CASE STUDY FREDERIKSHAVN MUNICIPALITY

FREDERIKSHAVN KOMMUNE

Frederikshavn Municipality is located in the North West of Denmark, and is a thriving community of maritime, energy and tourism industries

Overview

For the Frederikshavn Municipality on-premise intranet solution, Wizdom has been combined with GetOrganized to be utilized as the case management voice, with Yammer being used for internal communication purposes. Wizdom has been implemented to tie things together, create links and shortcuts as well as formulating presentation pages for cases.

Functionality

Of the possible Wizdom functionalities utilized, Frederikshavn Municipality found the **Phonebook**, **Noticeboard**, **Learning and Events** and **Handbook** components, to be extremely beneficial in helping with their business goals. In general, the entire collaboration portal, through to the case portal, including staff and insurance matters, were important inclusions to help manage their intranet solution, bringing modern technological capabilities to an age-old problem of intranet governance and community engagement.

On-premise
Governance
Engagement

Wizdom

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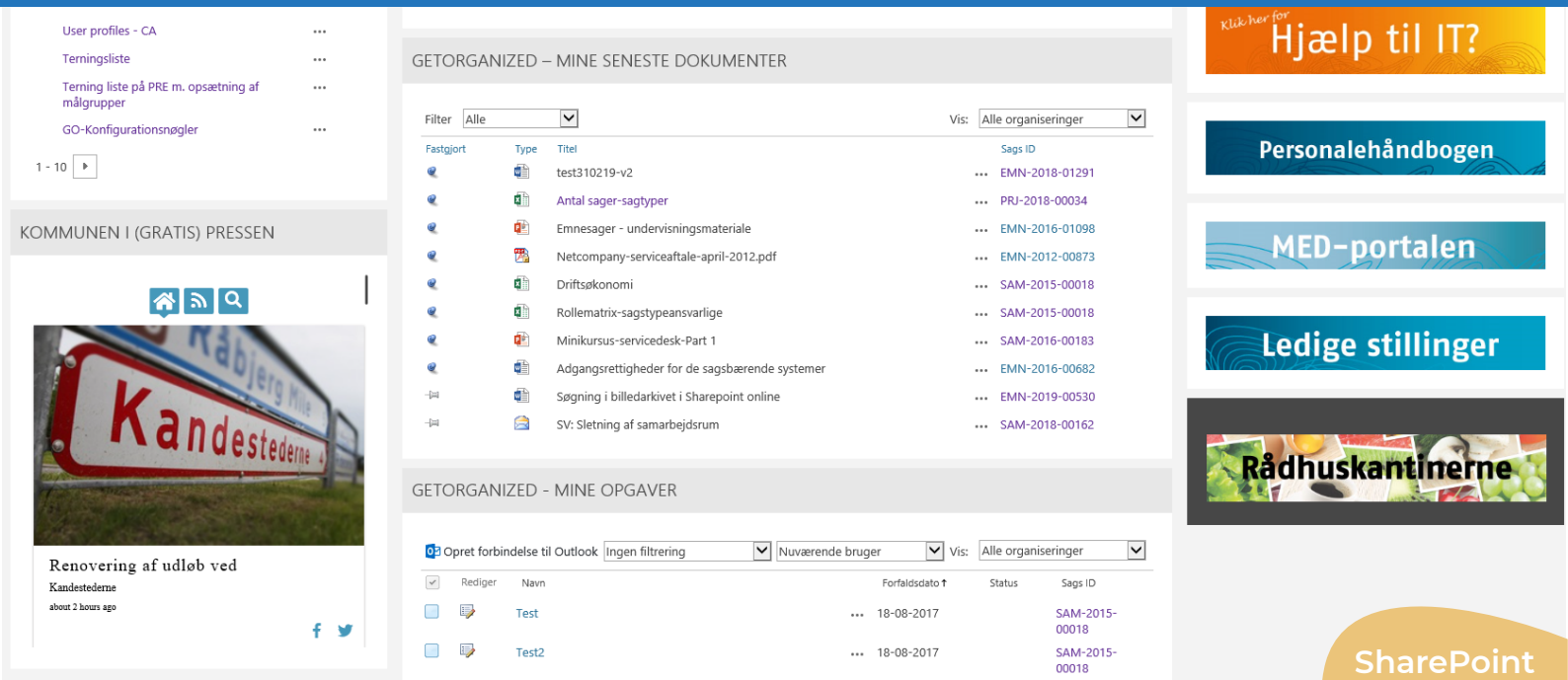
"The mix of Wizdom, GetOrganized and Yammer on Sharepoint made it a long-lasting system"

Frederikshavn Municipality intranet screenshot of the front page middle section



SharePoint modern ready!

