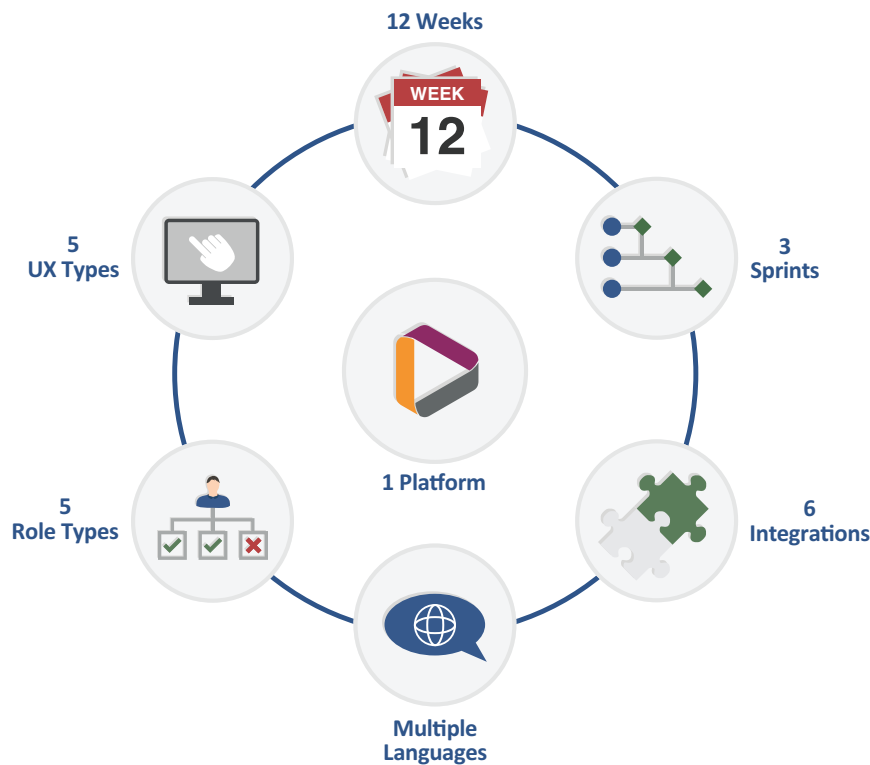




Mvine delivers a transformational approach to BT's HR portal within just 12 weeks



Features and benefits

- High-quality consultancy and advisory services – helped kick-start the prototype stage of the HR portal for BT and gain stakeholder buy-in.
- Pointed the way forward - enabled BT to visualise the challenge and scope out ways employees can better engage with HR and achieve enhanced HR services delivery.
- Expertise – provided BT with enhanced insight into what approaches would work for portal development and which would not. Delivered consultancy around alternative approaches.
- Flexible portal demonstrator – quickly mobilised the solution and demonstrated agility in testing, building engagement and adjusting the approach when necessary. The insight gained helped formulate the future commercial blueprint.

The Mvine Solution

Mvine's consultancy and advisory services, supported by its collaborative portal technology, brings HR user journeys to life for managers and employees and shapes BT's HR roadmap all within just 12 weeks.

Mvine - Enhancing User Experience

When BT launched a £60 million project to transform the way it delivered HR services, it needed a partner it could trust to help shape its vision for an HR Portal for the future and define a new approach. Mvine fitted the bill perfectly. BT valued Mvine as a 'safe pair of hands' both in terms of its ability to deliver secure HR portal solutions and its previous work with BT, including the successful implementation of a secure HR portal for BT People Networks, bringing together different user groups in support of BT's HR diversity agenda.

Rising to the HR Challenge

BT was looking to streamline and enhance the way HR services were delivered across its organisation. The existing model was overly reliant on individual HR business partners, working in each of BT's lines of business, and service delivery was therefore inconsistent and inefficient.

The vision was to replace this with a new service centre-centric operating model, and key to the success of this was the provision of an intuitive online portal. This would provide the primary window for employees to quickly search for HR information and, either self-serve via access to new HR systems, or contact an HR advisor for assistance.

For the HR portal to be successful, BT needed to ensure that user journeys through it would be streamlined to achieve more successful end outcomes. Equally important, once it had settled on a new approach, was to present a portal demonstrator to the project stakeholders, which would encapsulate all of the key capabilities and design principles of the final solution. This was necessary in order to build confidence across BT that the project would achieve its aims.

Delivering a Disruptive Capability

To achieve all of this, BT knew it needed a business partner capable of acting as an expert adviser and consultant in shaping the future roadmap for the portal and that was also able to develop a demonstrator product as a precursor for the full implementation.

According to Neil Shorter, BT's senior project manager:

"BT was looking for a solution that was flexible, disruptive and cutting-edge and could be delivered fast. Mvine fitted the bill on all three counts. This for us was a validation of Mvine's process-driven methodology, its agility and its whole business approach. Moreover, Mvine was the only company we looked at, capable of meeting our tight timescales for the production of a functional demonstrator."

The Mvine solution was implemented off-premise, meaning that it was built on Mvine's own platform rather than as part of the BT architecture. This provided flexibility to create the demonstrator at the required pace. However, it was vital to meet BT's requirement for the core content to be hosted by BT on its strategic knowledge management platform - Microsoft SharePoint 2013.

