide a certain level of customizability to its employees while making sure important organization-wide announcements and information are reaching all employees. In addition, the new intranet must provide multiple ways for employees to find what they're looking for.

Even more, ISO wanted the WIRE's content to be organized intuitively and logically in a way that focuses on the needs of the employee. For example, an employee visiting the WIRE usually has a specific topic or task in mind, such as looking up an employee's phone number, changing benefit information or trying to plan an onsite meeting. The site's content must be organized to support those needs in a user-friendly manner.

From a technology perspective, ISO chose Liferay Digital Experience Platform (DXP) to power the solution, knowing the modern platform had the robust features and flexibility to effectively meet the specific needs of the organization. When selecting a system integration partner, ISO chose Rivet Logic to implement the solution. Having previously worked with Rivet Logic on another project, ISO knew they could trust Rivet Logic's technical aptitude to deliver a reliable high-quality solution they desired.

## RESULTS

The new WIRE offers a much enhanced employee experience. Upon login, employees can instantly access a variety of information, from corporate communications to events, job postings, training, and more. Employees can subscribe to notifications based on business unit or topic, helping them stay up-to-date. Employees also have the ability to customize their homepage with what they're interested in, creating a personalized experience while simultaneously improving productivity by enabling a targeted and informative WIRE visit each time.

Since the new intranet's deployment, ISO's employees are not only more engaged but are also finding information more easily accessible, saving valuable time. The intranet's advanced search capabilities allow employees to easily find, sort and filter the content to find exactly what they're looking for. A dynamic, interactive employee directory containing predictive search, department information, seating charts, and org charts provides a meaningful way for employees to connect with each other. Lastly, the WIRE is fully responsive to enable a better mobile experience.

Looking forward, ISO has plans to make additional enhancements to the WIRE, in a continuing effort to provide the best possible experience for its employees.