Wizdom

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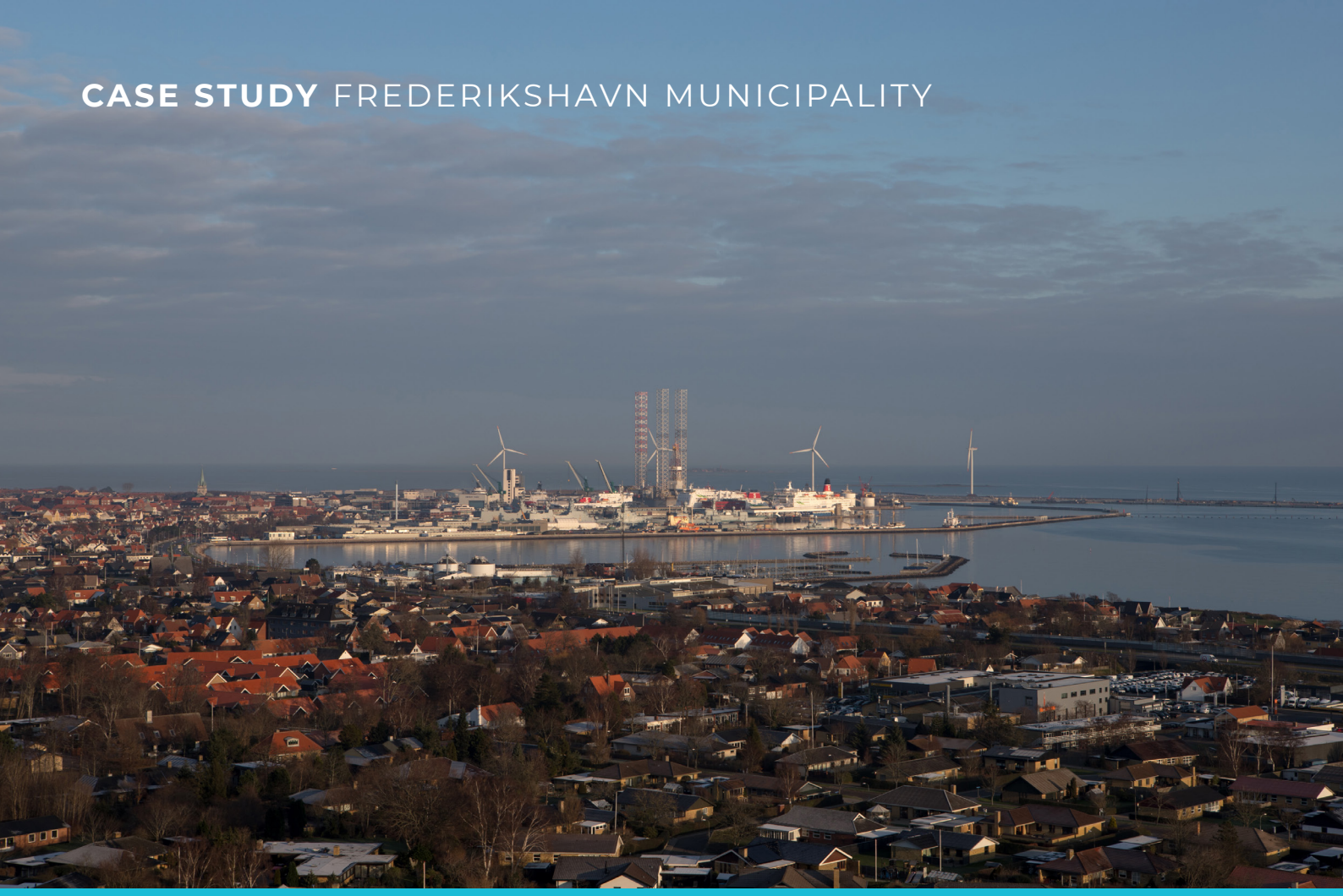

Value

The Wizdom intranet solution, provided for Frederikshavn Municipality, is the entrance point to the GetOrgnaized online platform for many in the municipality. With access available for all areas in the municipality.

One of the most business critical systems for the municipality, was finding information easily and without having the same information stored in ten different places instead of one. This was an integral part of creating a new digital workplace for the Frederikshavn Municipality and one that the Wizdom intranet solution solved.

There are separate types of cases for those who work in different institutions, with access available to all employees in the municipality. Some work more intensively with the intranet than others and needed different types of access to documentation, news and administration dashboards.