Mvine Solution

When BT launched a £60 million project to transform the way it delivered HR services, it needed a partner it could trust to help shape its vision for an HR Portal for the future and define a new approach. Mvine fitted the bill perfectly and delivered a secure, flexible portal and a mobile app.

Features

- Integration to SharePoint 2013 for content and also into BT's backend systems,
- A configurable personalised landing page with carousel, tools, intuitive menus for navigation
- Easy-to-use interactive demonstrations of how to navigate through the portal using menu structures
- Navigation and security rights and privileges in terms of allowing access
- A mobile app, delivering a working mobile view of the portal demonstrator

Benefits

- High-quality consultancy and advisory services
- Pointed the way forward for better engagement
- Provided BT with enhanced insight into what approaches would work for portal development best
- Delivered consultancy around alternative approaches
- Helped formulate the future commercial blueprint
- Delivered in 12 weeks

Ultimately, Mvine was able to deliver everything that BT was looking for from the demonstrator. This included:

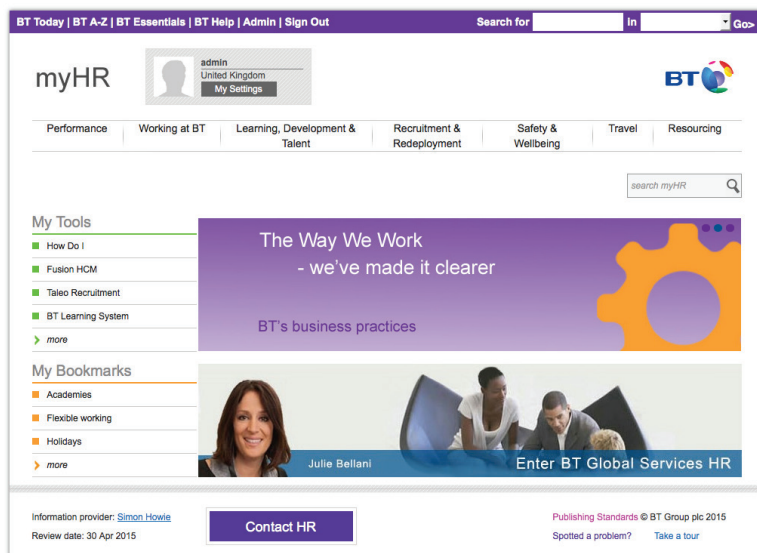
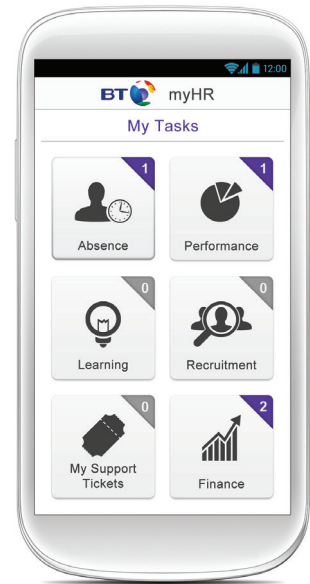
- Integration to SharePoint 2013 for content and also into BT’s backend systems, including its cloud contact capability for e-chat and voice function with the HR advisors, Oracle HR, PeopleSoft and CA Siteminder;
- A configurable landing page with carousel, tools, intuitive menus for navigation and personalisation based on user profiles;
- Easy-to-use interactive demonstrations of how to navigate through the portal using menu structures, visual tours of the portal functions and templates for content pages;
- Navigation and security rights and privileges in terms of allowing access;
- A mobile app, delivering a working mobile view of the portal demonstrator.

Benefits Delivered

Not only did Mvine deliver to time and to budget on the project, it was also flexible in what it provided within that budget.

Drawing on its expertise in the delivery of collaborative, secure HR portals, Mvine helped to bridge the gap between initial design documents and development of the final solution. It initiated a process of rapid engagement with all key stakeholders from senior management to individual system users to ‘paint a picture’ of how employee engagement with HR services works today and pinpoint ways of improving it in the future. The portal demonstrator was very effective in bringing the desired employee journeys to life and improving the businesses confidence that the stated benefits in the business case could be achieved.

“It rapidly became clear that Mvine was far more capable of delivering a fully featured platform than any of the other solutions providers we considered. More important still, we knew we could rely on Mvine. It had prior experience working with BT, in that it had recently delivered a highly successful project for BT People Networks. This for us was a validation of Mvine’s process-driven methodology, its agility and its whole business approach.”





About Mvine

Mvine Ltd is an established British SME headquartered in London. The business is privately owned, stable, auto-financing and growing in its chosen markets. Its primary line of business is authoring and selling Cyber-Secure Platforms for Collaboration Portals and for Identity Management as well as delivering cloud support services.

Information confidentiality, integrity, availability and security is at the heart of everything we do. Our business complies to numerous standards; among the better known ones is Cyber Essentials. The Mvine platform itself has won plaudits for its superior cyber-security architecture, achieving a prestigious A rating in Qualys penetration testing.

www.mvine.com

About British Telecom

BT is one of the world's leading communications services companies, serving the needs of customers in the UK and in more than 170 countries worldwide.

www.bt.com

To find out how Mvine can help transform your organisation, please call +44 (0) 208 392 4820 or email sales@mvine.com