

We sparked a mobile, user-friendly SharePoint Online solution to engage Eldorado Gold's front line workers and facilitate the connectivity of their world-wide teams.

Hybrid Office

## The client



Eldorado Gold is a Canadian mid-tier gold and base metals producer with 25 years of experience building and operating mines in Europe, Asia and the Americas.

### About

- Founded in 1992
- 4,300 employees
- Holds a 100% interest in the Kisladag and Efemcukuru gold mines located in Turkey; Lamaque gold mines located in Canada; and Olympias, Stratoni, Skouries, Perama Hill, and Sapes gold mines located in Greece, as well as the Certej and Bolcana development projects located in Romania; and 100% interest in the Tocantinzinho development project located in Brazil.

### Industry

Mining

### Location

Canada, HQ in Vancouver

## The challenge

With mines placed in Turkey, Greece, and Canada, Eldorado Gold was looking for a solution that would deliver important information to their corporate employees and front-line workers while supporting different languages worldwide. Additionally, they needed to incorporate multiple information architecture systems and business processes to adapt and fit the specific needs of each country.



## The solution

To increase communication among all employees spanning different countries, Creospark deployed the latest corporate intranet solutions using modern Microsoft SharePoint Online and the Valo Digital Workplace Add-on. The intranet, "Insight", houses global and local news, event announcements, employee directory, stock values, and documents with corresponding sites, pages, content & security architectures. Content authors in each country manage their own version of "Insight".

Since each country requires different languages, legal policies, and business requirements, we created four separate intranet hub sites containing custom information architectures and global navigations specific to each country. To implement multiple languages within "Insight", we used the digital experience SharePoint Online add-on called Valo in conjunction with native SharePoint Online multilingual capabilities, which has powerful automatic translation tools that can be used by content authors to finalize and approve any translations. This capability allowed departments to flow information in and out of their intranet systems to ensure all relevant messages would only be pushed to employees within their region.

Eldorado Gold required four different tenants because of the different requirements of each region. When working with multiple tenants, many problems may occur due to the lack of connection between each tenant. This can create problems with the Employee Directory system and guest access in each tenant. A user would only be able to access the employees included within their own tenant which would make it impossible to search for employees from other regions. With the help of our solution, all the profile data that is stored gets pushed back to each intranet site. This customization connected each tenant together to allow its users to quickly find other employees from other countries and allowed them to collaborate, communicate more effectively, and share information together.

## the Results

Creospark leveraged the extensive capabilities of both Microsoft SharePoint Online and the Valo digital workplace platform to deploy a successful intranet solution to help Eldorado Gold connect its 5000 employees from countries all over the world. The intranet Creospark created, "Insight", included features such as automatic translation, and SharePoint Online language toggling spanning multiple tenants to adapt to their global business needs. As a result, Eldorado Gold's employees can easily communicate with each other without any language barriers. With the rapid globalization of businesses, Creospark can deliver a smart solution to help employees worldwide connect with each other with capabilities to communicate, collaborate and measure engagement by breaking down regional boundaries.

## 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**