



# Improving Employee Engagement & Collaboration

How A Digital Workplace Brought Dispersed Employees Together At OPW





# OPW

### COMPANY:

Dublin Office of Public Works (OPW)

### HEADQUARTERS:

Dublin, Ireland

### USERS:

1,600+

### OVERVIEW:

Office of Public Works is a government department located in Dublin, Ireland that is responsible for performing a wide range of functions from managing national monuments, to selling government publications, to organizing state funerals.

## Implementing a Modern Intranet

Office of Public Works (OPW), a government department in Ireland that is primarily responsible for flood relief and managing heritage and state properties, was looking to replace their outdated intranet. Liam Stewart, Head of Information and Communications Technology at OPW, wanted to leverage a modern digital workplace solution that could improve employee engagement within their department, while also improving communication and collaboration across their 140 site locations.

Prior to MangoApps, employee engagement at OPW was lacking due to duplicate content, outdated resources, and poor navigation paths. "With our old intranet, there were too many systems and duplicate resources. It led to our employee engagement levels being quite poor," said Stewart. With improving employee engagement as a primary driver to adopt a modern intranet solution, Stewart set out to find a platform that could help accomplish this.

After coming across MangoApps, Stewart instantly recognized the value it could provide for OPW. "MangoApps has a huge range of tools and features. The more we looked into the platform, the more we were amazed at all the things it could do," said Stewart. OPW decided to move forward with MangoApps as their new digital workplace provider and saw immediate success after its launch. "With MangoApps, we are able to focus on what the user wants, rather than what the organization thinks the user wants," says Stewart. "As a result, we've

got our employees taking ownership of generating content and contributing to the platform."

*"I've been involved in Information and Communications Technology for 30 years. MangoApps is the best collaboration tool I've ever seen."*

- Liam Stewart,  
Head of ICT at OPW



## Centralizing Access To Information

Prior to MangoApps, employees at OPW were unable to quickly access the information and resources they needed to accomplish their work. Information was scattered across their old intranet and it would often take hours to locate a resource. "We had a lot of material in the organization, but it was scattered all over the place. There was no central location to find anything," says Stewart. "With MangoApps, we're now bringing it all together, and it's becoming a great resource for our employees to find the resources they need." Employees at OPW are now able to quickly locate what they need, when they need it, with searchable repositories of information and resources available to them 24/7.

“MangoApps is really simple to use and manage. It’s so intuitive that you can get it up and running in probably 30 minutes if you wanted to, it required no formal training from our users.”

- Liam Stewart, Head of ICT at OPW

## Leveraging The Mobile App

Another pain point that led OPW to seek out a modern digital workplace was the lack of mobile access of their previous intranet. A major roadblock for OPW’s workforce was that there was no way for employees to access the intranet outside of the network. Employees weren’t able to log into the intranet from their mobile devices, and as a result, were unable to access any of the material, resources, or information outside of work hours.

With MangoApps’ mobile app, dispersed employees are no longer confined to the office computers, and are now able to connect to the intranet from anywhere. “The mobile app is terrific. It’s customized specifically for us at OPW. Our employees can actually create new pages and posts, and communicate with their colleagues from their mobile devices. It’s very user friendly,” said Stewart.

## Establishing Workplace Communities

With employees distributed across 140 different work sites, OPW needed a way to bring all these dispersed employees together. Stewart was able to leverage groups within MangoApps to create communities where employees can collaborate and communicate within specific projects and teams. “We wanted to create communities within the organization to get people collaborating together

in teams,” says Stewart. “These communities are self-managing and have been generated around specific projects or teams that work together in our organization. And the beauty of these is that you can actually invite people from outside the organization to contribute to work within these groups. So it’s not entirely in-house anymore.”

## Improving Efficiency With Workflows

Another realized benefit of MangoApps’ digital workplace platform was that now OPW could set up effective workflows throughout the organization. By doing this, they were able to optimize efficiency and improve the way that employees conducted their work.

One such way they accomplished this was by leveraging the Trackers functionality within MangoApps. “We have been incorporating trackers across our organization because they can tie into our workflows. We’re now generating workflows using documents with electronic forms to improve the way that our people are carrying out their work,” says Stewart. “It’s been a game changer for our organization in terms of efficiency.”

## Building A Knowledgeable Workforce

After their employees became familiar with the platform, OPW started using the MangoApps LMS module to train employees. With effective training courses that employees can access at their convenience, they are able to keep their workforce engaged and informed on relevant training materials/courses. “We’re able to use MangoApps’ Learning Management System to disseminate training courses for our staff,” says Stewart. “We can import courses that have been created in a SCORM format by other orgs and make them available to our employees as well. It’s quite powerful.”

## Other Resources

[Superdrug Case Study](#)

[IPC Case Study](#)

[MangoApps ROI Report](#)

[How To Declutter Your Intranet](#)

[Digital Workplace Platform for The Modern Workplace Whitepaper](#)

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