

How we sparked a revamped modern Intranet on Viva Connections, engaging ConnectFirst Credit Union's nation-wide employees, streamlining teamwork and communications.

Hybrid Office

The client



Connect First Credit Union (CFCU) is Canada's 10th largest credit union that offers an extensive range of financial services and products for personal, business, and agri-business banking customers. CFCU is proud to be recognized as one of Canada's Best Managed Companies with one of the most admired corporate cultures.

About

- Founded in 1938
- 700 employees
- connectFirst Credit Union was born from the collective legacies of four credit unions which previously operated as a division of Connect First Credit Union Ltd: First Calgary Financial, Chinook Financial, Mountain View Financial and Legacy Financial.

Industry Finance**Location** Canada, based in Calgary

The challenge

With over 700 employees in Alberta alone and more nationwide, CFCU was looking for a new corporate intranet based on the Microsoft 365 SharePoint Online, Teams and Yammer platforms to improve communication between employees, evolve their communities, and streamline teamwork in their organization.

This solution needed to create a central hub where employees could easily access important applications, links, information, news, and alerts. Additionally, CFCU wanted this new hub to give its users a sense of unity and community well-being while providing a great employee experience.



The solution

With thousands of hands-on-hours implementing Microsoft 365, Microsoft Teams, Yammer, and Microsoft SharePoint Online, Creospark was chosen to deliver a solution that would provide a secure intranet to share information between employees while keeping a user-friendly experience to maintain their highly regarded corporate culture and encourage collaboration between team members.

By leveraging modern SharePoint Online capabilities with Home Sites, Hub Sites and the SharePoint App Bar, as well as the newly introduced Viva Connections, Creospark deployed an intranet that houses news, announcements, web content, applications, and documents with corresponding sites embedded in Microsoft Teams, pages, and content & security architectures, all while increasing employee engagement through an amazing employee experience.

New intranet

"theBeacon" features:

The Home

Houses all the sites under one Global navigation menu surfaced in the new SharePoint App Bar.

Organization News & Company Updates

Provides news, Yammer community updates, and high-priority alerts to all employees.

Microsoft Viva Connections

Allows employees to highlight specific resources, navigate intranet content in Teams, and share files easily

Employee Directory System

Allows users to connect with team members in the organization

The results

After a successful implementation and testing of our modern intranet solution, CFCU is able to benefit from the enhanced communication through the features provided by "theBeacon" to unite and empower all their employees. As their users land on the homepage through Viva Connections, CFCU's mission of "Make Money Make a Difference", is highlighted to remind employees of how valuable the work they accomplish is. Additionally, Creospark helped add key UI features such as tailoring CFCU's colour palette and logos across the intranet to strengthen their branding. CFCU's commitment to a company culture centered around team collaboration, communication fueled the solution's purpose: provide notifications, resources and insights to improve employee experience and bolster engagement. They are one of the first companies in the world to deploy Microsoft VIVA connections, making them pioneers of employee experience and engagement.

Technologies



Communications, documentation and collaboration are often decentralized within physical offices. If you're having issues transitioning to a hybrid or fully remote model, don't worry! We can help.

**Book your
consultation**