WHSmith

Rebuilding an Institution's Internal Architecture

"We needed a solution that would incorporate all of our existing internal systems without downtime or loss of functionality. Cantarus exceeded our expectations in delivering this level of integration."

Faye Sherman, *Head of Business Analysis & PMO*

The Challenge

Rebuild the WHSmith intranet, retaining functionality of existing applications.

WHSmith is a leading British retail chain that specialises in selling books, magazines, newspapers and stationery. The business is divided into two separate enterprises: travel outlets and high street stores; and operates over 700 travel outlets and over 600 high street stores nationwide.

The existing intranet could only be used in conjunction with Internet Explorer 8, this limitation and the growth of the organisation meant that WHSmith were in need of an intranet upgrade.

Our Solution

Use i-frame knowledge to support legacy applications.

A company-wide intranet has become a necessity in the age of constant corporate information-sharing. WHSmith's outdated intranet solution was affecting workplace productivity.

The outdated functionality was not set up for quick and easy content searches. Additionally, the internal portal was plagued with stability issues that rendered the site unusable at times.

Our priority was to completely revamp the content search system for WHSmith, transforming it into a content-sharing platform. We developed an integrated search module that would seamlessly draw data from all of WHSmith's legacy IT systems and implemented an improved search feature that would make it far easier for users to find on-site resources and therefore improve operation efficiency.

Rather than propose an entirely new design, we updated the existing site layout to minimise any disruption during the transition period. This approach saved WHSmith the expense and inconvenience of retraining their 12,000 internal users.

In order to adapt to the dynamic marketplace, WHSmith staff are now able to access the intranet on tablet devices as well as using the traditional desktop view. Users can also access the various intranet resources out-of-the-office, at a retail outlet checkout, or even at home.

The Result

A system used by 12,000 staff on mobile, desktop and till screens.

The intranet acts as a social space where users can interact, share and collaborate with their colleagues.

We ensured that moderators were given the appropriate tools to stimulate participation, manage user privileges and discreetly handle unsuitable content.