



CARTER THERMAL INDUSTRIES

Improved communications with GreenOrbit

CASE STUDY

GreenOrbit 



"Engineers on the road can now access important technical documents — they have never been able to do this before."

INDUSTRY
Engineering

USERS
1000

- FOCUS**
- **Communications**
 - **On-the-go access**
 - **Social functionality**

Carter Thermal Industries (CTI) provide refrigeration and cooling services to supermarkets across the globe. GreenOrbit (formerly Intranet DASHBOARD) was selected to build an intranet that would consolidate and unify the global brand and its highly mobile workforce spread across the UK.

Client Profile

CTI is comprised of various divisions, product ranges, and brands managed across a group of companies. Founded in 1945, CTI employ almost 1000 staff, including 350 of their own engineers working from the road. The group has expanded from a small, family business to operating 6 offices across the UK, making them one of the most substantial privately owned engineering groups in the region. Carter Thermal Industries aims to deliver "future proof" solutions for its customers, positioning the company at the forefront of innovative and sustainable engineering.



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CHALLENGES

Communication Challenges

Carter Thermal Industries struggled with outdated intranet technology that would no longer hold pace with the group's communication needs.

News and documentation was located amongst a jumble of platforms, creating a disconnect between the group's disparate offices and forcing a heavy reliance on email communications.

Accessibility was also an issue for more than a third of the workforce who are based on the road, who were unable to access and edit technical documents on the go.

These challenges pushed the management steering committee to decree the need for a "centralized news, communication and collaboration platform."

The Business Case

CTI required an intranet solution that would unite the brand and their diverse team. Their top 3 priorities were better communication, news, and improved document management.

GreenOrbit (formerly Intranet DASHBOARD) was selected as the all-in-one solution, creating a central location for CTI to communicate, consolidate and manage information.

News and documentation had to be centralized to establish consistency across the group, and available to staff on the road through mobile accessibility. "Engineers on the road can now access important technical documents — they have never been able to do this before."

Enterprise Social Network functionality was deployed to initiate a Transitional Business Process, moving communication away from email into an open, collaborative space. GreenOrbit's My Hub enables staff to connect like never before through the sharing of skillsets, interests, and areas of expertise. CTI hope to use My Hub as an "internal LinkedIn, engaging staff socially, with the aim to then engage them in business."

SOLUTION

The Solution

CTI staff agree, GreenOrbit is "simple to use" and has been a "painless" process to deploy. Users love the way the site has been split into sub-sites, assigning different features to individual pages, while IT reports that "user rights within each subsite works well for on-going updates and assigning content editors access."

The new GreenOrbit intranet has been enforced as the default homepage across 80% of the group, which contrasts the previous "mish-mash" of sites that served each company separately. This has positioned GreenOrbit as the central communication platform, and the place to access information whether they're in the office or on the road.

Moving forward CTI are building their vision for an "internal LinkedIn." Carter Thermal Industries hope to move knowledge sharing away from email into an open collaborative platform. At a quarterly meeting, the steering committee are rolling out their ESN strategy and initiatives.

CTI seek to further engage employees by encouraging them to populate content in staff profiles and generating content via Activity Feeds.

Carter Thermal Industries are no longer plagued by a mess of outdated technologies and a dispersed workforce with restricted access to information. Instead, their needs have been centralized with a solution that can "grow in the future" with them.



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Get Going

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About GreenOrbit

Dare to seek a better intranet. You're not distracted by the flashy integrators with their shallow functionality. No, you want to equip employees and empower content creators with the right tools. Discover the intranet that provides everything you need, built in. GreenOrbit enables you to drive efficiency, foster collaboration, and create an intranet experience that works for your culture and brand.

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