ENTERPRISE SOCIAL INTRANET PORTAL
for a Global Engineering Group

Service: Experience Design, Portal Development Services

OVERVIEW

The client is a Sweden based Global Engineering Group dealing in Polymer technology solutions such as sealing, damping, and protecting critical applications.

THE CHALLENGE

Being operational in more than 45 countries with the Sales associates widely dispersed, the global engineering conglomerate had the following challenges:

Sales force working in silos, hampering the overall performance of the company

Lack of proper communication, knowledge & sales tactics sharing between the teams
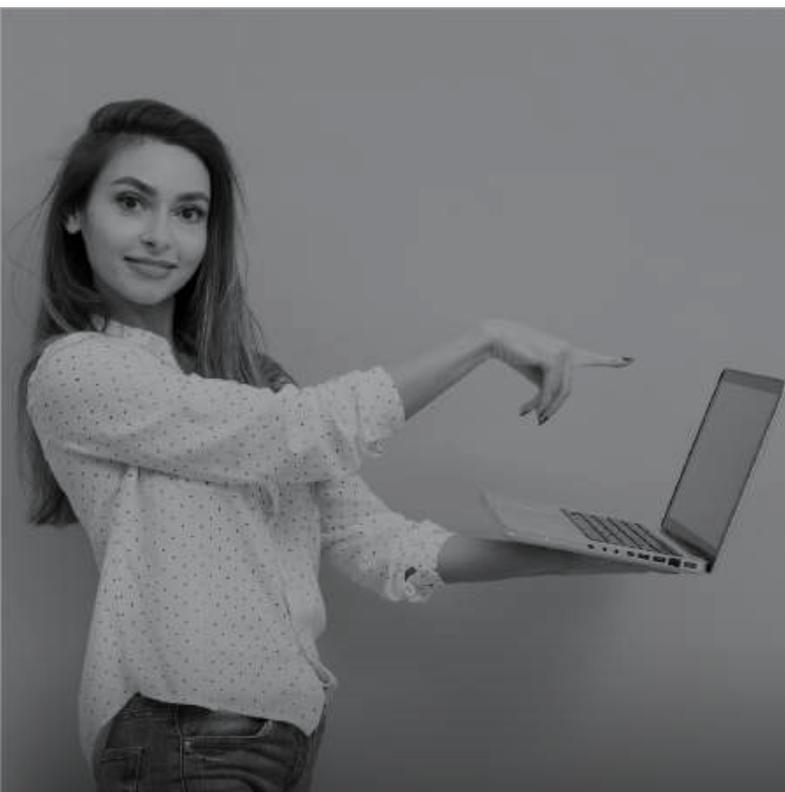
THE SOLUTION

ACL Digital's Portal Experience consultants conducted a discovery workshop with the stakeholders and the sales associates. Based on the outcomes of the workshop, the following solutions were delivered:

1 An enterprise-driven social Intranet portal called "Sales Challenge" to collaborate and communicate with the global Sales teams

2 A gamification engine to address the difficulty in engaging the sales team and help them in adapting to the new platform

TECHNOLOGY USED

> The Sales Challenge social intranet was created using Drupal experience platform with LAMP technology

> For performance optimization, each layer of the solution architecture is configured with APC – opcode caching, MemCache for caches data, and Varnish, for the front-end page cache

> Integration with Microsoft ADS for authenticating SSO

BUSINESS BENEFITS

ACL Digital completed the development of the solution and launched it in a span of just 2 months. The mobile-first collaborative Social intranet portal experience helped to address the challenges faced by the client and delivered the following business benefits:

- Centralized Communication & better coordination among employees around the world

- Allowed knowledge and sales tactics sharing, resulting in upgraded & enhanced performance

- Within the first few months after the rollout, it achieved 75% user engagement

- Allowed content sharing on the move and collaborating on projects

- Designed to manage content for interaction, distribution, and delivery with a high degree of flexibility, modularity, and customization

ABOUT ACL DIGITAL

ACL Digital's Innovation and Digital Engineering expertise helped a wide range of organizations from Start-ups to fortune 500 companies transform and design products, services, and customer experiences. We are at the forefront of the portal experience transformation service, helping organizations to create enterprise social, collaborative platforms, knowledge management solutions, learning management solutions, document management, and meaningful customer experience eCommerce solutions.

To know more about how ACL can partner with you to help create Digital Transformation, connect with: **business@acldigital.com**

www.acldigital.com

USA | UK | France | India