

CASE STUDY: APR LLP

**DIGITAL WORKPLACE IMPROVES DOCUMENT & RESOURCES COLLABORATION FOR UK BASED LEGAL SERVICES COMPANY.**

AT A **GLANCE**





CASE STUDY : APR LLP

**CUSTOMER:** APR LLP


**INDUSTRY:** PROFESSIONAL SERVICES – LAW

**SIZE:** 90 EMPLOYEES


**CHALLENGES**

-  A workforce geographically dispersed across the UK
-  An existing SharePoint-based intranet delivering limited functionality
-  Improve document sharing & training resources
-  An inability to communicate with & engage all employees on one, centralised platform

**THE SOLUTION**

 An intuitive, responsive, company-wide Igloo digital workplace solution

**RESULTS**

-  **INCREASED KNOWLEDGE SHARING**
-  **TIMELY COMMUNICATIONS**
-  A **CENTRALIZED INFORMATION REPOSITORY**
-  **IMPROVED CORPORATE CULTURE**

"WE WERE **REALLY IMPRESSED WITH THE COMMITMENT AND SERVICE** THE IGLOO TEAM PROVIDED TO US IN WHAT WAS QUITE AN EXTENSIVE AND FORENSIC EXAMINATION OF THE VENDORS. WE HAD LOADS OF QUESTIONS WE NEEDED QUALIFYING AND THE IGLOO AND MOSAIQUE TEAM SUPPORTED INCREDIBLY WELL AND WE FELT THAT **THE EXPERIENCE PRE SELECTION BODE WELL FOR ANY IMPLEMENTATION PROCESS.**"

**ROGER AUSTIN / SENIOR PARTNER, APR LLP**

CASE STUDY: **APR LLP**

## THE COMPANY

APR LLP provides their clients with high-quality interim actuarial and technical solutions and is one of the most trusted providers of interim actuarial services in the UK.

Using their unique service model; matching clients' requirements to the most suitable resources available, from either their own staff pool or our trusted contractors.

These solutions take the form of:

- + Interim resourcing solutions, providing resource and support on a full range of actuarial projects.
- + Consulting solutions, using our resources and expertise to address a variety of client needs.
- + Technical training services.



## THE CHALLENGE

Using SharePoint (SP) as their document collaboration tool and in line with their continual growth, the company wanted to explore a more intuitive and 'Out of the Box' solution for sharing internal resources and documents and find an intranet solution that would allow the business to build better internal communications and culture for a growing team of actuaries spread across the UK.

Roger Austin, senior partner at APR, led the project tender with the aim of providing their workforce with a more flexible and user-friendly intranet. The existing portal, built on SharePoint, was neither intuitive nor flexible and had become difficult to maintain and search the 1000's of business critical documents.

Through one of the most rigorous and detailed tender processes we have been through and with a number of potential suppliers shortlisted, APR choose Igloo and Mosaique as their preferred partners to deliver their new Intranet platform.



## THE SOLUTION

The need to access a multitude of documents from customer files to actuarial training exams and internal processes was a basic requirement, with **the solution being able to deliver an intuitive and non-technical intranet that could be accessed by all APR staff from both office and remote locations.**

The search functionality was critical and the ability to break down the complex procedural policies, training guides and documents into relevant business categories with a range of permissions and restrictions.

The social aspects and business updates/news needed to be improved, currently being pretty non-existent, so that staff working in other remote locations felt part of the team led from their Head Office in Edinburgh.

A thorough scoping and needs analysis process was carried out and a full review of their existing SF workflows examined and both replicated and improved in the Igloo solution. Several exhaustive sessions were held to determine the best practise moving forward, with emphasis on a new Nomenclature and labelling. A planned strategy of content migration from SF to the igloo was agreed and implemented.

Two significant spaces needed to be considered; an area for new employees to access company procedures and compliance documents were delivered through an onboarding solution; and an area for actuaries doing exams and on-going personal development plans to both find resources and manage their journey.



## THE RESULTS

The APR solution was designed, built and launched in the agreed time scale and the result is really beginning to deliver to the team at APR. Some of the additional functionality and bespoke build elements have really proved invaluable to the business.

News articles, a fantasy football league, polling opinions and industry related articles were all part of the final solution delivered. APR LLP have become one of Igloo's top performing customers for engagement in using the platform and the business is going from strength to strength with new users / employees being added regularly.



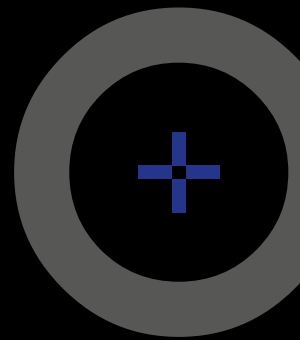
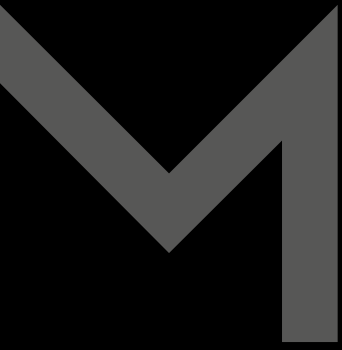
**“WE ARE DELIGHTED WITH OUR NEW INTRANET AND HAVE BEEN SUPPORTED WELL THROUGHOUT THE BUILD AND LAUNCH AND WE HAVE EXPERIENCED THE SAME ON GOING HIGH LEVELS OF CUSTOMER SERVICE AND SUPPORT”**

**TIM NASH** / SENIOR PARTNER, APR LLP



### BESPOKE ASPECTS OF THE PROJECT BUILD DELIVERED BY MCM.

With over 500 plus business documents from training resources to compliance, all of which sat on SharePoint, the task of transferring these documents and taking the opportunity to re label and name each document was going to be onerous. Mosaicque **built a bespoke programme** and labelling system pulling 500 + documents from SharePoint, re assigning labels and tags automatically into the Igloo. The Igloo platform, with new improved labels enhanced both search for documentation and labels. This bespoke application deployment saved the company a significant amount of time and management in closing down the SF platform and ensured deadlines could be met for the launch of the new Intranet.



MOSAIQUE | IGLOO

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## CONTACT DETAILS

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