

HARMON.IE BOOSTS SHAREPOINT ADOPTION FOR CANADA POST'S EMPLOYEES

Client: Canada Post

SIZE: 64,000 Employees

INDUSTRY: Delivery and Logistics

PLATFORMS: SharePoint 2013 On-Premises

SOFTWARE SOLUTION: harmon.ie

CLIENT PROFILE

Agriculture and Agri-Food Canada (AAFC) is the department of the Government of Canada responsible for policies governing the production, processing, and marketing of all farm, food, and agri-based products. The department works closely with provincial and territorial governments in the development and delivery of policies and programs. The department is also responsible for ensuring collaboration with its portfolio partners which are also involved in regulating and supporting Canadian agriculture.

THE CHALLENGE

Four years ago, Canada Post chose to deploy SharePoint 2013 to centrally store documents and emails in accordance with record and information management requirements. This implementation replaced an existing estate of file shares, a dated SAP system, and some shadow IT cloud platforms like Dropbox. SharePoint was selected because the organization was already leveraging other applications in the Microsoft Office suite of products. The most important Microsoft product for Canada Post was Outlook as most employees spend a majority of their workdays managing their inbox. However, because SharePoint requires users to take multiple steps when migrating content to the platform, technology adoption was a major challenge for the organization's employees.

The primary obstacle facing Canada Post's implementation and usage of SharePoint was ensuring employees followed established records management policies and information management best practices. Since content migration to SharePoint involves additional steps beyond simply clicking "save", employees are forced to constantly switch contexts, open different windows, and upload content manually. Compounding this issue was the time required by each employee to tag documents themselves before uploading to SharePoint which creates a long, tedious, and error-prone bulk uploading process. With over 64,000 employees across 6,200 post offices nation wide, Canada Post needed to find a solution that allows employees to effectively manage information on SharePoint without having to constantly think about it.

Additionally, there was no practical way to save emails directly onto SharePoint, an issue that was exacerbated by AAFC's limited inbox storage space. As a result, important attachments and email content were constantly being retrieved manually from an employee's inbox. Once an employee's inbox ran out of available storage, they would be forced to potentially delete important emails to regain that space.

Lastly, there were significant obstacles to mass uploading files onto SharePoint which made the process tedious and time-consuming. The time invested to repetitively populate the same input fields for metadata tagging and filing across dozens of documents was inefficient and not an effective use of an employee's time.

THE SOLUTION

The change management team at Canada Post knew that SharePoint would only be a success if it was integrated into employee's day-to-day activities. Simply making SharePoint available would not result in mass user adoption. Canada Post decided to embrace a proactive approach to change management by implementing harmon.ie as their primary information management tool for SharePoint. To effectively adopt change across such a widespread organization, Canada Post also employed a team of internal consultants called "Information Management Champions" who were skilled at training users in new technology.

As Canada Post employees spend most of their time working in Outlook, harmon.ie brings the functionality of SharePoint directly into a user's inbox. The simple drag-and-drop functionality allows users to move content from Outlook and Windows Explorer to SharePoint in just a few clicks. harmon.ie also makes it easy for employees to store emails, attachments, and other content in SharePoint thanks to automated metadata tagging that streamlines the process necessary to upload content in bulk. This negates the need for employees to constantly tag each file manually which saves time and reduces the possibility of error. Other great features enabled by harmon.ie are the ability to rapidly search content on SharePoint for email file attachments as well as a providing a user-friendly mobile integration with Outlook and SharePoint allowing salespeople to work on the go remotely.

Most importantly, the addition of harmon.ie allows Canada Post employees to follow established records and information management policies automatically without having to give it much thought. The automated features remove any guess work from the equation while also increasing the accessibility of content anywhere, regardless of a user's location.

THE FUTURE

Since harmon.ie was first deployed at Canada Post, the organization has seen huge growth in SharePoint user adoption. Canada Post employees find it much easier to use SharePoint, and harmon.ie ensures best practices don't slip when it comes to information management. As a result, employees now store far more content in a centralized platform providing greater accessibility and records management across the organization. Ultimately, this success is thanks to a combination of Canada Post's own sensible approach to change management, combined with the ease-of-use that harmon.ie introduces to the SharePoint user experience.