Courses
Events
Activities

Wizdom

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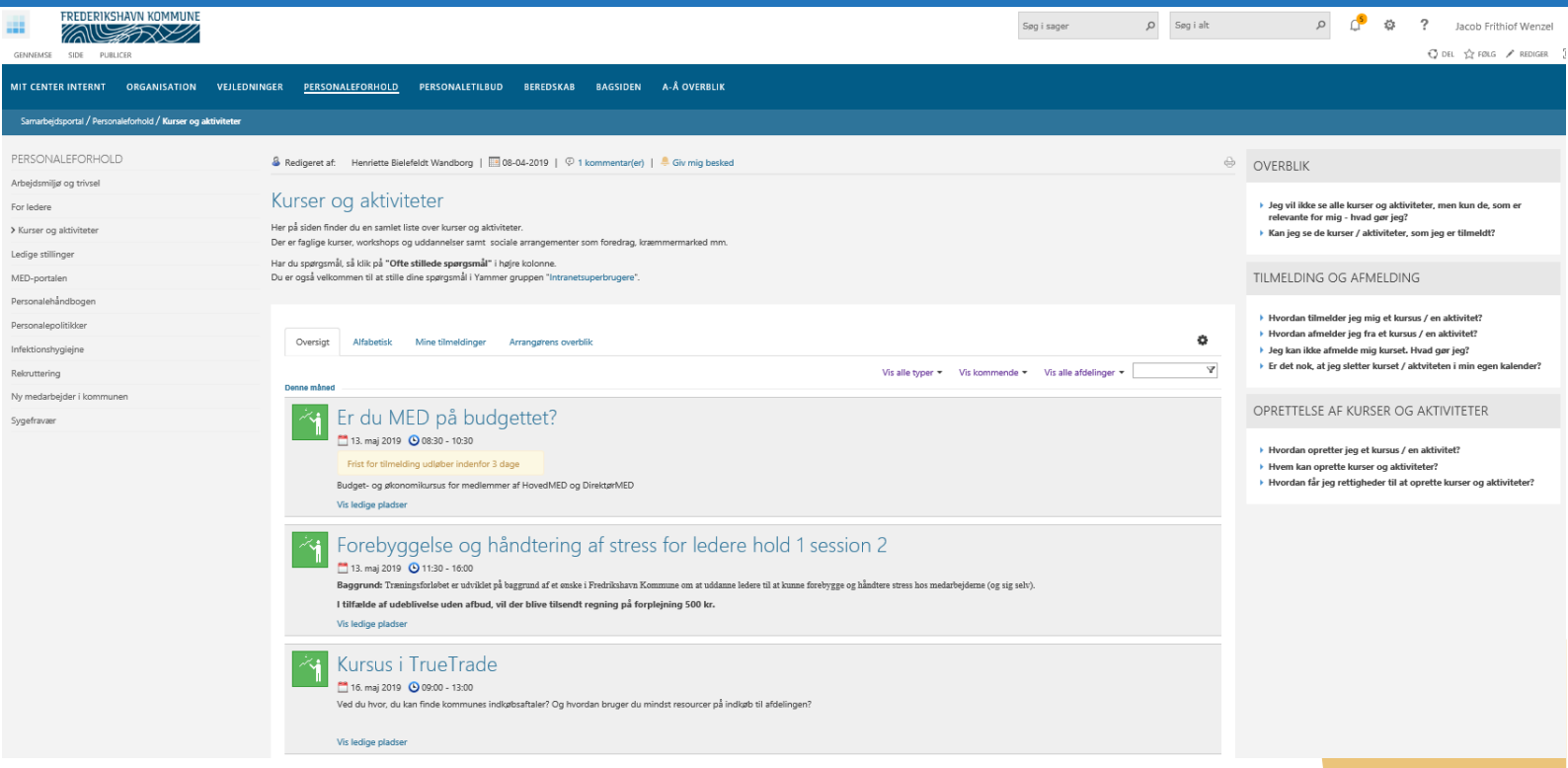
"Why try and find information in ten places instead of one?"

Jacob F. Wenzel, IT Project Manager, Frederikshavn Municipality

Frederikshavn Municipality intranet screenshot of the courses and activities module



