

ADT

Interact has improved communication and information sharing for ADT's team of over 5,000 staff and helps to develop their 'One ADT' culture.

The Organisation

ADT is a monitored home security and business security specialist and the UK's leading provider of electronic fire and security solutions.

ADT, part of Tyco International, designs, installs and services electronic fire and security systems for residential, business and government customers. In Europe, the Middle East and Africa, ADT's products include intruder alarms, closed circuit television, access control, electronic article surveillance, radio frequency identification, fire detection, integrated solutions and monitoring. They are used to deter thieves and protect people, goods and property. For more information visit www.adt.co.uk

The Challenge

ADT's previous Intranet was an in-house solution using simple HTML pages created in Dreamweaver. This presented ADT with a number of problems:

- Inability for users throughout the business to 'own' and update their own content areas without technical knowledge.
- Inconsistent user interface.
- Lack of applications enabling process automation/efficiencies to be gained from the Intranet.

The Objective

They required a scalable, cost effective and easy to use solution which would resolve the issues mentioned above, as well as provide them with the following key requirements.

- The ability to synchronise with an internal HR database for contact details.
- The potential to add additional functionality with a phased approach.
- An easy to use content management system which would enable non technical users to add and edit content, thus relieving the burden on the IT department

- ADT wanted to restrict the amount of paperwork which moves between people as the process was time consuming and bureaucratic and they wanted to be able to move these processes online.
- ADT plan to roll out the intranet across their European offices and so the ability to use foreign character sets when adding content was a key requirement.

The Solution

Following a review of a number of potential suppliers, ADT selected Interact as their preferred solution as it met the all key requirements detailed above. The easy to use Content Management System impressed ADT as it was important that they implement an intranet that was user-centric and easy to use even for staff with no prior knowledge of intranet systems or technical skills.

The ability to profile content easily to the correct users was also important and ADT find it very useful to be able to restrict or allow access to content by individual user, user groups and departments.

ADT selected the Workflow & Forms additional Business Application module. This application enables ADT to easily create



Organisation
ADT

Sector
Electronic Fire & Security solutions for home and business

Objectives

- Improve communication and information sharing
- Ability to add functionality over time in a phased approach
- Easy to use content management system to enable non technical users to add and edit contents

Solution
Interact Intranet

“ Interact is making a big difference to the way we work at ADT. It helps us share information, news and knowledge and is helping to further develop our 'One ADT' culture. The Workflow & Forms Manager is an extremely sophisticated and powerful module that is simple and intuitive to use and will dramatically reduce our process times. With the Interact Intranet solution, we have dynamic content management which is easy to use enabling us to empower individuals within departments to manage the content and ensure that it is relevant and timely. ”

Megan Simmons
Internal Communications Manager UK&I, ADT Fire & Security



forms and build sophisticated rule-based workflow and move their business processes online making them easily and quickly accessible to everyone through the Intranet.

Intranet Governance and Management:

ADT appointed an Intranet Project Team headed up by their Internal Communications Manager. An Intranet Developer manages the day to day content and has been working on a project to get all content updated across the business. Nominated representatives from different departments / office locations ensure their sections are kept up to date.

Ensuring success: ADT recognised that in order for their Intranet to be a complete success and engage users they needed to get staff buy-in. They launched the Intranet on Valentine's Day and put images of hearts on various pages throughout the site. They ran a competition for employees who had to count the total number of hearts to win a prize. This gave employees a great incentive to explore the entire Intranet rather than just the pages that might only be related to their particular department.

Keeping it fresh and dynamic: ADT appreciates that a successful Intranet needs users to keep returning to it. To ensure that their Intranet is fresh and dynamic the Latest News section on the homepage is updated regularly and other content is changed frequently. They make use of fun elements such as quick polls, Interact's Football Challenge application and have a regular 'Did you know?' element with key facts and figures.

Team building and positive morale: ADT has used their Intranet to great effect for events such as Red Nose Day and Children in Need. They were able to share photos of what employees around the UK were doing to fundraise, keep a running tally of how much money was raised and give people special mentions. They use Interact's Football Challenge application for fun and friendly competition between individuals and different departments.

Key Benefits

- Improved communication and information sharing.
- Fully searchable staff directory. ADT's staff list can be managed from one location and staff can find colleagues quickly and easily.
- Interact's Workflow & Forms Manager module provides ADT with a forms-driven approach to workflow and business process management that can be used without consultants or programmers to tackle any business process or procedure.
- Integrated Image Library. Content providers at ADT can choose from a library of approved images enabling them to make content more interesting and achieve consistency in the look and feel of their Intranet

**Functionality**

Content Management
Active Directory Synchronisation
Searchable Staff Directory
Search Engine
Alerts (transactional messaging)
Security Platform
Configurable structure
Online system administration
Multi Dimensional menus
Mandatory read facility
Homepage Manager
Football Challenge
SMS
Statistics
Voting & Polling
Workflow & Forms Manager

Technology

The system runs on a Windows 2003 server. All information is managed via a Microsoft SQL Server 2000 database.

The Intranet is accessed via internet Explorer 6.0 and above web browser.

