myAvaloq – Konzeption eines neuen Intranets auf Basis von Office 365

GARAIO Fachveranstaltung
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Susanne Frei
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Section 1

About Us: The Avaloq Group
The Avaloq Group

- Technology-driven financial services provider established in 1985
- Development and operation of core banking software
  - Development centres in Zurich, Edinburgh, development support centre in Manila
  - Business Process Outsourcing: BPO centres in Switzerland, Germany and Singapore, further centres to come
- 2,200 employees in 18 offices worldwide
## Avaloq – a Success Story

<table>
<thead>
<tr>
<th>Category</th>
<th>Year 2000</th>
<th>Year 2005</th>
<th>Year 2010</th>
<th>Year 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Avaloq users</td>
<td>1,050</td>
<td>13,950</td>
<td>46,560</td>
<td>65,000</td>
</tr>
<tr>
<td>Number of customers</td>
<td>4</td>
<td>31</td>
<td>75</td>
<td>450</td>
</tr>
<tr>
<td>Number of employees</td>
<td>30</td>
<td>250</td>
<td>1,200</td>
<td>2,200</td>
</tr>
<tr>
<td>Number of offices</td>
<td>1</td>
<td>1</td>
<td>11</td>
<td>18</td>
</tr>
<tr>
<td>Number of certified partner consultants</td>
<td>30</td>
<td>240</td>
<td>600</td>
<td>1,200</td>
</tr>
</tbody>
</table>
Section 2
Office 365: The Overall Project
Why Office 365?

Office 365 brings together Microsoft Exchange Online, SharePoint Online, Lync Online and Microsoft Office across platforms and devices, and it meets our requirements for security, privacy, reliability and manageability.

Office 365 was chosen to support the following goals:

- Bolster business agility
- Enhance access to information
- Increase collaborative culture
- Support a mobile workforce

With Office 365, we chose a **hybrid environment** that integrates cloud services into an on-premise IT infrastructure. This allows us to move some users/applications to the cloud and keep others on-premise for compliance or operational reasons.
High Level Architecture

Office 365

Avaloq traditional

BPO Singapore

BPO Germany
Office 365: Applications

Office 365

- Intranet Information
- Team/project spaces Collaboration

Intranet sites

- News
  - Groupwide news
  - News Channels
- Personal information

Forum News-feeds

Team collaboration

Project collaboration

Office Online

Personal Productivity

- OneDrive
- Word Online
- Excel Online
- PowerPoint Online
- OneNote Online

based on SharePoint Online
Section 3

Intranet: Aims and Project Setup
Why Avaloq needed a new Intranet…

As an international company we wanted to **improve on the following points**:

- Improvement of communication within entire Avaloq group
- Easy access and findability of information
- Dissemination of knowledge
- Encouragement of collaboration between colleagues and teams (also external)
- Reduction of e-mail traffic
- Reduced number of systems & entry points (single technology & platform)
Intranet: Project Schedule

- **Concept Office 365 Iteration Stakeholders**
- **Concept**
- **Visual Design**
- **Design and Concept Implementation**
- **Communication and Change Management**
- **Governance**
  - **Prep. Migr.**
  - **Content Migration**
- **User Training**
- **Launch**
- **Definition of Boards, Processes and Responsibilities**
- **Involvement Site Owners**
Intranet: Starting Point

2 different platforms with relevant content. Not all Avaloq group employees have access.
Procedure and Collaboration with GARAIO

**Avaloq**
- Internal communication concept
- Intranet information architecture

**GARAIO and Avaloq**
- Startpage concept
- Navigation
- Visual design
Guiding Principles

- Intranet startpage shall become the starting point into work for all employees
- Navigation has to be intuitive, a new employee without any company know-how should be able to find his way around
- Stay as close as possible to the «out of the box» solution – continuity and sustainability above design
Section 4
Realisation: Concept and Design
## Navigation

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Us</td>
<td>Offering</td>
</tr>
<tr>
<td>Avaloq Group</td>
<td>General Information</td>
</tr>
<tr>
<td>Culture and Values</td>
<td>Company Presentation</td>
</tr>
<tr>
<td>Entities and Locations</td>
<td>Gipfeli Meeting</td>
</tr>
<tr>
<td>Governance Model</td>
<td>Tech Talk</td>
</tr>
<tr>
<td>Interdisciplinary Boards</td>
<td>Corporate News</td>
</tr>
<tr>
<td>Policies and Regulations</td>
<td>Media Newsletter</td>
</tr>
<tr>
<td>Vision</td>
<td>Strategy</td>
</tr>
<tr>
<td>Strategy</td>
<td>Organisational Chart</td>
</tr>
</tbody>
</table>
BPO Centre Germany Live 7 January 2016

This weekend, our German BPO Centre migrated successfully from the old IT platform to the Avaloq Banking Suite and has gone live together with its customers Bank Julius Baer Europe, Tradegate, quinbank, Y-Bank and Bank Komunal Europe.