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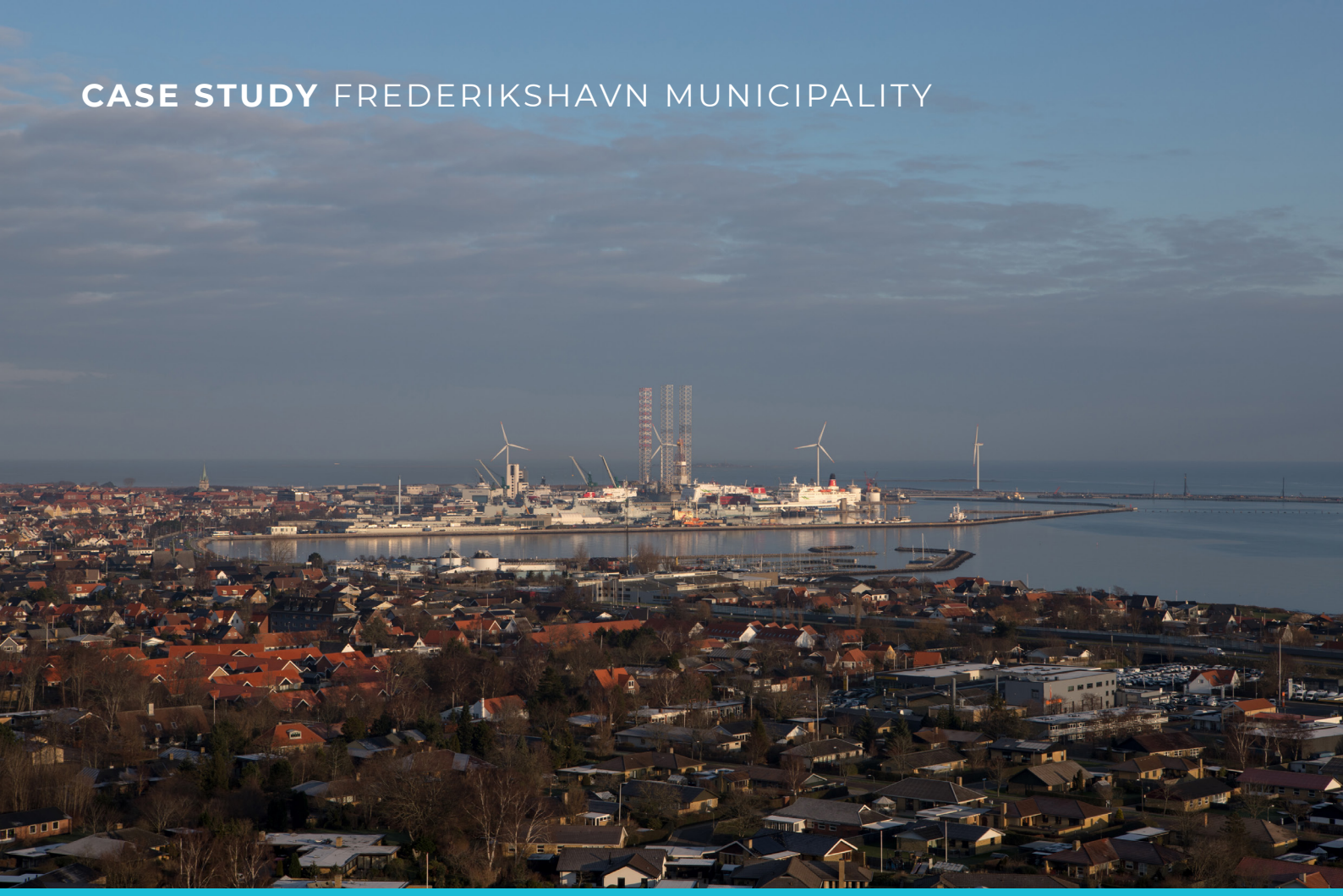


Within the above solution, three different types of news types were made available, making it easier to filter the information.

1. Corporate news, with reference to specific campaigns
2. News as less news on the front page on the left
3. Top news run as a campaign banner, with color codes implemented for different operating systems, such as green, yellow and red, depending on the IT status users were being notified about.

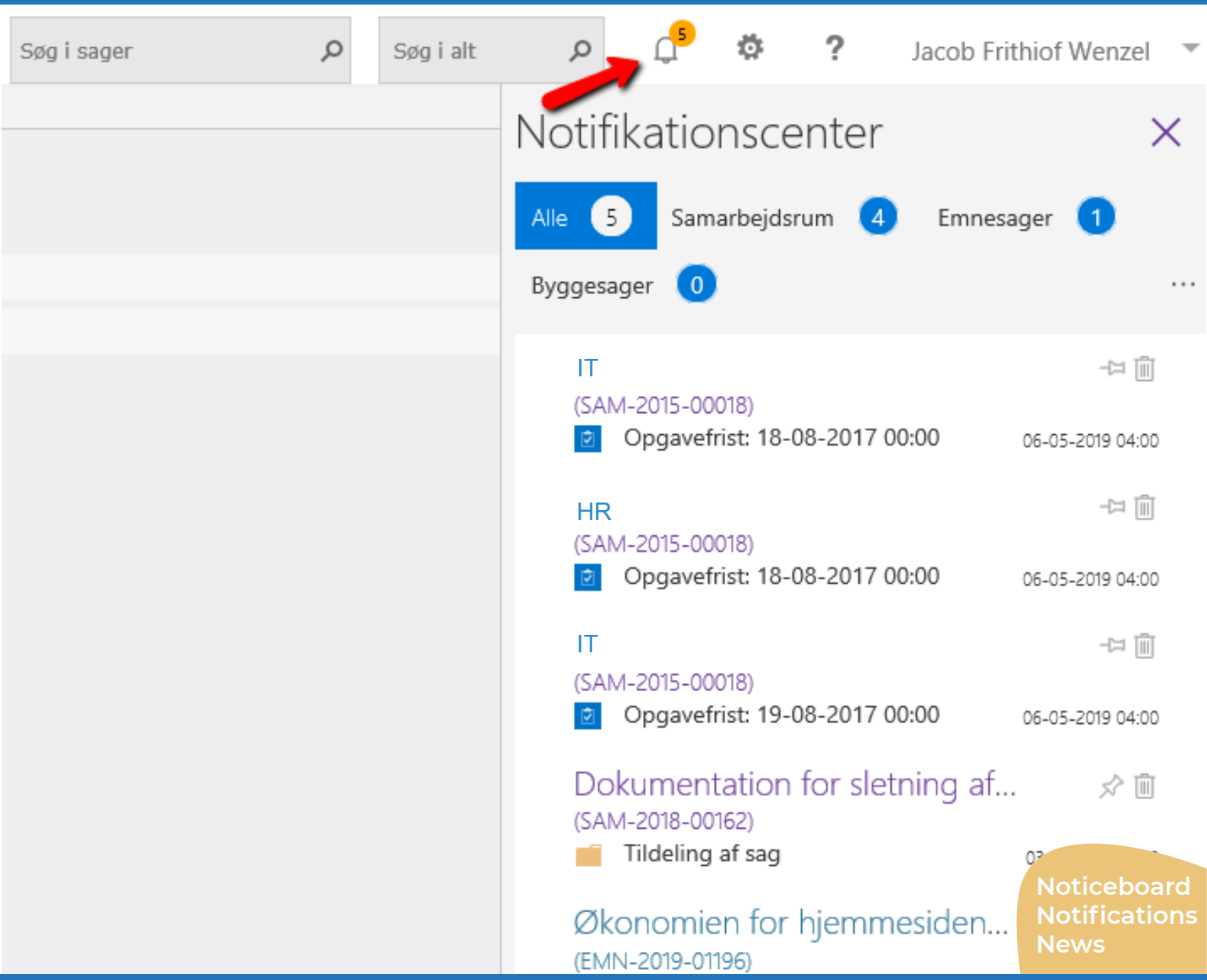
This was also to encourage people to use Yammer instead of Noticeboard for peer-to-peer communications and problem-solving initiatives.

