

OBSI SharePoint Intranet

OBJECTIVES

Ombudsman for Banking Services and Investments (OBSI) is Canada's trusted independent dispute-resolution service for consumers and small businesses who have complaints they can't resolve directly with their banking services or investment firms.

- Needed to replace an unsupported, outdated intranet with a modern, cost-effective solution
- Wanted to maintain the structured and governed approach of their previous system
- Sought a more intuitive interface with improved workflows and functionality
- Required a consistent user experience and easy access to information to support their mission

SOLUTION

- Replaced OBSI's outdated intranet with a modern SharePoint solution, preserving structure and governance
- Defined site architecture, layout, and integrated the employee directory with Azure Active Directory
- Added engagement features like social kudos, milestone celebrations, and intuitive navigation
- Delivered training, ongoing support, and quickly rolled out enhancements like FlexDesk and custom anniversary views

RESULTS

OBSI's modern SharePoint intranet improved employee access to critical information, fostered engagement, and provided a scalable foundation for future enhancements.

Improved User Experience and Engagement

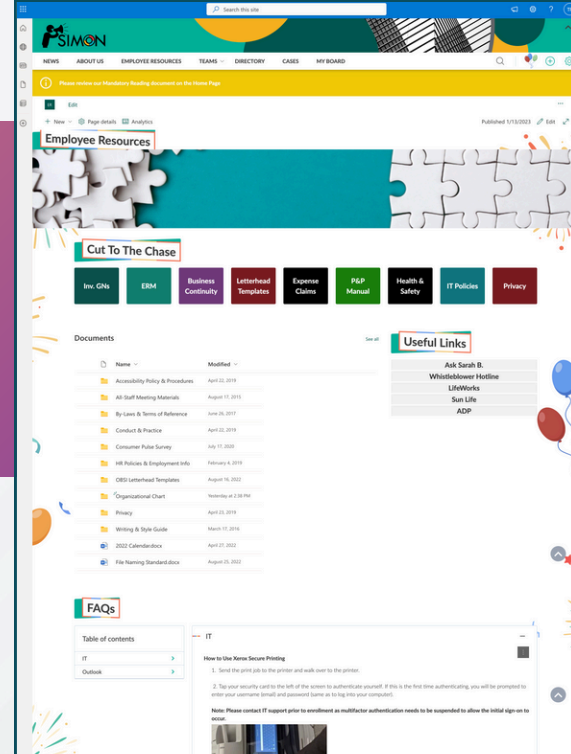
The familiar yet modern interface boosted user adoption and confidence. Engagement tools like kudos and milestones enhanced internal culture.

Easier Access to Information

Enhanced search and a visual directory made it easy to find people, documents, and case materials. This improved day-to-day productivity across departments.

Future-Ready Platform with Ongoing Enhancements

Built on Microsoft's ecosystem, the intranet supports rapid updates and new features. OBSI can now scale and adapt without the need for costly custom rebuilds.



AT A GLANCE CHALLENGES

- Much-used intranet was outdated and no longer supported by the vendor
- Leveraging Microsoft Teams and other Microsoft 365 solutions was easily implemented

BENEFITS

- A Modern Workplace with the speed, security, and uptime of the Microsoft ecosystem
- Active employee engagement driven through features like kudos and celebrating birthdays and new hires
- A custom search experience for finding and interacting with their case records.
- A powerful "hoteling" tool for reserving desk and office space facilitating a hybrid work model

