



Case Destia

Intranet Promoting Interaction

DESTIA IN BRIEF

Destia is a leading Finnish infrastructure service company, which began operating in the beginning of 2008 as a government-owned limited company. Destia operates in the field of construction services, industrial and environmental services and traffic services and the related products.

Destia constructs, maintains and plans modern traffic and industrial environments. Its customers include public administration organisations, industrial and commercial companies, and municipalities and cities. Due to its comprehensive office network, Destia is always close to the customer in Finland and local areas. With its around EUR 720 million in turnover, the Destia Group is Finland's market leader in infrastructure services. Destia has a staff of 2,900. Destia Group comprises the parent company Destia Ltd and its subsidiaries.

SOLUTION'S CUSTOMER BENEFITS

- Cost savings and rapidly completed projects
- Versatile functionality
- More effective information transfer between employees
- Broader utilisation of knowledge capital and expertise
- More effective presentation of various viewpoints in support of decision-making
- More opportunities to have an influence
- Increased work satisfaction

Content Management Expert Directs Systems Development

Destia wanted to develop its popular intranet service, with the goal of enabling intranet users to find what they were looking for quickly and easily. The intranet service was to leverage the latest possibilities offered by portal solutions. Additionally, the information content provided through the service was to be grouped into more logical wholes. By offering an active communications channel supporting the exchange of views and commenting, Destia sought to promote a communal culture based on discussion and interaction.

Due to the extensive nature of the intranet project and its tight schedule, Destia decided to acquire content management expert services from Digia. The content management consultant was tasked with directing the specification and design phases, offering his views and proposing complete solutions based on the customer's wishes. Naturally, the Project Manager ensured that this extensive project remained under firm control and went without a hitch.

The consultation also played a major role in training and deployment, which was supported by, for example, video tutorials and the arrangement of effective training workshops over several days for the large group of content providers. Sixty per cent of the training covered methodology; only forty per cent was spent on the usage of the system. The purpose of this training was to increase the content providers' commitment and secure the system's launch schedule.

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Successful Interactive Functions

The intranet concept, based on the usage experience Digia had gathered from earlier deliveries and tried-and-tested practices, proved ideal for Destia as a whole. The concept's focus on people and interactive functions, as well as its instructions and templates, were well received by Destia's employees.

Destia wanted its new intranet to promote the formation of an interactive communal culture. For this reason, news targeted at readers by subject and business group can now be commented on by any Destia employee, the comments being displayed for everyone to read. Intranet maintenance was made easier by integrating the intranet with Destia's Document Management System. Now, content providers can easily link text content to documents. Moreover, the search functionality was developed in order to ease the location of information content and employee contact information.

"Consultation provided by Digia was critical to the entire intranet project. The professional and motivating consultation method immediately activated the content providers, which enabled a quick schedule. Digia also challenged the project group during the content design phase. Digia consultation was an absolute prerequisite for a clear, interactive and inclusive Destia - Destia's intranet", says Johanna Otranen, Communications Manager at Destia.

As a certified Gold-level Microsoft partner, Digia's focus areas include Enterprise Content Management solutions based on the latest Office products. The Digia MOSS 2007 Method combines Microsoft Best Practices and instructions with Digia's OpenProject project management model and the OpenMethod application development model. Digia applies this solution model flexibly, quickly and cost-effectively for a variety of customers – e.g. Finnish Centre for Pensions, Metsähallitus, City of Kuopio and Huoneistokeskus.

"The schedule of the Destia project was challenging, but with the help of an experienced content management consult, we were able to specify Destia's goals quickly. Thanks to the well-laid specification groundwork, the implementation stayed on schedule, and we were also able to draw up a clear progress plan for intranet development over the coming years", says Taina Aalanto, Project Manager at Digia.

TECHNOLOGY USED IN THE SOLUTION

- Microsoft Office SharePoint Server 2007 (MOSS)
- Digia's Enterprise Content Management Solutions (ECM)

CONTACT INFORMATION

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Digia is an Experienced Enterprise Content Management Supplier

In modern content management, it is critical that different content can be handled similarly in different background systems, that update cycles are quick and that content management processes are streamlined and transparent. This increases productivity, even allowing the creation of new, distributed business models. Digia has conceptualised its ECM solution as a comprehensive solution meeting the individual content management needs of companies. The concept includes all of the services required for the completion of a successful project.

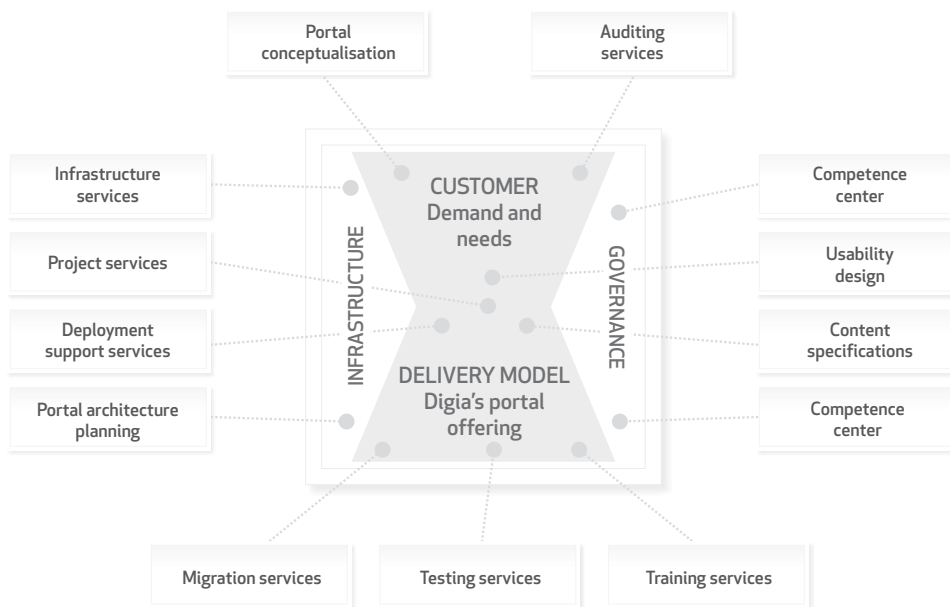


Figure 1. Digia offers a comprehensive content management expert service.