News modules included

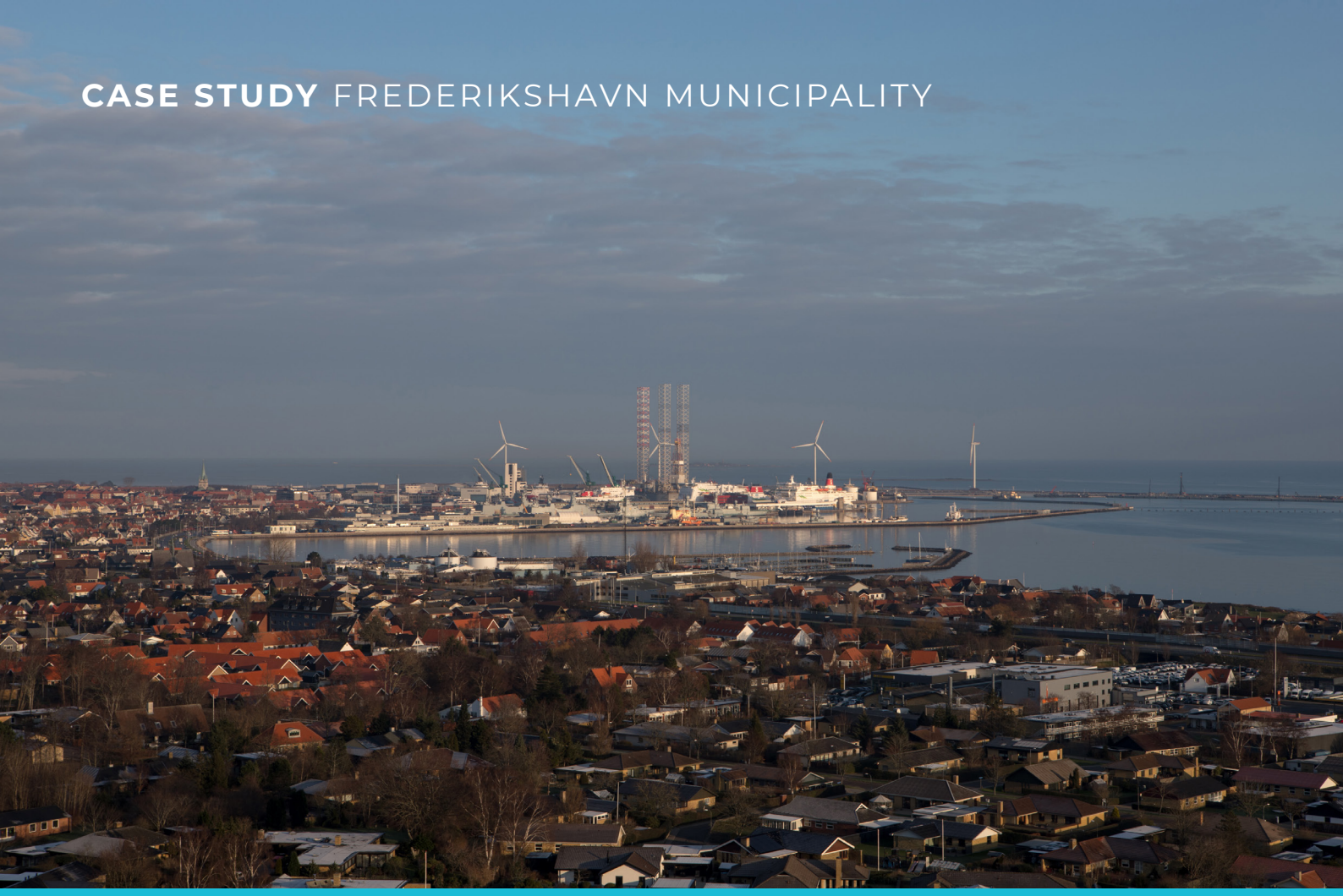
Wizdom

"Freedom to develop and adapt to any given situation"

Frederikshavn Municipality intranet screenshot of the Notifications module



Wizdom



Communication strategy

Users can communicate and knowledge share on the smaller issues and find solutions without having to go through a support network. This enables users to move forward at a quicker pace and alleviates the need for extra support resources. Typically, if a user finds a bug, they write it into a Yammer conversation, and when possible, the answer comes directly from the community.