Read more ↓

What’s new

Newsfeed

* van den Brom Julika is now following Release Management, Marketing, and Corporate Communications.
* Scheller Stefan is now following Company Presentation, January 2016, en.pptx.
* Petrossian Andreas is now following Release Management and Culture.
* Rathgeb Silvia is now following Culture.
* Scheller Stefan is now following Corporate Communications, SAP, and 4 others.

SAP

How to record your absence? Check out the new manual: https://avaloggroup.sharepoint.com/sites/gps/TL/sap
18 January Like Reply –

Culture

Thank you all for your great contributions to the picture challenge! The winners are now out - have a look at our myAvaloq site to see who they are: https://avaloggroup.sharepoint.com/sites/group74/layout/15
18 January Like Reply –

Quicklinks

Service Desk
ProTime
Organisational Chart
Customer Reporting Portal
Avaloq in the Media
Twitter
LinkedIn
Facebook
avaloq.com

My Favourite Documents

ProTime Guide - Employee (enstandsk.dbox)

My Favourite Pages

Market and Competitor Insight
IT
Pro-Time

Ask Your Colleagues

1 reply 1 like
1 reply 1 like
2 replies 2 likes
2 replies 2 likes

ProTime 11
Where can I find the ProTime manual on intranet?
14 January

Excel graphs 11
Do you know a good manual explaining the creation of graphs in Excel?
13 January

Office 365 Manual 11
Do you think an office 365 manual would be needed?
14 January

Frei Susanne
You can find it here.
News from dedicated entities/units targeted to a specific group of addressees

- **From dedicated entity to specific target group**: Entity within Avaloq group communicates to specific audience (e.g. Facility Management Zurich to all employees located in Zurich)

- **From dedicated entity to entire Avaloq group**: Entity within Avaloq which needs to be perceived separately, i.e. needs a communication channel of its own, but has messages to all employees (e.g. SAP team, HR, Security Office)

Two ways of News Channel registration

- **By default**: Set up by IT (according to user identity). Employees have a specific common ground, e.g. location or function (department, division, team)

- **Optional (by choice)**: People who are interested a specific topic
The purpose of this forum is the exchange of ideas between Avaloq employees and the fostering of innovation within the Avaloq group – not a news format, but rather a collaboration format.

Ask Your Colleagues
- Open format to ask questions to all employees
- Anyone is free to answer
- No moderation, but CorpCom will monitor contents and perform regular checks regarding compliance with netiquette

At a later stage, forums may potentially be used for the exchange of ideas between Avaloq employees and external stakeholders regarding specific topics (workgroups with customers, partners etc.)
Section 5
Go Live: Feedback and Learnings
Go Live: User Feedback

- Very positive feedback regarding design and concept throughout the company
- Interactive format «Ask Your Colleagues» was well received
- In the first phase after launch, users missed features from the old intranet (e.g. phone book)
- Biggest challenge for employees: Control aspect – from Wiki to a tightly governed system (superuser concept)
- Boundary between new intranet and old collaboration space is often unclear
- Slower response time
Key Take-aways and Learnings

Project

- Spending enough time on the concept is vital for a successful implementation
  - a competent partner is key
- A good communication is necessary to bring the new concept to life – very large spread between early adapters and conservative users
- What is the right point for go live? Define hard criteria and just do it… -> do not strive for perfection

Technology: SharePoint Online as a Platform for myAvaloq

- Always up to date with latest developments
- Microsoft roadmap is not very transparent, upgrades not always communicated
  - Difficult to judge what functionalities to focus on
  - Layout or functionality problems after unannounced upgrades
- SharePoint partners have less practical experience than with on-premise SharePoint
Initial Project Aims Met?

- Improvement of communication within entire Avaloq group: ✔️
- Easy access and findability of information: ✔️
- Dissemination of knowledge: ✔️
- Encouragement of collaboration between colleagues and teams (also external): →
- Reduction of e-mail traffic: ✔️
- Reduced number of systems & entry points (single technology & platform): ✗
Thank you for your attention.

Contact
Susanne Frei
E-Mail
fsu@avaloq.com