



VICSUPER

Transactional to transformational HR

CASE STUDY

GreenOrbit 



"People do not realize the simplicity or efficiency that can be achieved using a tool like GreenOrbit."

INDUSTRY
Financial Services

USERS
250

- FOCUS**
- **Online Forms**
 - **Knowledge Management**
 - **Communications**

VicSuper is a successful financial services organization with over 20 years' experience. The VicSuper team all share a common passion to provide the best service possible to their 240,000 stakeholders.

The HR team identified a number of areas for improvement, specifically related to their existing 15-year-old intranet and cumbersome paper based HR processes. The HR team were spending too much time transacting, with no time or resources left for anything else. VicSuper's Executive Manager, People & Culture, Jennifer Lord, championed the digital transformation of people processes, and empowered Ross Williamson (then Learning & Organizational Development Consultant) to lead a project focused on renewing their people systems and driving process change.

Jennifer was on a mission to digitally transform HR and knew Ross could do it quickly because he had done it before.



A New Intranet

Shortly after, VicSuper implemented a new intranet to centralize communication and information, automate processes, and embed self-service, "People do not realize the simplicity or efficiency that can be achieved using a tool like GreenOrbit." said Ross.

Ross is no stranger to digital transformation or GreenOrbit (formerly Intranet DASHBOARD). Over the last decade Ross has a successful track record of digitally transforming HR at three different organisations. GreenOrbit has been the central technology component in his strategy each time. Obviously, Ross is a big fan of GreenOrbit. "GreenOrbit's functionality, flexibility, and ease of use cannot be compared — but most importantly the speed of deployment of an intranet using the GreenOrbit solution makes the change happen very quickly."

The new intranet offered VicSuper extensive functionality and flexibility. With everything you need built in, GreenOrbit gives the business the ability to turn on or off what they need, when they are ready to implement that functionality in their business.

Online Forms & Workflow

To begin with, VicSuper addressed the need for moving paper based forms and policies to the intranet — making the information accessible, searchable, and shareable. The shift enabled efficiencies for both HR and employees.

"Once upon a time someone had to search and try to find the form then someone had to print it, someone had to sign it, then it would arrive at HR and they would have to deal with it manually."

Not only have online forms saved time, ensured consistency, and improved service delivery, they are environmentally friendly and Ross concludes, "Electronic forms and workflow have changed the entire employee experience."

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Centralize Communication

Communication is now a seamless centralized activity at VicSuper thanks to GreenOrbit. "We used to create a PDF then send an enterprise-wide email with an attachment because it was too difficult to upload to the old intranet. Then we would have to go to Yammer to announce it. These were all disparate technologies and environments, it was all over the place!" says Ross.

While Yammer was put in place to help with communication, it made the process even more cumbersome, partly because it was a standalone tool and not integrated with the existing intranet.

GreenOrbit has now replaced all of this in one centralized intranet platform. All company news, announcements, events, and general communication happen via the intranet — seamlessly.

The combination of company news and the social feed provides the VicSuper team with the best of both worlds, all in one place.



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CONCLUSION

HR have the power not just to maintain your workplace, but to transform it. Digital transformation is real. Liberating HR from transactional processes and freeing them up to focus on strategy and business objectives will help your business flourish.

Ross concludes "Thanks to simplifying transactional HR we now have the capacity to focus on the needs of the business – we've transitioned ourselves from administrator to strategic partner and are leading the transformation of our business"



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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