There is now a greater acceptance of using Yammer for the purpose of troubleshooting, with people getting used to the technology. If they have any questions about using Yammer, they can look up the Yammer Policy documentation that has been created to help with Yammer governance and knowledge sharing.

Yammer functionality included

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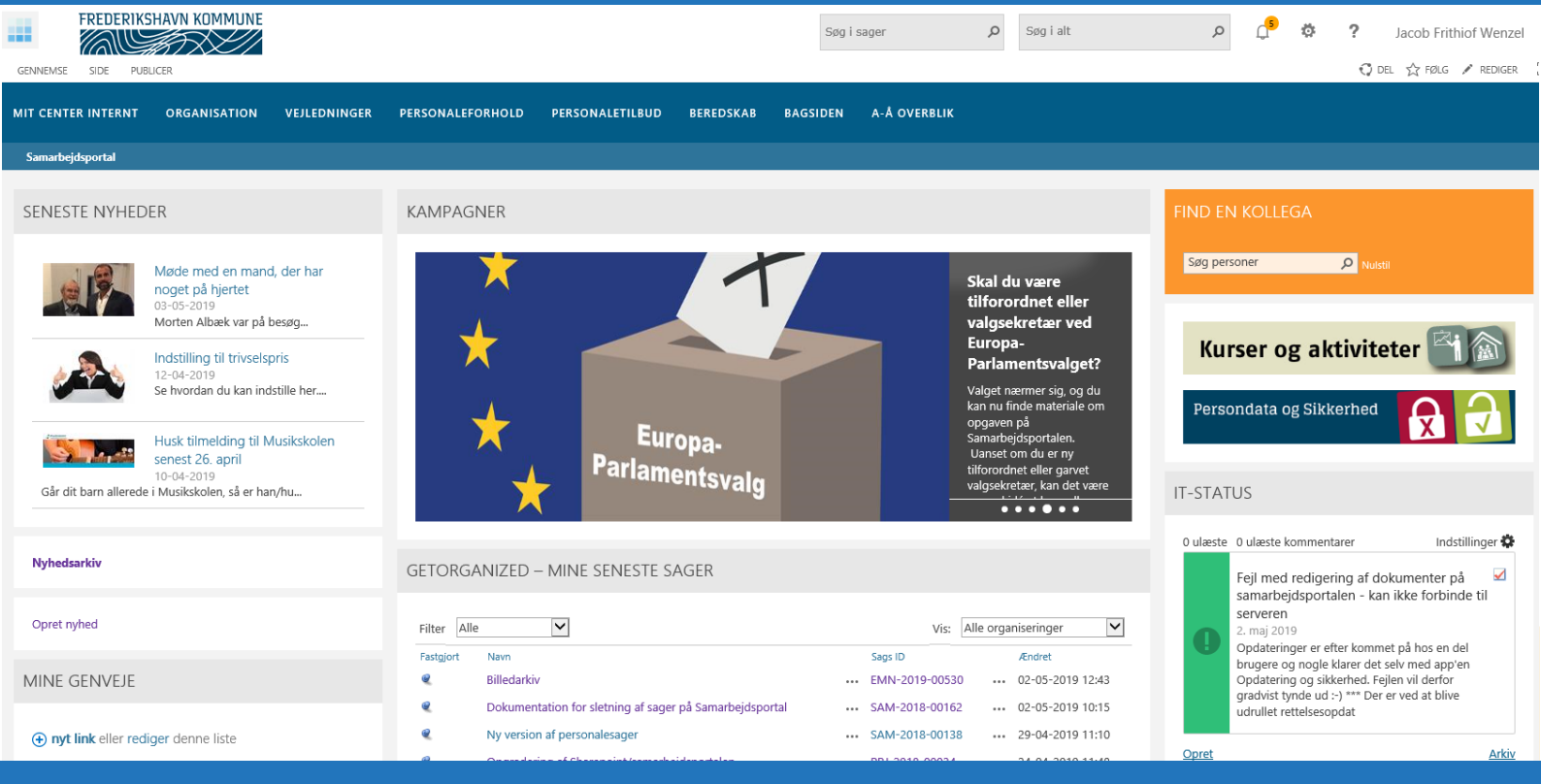
"A coherent system where you can solve most tasks and easily communicate and share knowledge with the organization"

