

# CUSTOMER SUCCESS STORY

## STROKE ASSOCIATION



POWERED BY

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*We chose Cantarus to build our intranet because they offered the technical expertise and value for money we were looking for, and in no time they built a good working relationship with our intranet project team.*

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Maggie Warburton, Head of Creative and Content,  
the Stroke Association

## IN BRIEF

### CHALLENGE:

Faced with a dated, unpopular and difficult to manage Intranet, the Stroke Association required an interactive, intuitive content management system to improve internal communications and remote working.

### SOLUTION:

DNN Platform plus the “DNN Evoq” content management system (CMS) in addition to a range of supplementary Cantarus custom developed modules, to deliver extensive social functionality.

### RESULT:

Easy to use and manage social CMS Intranet solution facilitating usability, interaction and extensibility whilst encouraging better working relationships through sharing, interaction and online productivity tools.

## THE CHALLENGE

Spread across the UK with many employees working from home or small offices, increasing interactivity between its workforce to maximise knowledge-sharing and productivity was vital to the Stroke Association

They required an engaging, user-friendly knowledge management solution, vital to breaking down silos to support them in improving internal communications. Their current system, inundated with both business and technical challenges, was not delivering business value or meeting the changing needs of the charity, with key issues including:

- Navigational, functionality and flexibility issues
- Poor communication capabilities
- Unintuitive and unpopular with the workforce with complaints about poor usability and reduced productivity

Cantarus was selected to implement an interactive and adaptable DNN-based Intranet solution to act as the virtual centre for the Stroke Association workforce. Working to a tight schedule to meet the Stroke Association's rebrand deadline, Cantarus worked hard to achieve an Intranet responsive to the needs of the organisation and to its technological and social media development.

**“** *Our previous intranet did not meet the changing needs of our charity and was unpopular with our workforce because it was not at all intuitive.*

## THE SOLUTION

Cantarus' team of IT consultants and developers captured over 300 design requirements through a comprehensive consultancy phase including employee focus groups and staff surveys in the initial Intranet design analysis.

Categorised and prioritised in line with costings, 100 design requirements were selected for implementation via the DNN Evoq Content solution for Phase 1 of the project.

Cantarus developed bespoke modules to deliver specialist functionality, aiming to create a dynamic and unique DNN Intranet site to meet all 100 requirements.

Design features included executive blog and news sections, twitter-like short messaging, and a document and image repository. The social functionality implementation incorporated the creation of work groups, content sharing, an employee directory and the ability to search contact details by skills and languages spoken.

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The Cantarus team are knowledgeable and helpful, produced good documentation at every stage of the project, delivering on time and to budget.



## evoq | CONTENT

Cantarus implemented the DNN Evoq Content CMS for its exceptional value and the following features:

- Rapid application development, leveraging existing functionality for cost-effectiveness
- Extensibility : DNN store for additional customisable design features
- Cantarus' previous experience with DNN and guarantee of reliability and performance
- An unlimited number of users through one license
- Easy integration with Active Directory for Single Sign On (SSO) to comply with existing security policies

## THE RESULT

Providing a central Intranet space crucial to employee work communications, the new solution facilitates the sharing of information, resources and ideas. As a result, the Stroke Association workforce can be more productive, more motivated and better informed.

### USABILITY:

Easier access to shared documents through the Intranet document library, increasing productivity and efficiency via a simple and effective interface

### INTERACTION:

Increased opportunity for communication and workforce engagement through online collaboration areas and blogs to share ideas and knowledge, in addition to celebrating achievements

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We wanted to encourage information sharing and networking across functional and geographical boundaries, ultimately to improve overall organisational performance through collaborative working.

### EXTENSIBILITY:

Enabled seamless work groups through online room booking tools and virtual collaboration areas, improving productivity and organisation skills.



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