novaCapta

Case Study

PAY/ONE

Customer profile

PAYONE is a leading payment provider in Germany and Austria. In stationary retail, mobile or online, PAYONE helps merchants and service providers meet the challenges of cashless payment. PAYONE processes more than 3.8 billion transactions per year for over 260,000 customers. With more than 1,600 employees at six locations, the company provides numerous value-added services that go far beyond the traditional payment business. PAYONE is a joint venture between Worldline and the DSV Group.

Technologies

SharePoint

Valo

PAYONE: new modern intranet

Challenge

- Internal communication became increasingly complex due to the growing number of employees, at several locations
- Time-consuming search for information due to missing filing structure in the existing intranet
- No mobile access possible and no support provided for project work

Solution

- New intranet based on SharePoint 2016 and Valo
- Comprehensive functionalities, such as news, multilingual interfaces, workflows, Company wiki, mobile capability, responsive design, etc.
- Elaboration of a learning program for employees with trainings, webcasts, and video tutorials

Added value

- With novaCapta, an experienced partner for the digital workplace at your side
- Functional requirements and design could be matched in a realistic time schedule with a suitable budget

Improve internal communication

In order to provide the best possible service to customers throughout Europe, PAYONE not only places great importance to external communication, but also to internal communication between departments and teams. As internal communication became increasingly complex due to the growing number of employees at several locations, the existing intranet was put to the test.

With the existing intranet, documents were scattered throughout the intranet and searching for information proved to be very time-consuming. In addition, mobile access was not possible and there was no support provided during project work.

„As a project team, we were given the felxibility to completely rethink the intranet compared to the existing one. We started on a greenfield site and created our new intranet here first conceptually and then also practically together with novaCapta." reports an employee of PAYONE about the initial situation.

New, modern intranet

Based on SharePoint 2016 and Valo Intranet technology, a new intranet was finally introduced for all PAYONE employees. The intranet includes the following components, among others: Company news as well as personalized news, multilingual interfaces, approval and reminder workflows, company wiki, team, product & project areas, download area, optimization for mobile use as well as a responsive design.

Parallel to the development, a SharePoint infrastructure was set up and put into operation in PAYONE's data center.

In order to familiarize all PAYONE employees with the new functions on the intranet, a learning program was also developed. Based on a key user concept, the content was conveyed both in live training sessions, webcasts and with the help of video tutorials. It took eight months from project kick-off to rollout.

> **Together with novaCapta, we conceptualized our new intranet „on the greenfield" and then successfully implemented it in our existing IT architecture.**
>
> Frank Werner – IT Systems Analyst, PAYONE GmbH

Project procedure

The project group was made up of colleagues from a wide range of departments with different levels of experience, resulting in different ideas and expectations for the new functions and expenditure for the new intranet. Once the project group agreed on a common direction, novaCapta was brought on board.

„The consultants and solution architects at novaCapta understood our ideas and enhanced them with best practice solutions. Looking back, we can say that we received excellent support from novaCapta in the further planning of our intranet. We can highly recommend to get an experienced partner for the Digital Workplace and Intranet on board at an early stage. Our functional wishes and design ideas could be brought together in a realistic time schedule with the appropriate budget", reports the PAYONE project team.

novaCapta.de