Frederikshavn Municipality intranet screenshot of the frontpage upper section



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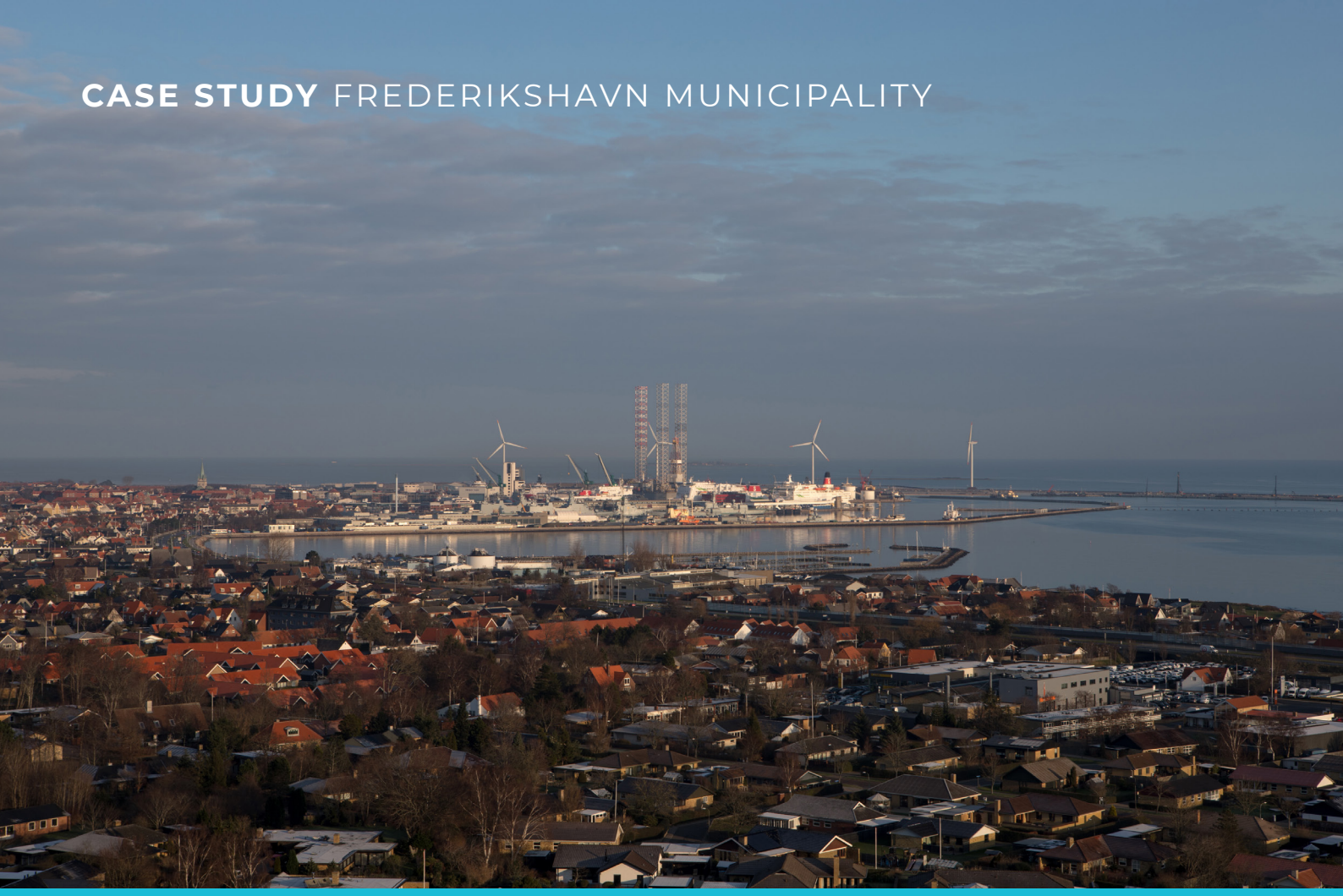

Courses and activities at your fingertips
Frederikshavn Municipality value the end-users in their intranet solution, by offering courses and activities directly in their portal, making it easy to sign-up, check dates, availability and to also give the end-user notifications about upcoming events.

This is all done with the Wizdom Learning and Events module.
The services provided by the Municipality, include, events, courses, workshops and social gatherings, with the time, date and how long you have to sign up, displayed for each section.

On the right hand-side column of the Frederikshavn Municipality intranet solution, a Wizdom FAQ module has been included in a webpart, enabling end-users to find answer's quickly and includes overview help for end-users and information on how to sign-up for courses.

Courses
Events
Activities

Wizdom

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One of the most business critical systems for the municipality, was finding information easily.

Frederikshavn Municipality intranet screenshot of the advanced search function

FREDERIKSHAVN KOMMUNE

- Personlige søgninger
  - Fortrólig
  - IDV
  - IDV 2018
  - Jfw
- Delte søgninger
  - Intet at vise i denne gruppe
- Brugere og grupper søgninger
  - Intet at vise i denne gruppe

Søg:

Find elementer fra...

Uddyb din søgning...

Sagsegenskaber

Modtaget (sagsoprettelse)	
Adgang	Vælg
Sagsbehandler	Angiv et navn eller en mailadresse...
Suppl. adgang	Skriv navne eller mailadresser...
Adresse	
Afdeling	
Sagsprofil	
Modtaget	
KL-Nummer	
Facet	
Status	Vælg
Opfølgningsfrist	
Ejendomsnummer	
Moder/Henv. Nr.	
Ejd.nr.- total oversigt	

People
Search
Personalize

Wizdom

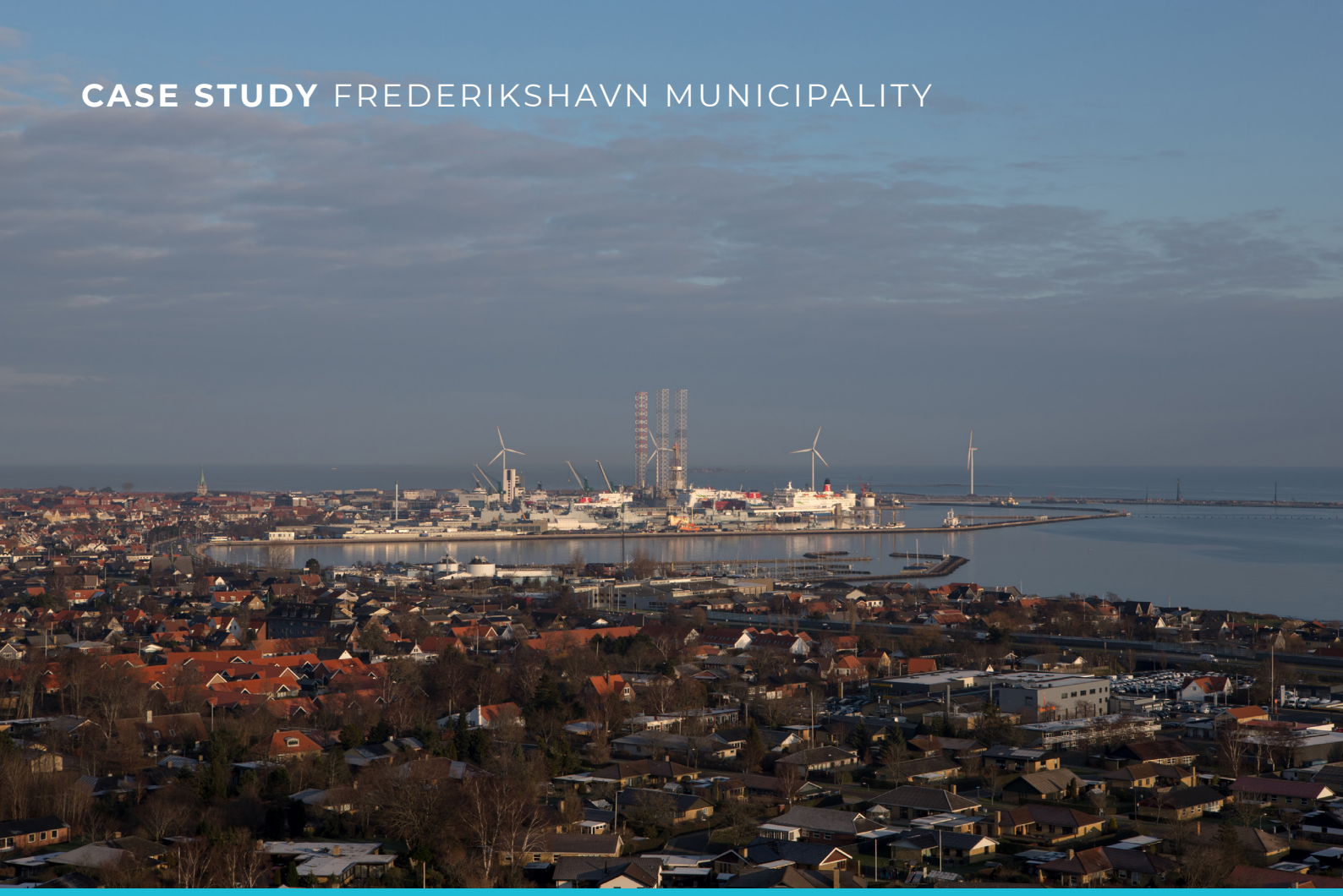
CASE STUDY FREDERIKSHAVN MUNICIPALITY

"Supports good ideas and development requests from all employees"

Frederikshavn Municipality intranet screenshot of the App launching function

Wizdom

CASE STUDY FREDERIKSHAVN MUNICIPALITY



Segmented communications
With around 3000 active daily users, having segmented communications, helps users find what they need, in one place, quickly and efficiently.

The solution was delivered by Wizdom's partner, Netcompany.

Wizdom provides an intranet solution built on Microsoft Sharepoint that utilizes all the great components of the on-premise and online versions of Office 365. We'd be happy to talk with you about how we can help you with internal communications, intranet governance, learning possibilities and how you can engage end-users in a positive, efficient manner.

Contact us
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Quick
Efficient
Central

Wizdom