



# Building a World-Class Intranet to Improve Internal Collaboration

A CASE STUDY



JOURNEYTEAM





## The Challenge

When Gen Miner, Sr. Manager of Employee Experience at Young Living, was assigned to improve the company's intranet, she was very excited. Before, no one had really owned or managed the site. She described it as "a place in the house where people just go dump their stuff, kind of like the junk room, and nobody cared about any of the content."

To help her tackle the task, Gen contacted JourneyTEAM. Together, Young Living and JourneyTEAM were able to create a well organized, informative internal site using Microsoft SharePoint. Here, employees could get company updates, access important documents, and stay up-to-date on workplace events.

When it came to naming the site, Young Living wanted something that represented the purpose of the site. Eventually, Young Living arrived at 'The Source'. "We wanted people to know that if you came to The Source, you're going to find the right stuff," Gen said. "And if you didn't find it in The Source, it's gossip. The name is also tied to our sourcing science and standards that we talk about a lot with our products... So it's really important to us that if people use our products, they know where it came from. Same thing with our information and our content. If they're using it, we want them to know where it came from, which is The Source."

## The Solution

A **SharePoint** intranet provided Young Living a clear visual view of all their information and communication. It showcased the most important company updates, eliminated the need to file through the entire news archive, and enabled everyone in the company to see what they need right away.





# The Outcomes

**All Information at Their Fingertips:** While discussing the objectives of Young Living's SharePoint intranet, Gen stressed the importance of having a clear visual view of everything. "We had our banner which allowed for people to have a visual view right away of everything," Gen said. In addition to the banner, we created a new section titled "Need to Know". This section showcased the most important company updates which eliminated the need to file through the entire news archive. They're able to see what they want right away.

## Young Living's New Intranet Features:

- **News and Events:** Here employees can see employee related news and events as well as member updates. Users are able to see both the customer side of things as well as the employee.
- **My Hub:** This includes anything related to a user's career, benefits, or perks like free products.
- **FAQ List:** If a user has a question about their employment or benefits with Young Living, they can find the answer in the FAQ List. They're able to search for information by keyword and scroll through results. This is perfect for anyone who's new to the company and interested in learning more.
- **Speakerphone:** Anytime an article is posted that is considered urgent or important, users will be alerted with a notification similar to Facebook. Users can then read the information on The Source, eliminating the need to check their email.
- **Tool Drawer:** One thing Gen was passionate about was keeping people in the workflow and eliminating the need to navigate to another page to access a different tool. With the Tool Drawer, users can easily jump to these tools with a single click.
- **Feedback:** Another big priority for Young Living was feedback. They wanted to ensure users were able to alert higher ups to potential problems or features they liked. The feedback option allows a user to leave feedback from anywhere on The Source, and managers are able to see exactly where it was left. This allows issues like typos, outdated information, or concerns to be resolved quickly.



## Young Living's New Intranet Features:

- **Trending Topics:** This feature puts things like popular topics, documents, items, or events in people's news feed.
- **Calendar Information:** Not only can users see company events in the calendar, but their own as well. Users can select a day and they'll see company events stacked next to theirs. This feature is also integrated with Outlook which helps to keep everyone connected and organized.
- **Employee Recognition:** A custom feature built by JourneyTEAM, this allows leadership to recognize employees who are emulating Young Living's values. Along with recognition, user's birthdays and work anniversaries are included here. Gen stated that this is a very popular feature as users are able to celebrate their coworkers, which keeps morale high.
- **Like Button:** Another very popular feature among Young Living employees, the like button is another easy, familiar way for employees to send feedback.
- **Polls and Quizzes:** In addition to asking what everyone's favorite holiday drink is, this feature allows managers to check on employee knowledge or to ensure that people are getting information and understanding it. The feature provides feedback right away, which is helping managers to teach people on the fly.
- **Gallery:** To help employees stay connected, Young Living included a gallery where company videos and pictures could be posted. Employees who post pictures using a specific hashtag can also find their pictures here which makes them feel like they're being celebrated.
- **Twitter Stream:** Any news, events, or promotions done by the company that are posted on Twitter are also posted on The Source to help keep everyone up-to-date and connected.
- **Employee Directory:** If users need a colleague's contact information or want to learn more about them, they can do so within the employee directory. Users can filter by department or location, which saves time and makes learning about fellow colleagues really easy.



Being tasked with building the company intranet was somewhat daunting to Gen. She said:

"Oftentimes, a person in this role doesn't understand the value and need of good knowledge management. You have to be willing to fight and to show your ROI and ask for help if you need. If you're not experienced with SharePoint, find someone who can help you like JourneyTEAM."

# The Outcomes

Despite there being so many features on the homepage alone, the experience between the Young Living intranet and other connected sites is seamless. Young Living has a specific color scheme that they incorporated into their intranet as well as a similar top navigation menu. This helped employees to know they were still within Young Living's source.

## **A Team to Sustain and Manage:**

"It's a lot of work," Gen stated. "You can't just create a SharePoint site and say: 'ok, you did a good job.' You have to have a team to sustain it and manage it going forward." With the help of JourneyTEAM, Gen got the exact level of support she needed. JourneyTEAM helped with some project management aspects and the creation of the site, but Gen and her team were in charge of communication, testing, and more. Essentially, Young Living identified their user's needs and came to JourneyTEAM with a number of objectives and features which we then created.

When the SharePoint Intranet site launched (three weeks early due to COVID-19), employees had the chance to enter a giveaway if they explored the new intranet. "You had to complete 10 steps," Gen said. "One step was to find a picture of a zebra, email it to so-and-so, comment on the CEO's blog, find this in search, use this, etc. By the time they walked through the 10 steps, they touched all the features of what the intranet does. We exposed them to what was possible." Users at Young Living highly enjoyed these new features and reported that user adoption is high.

# The Results



**A Seamless Experience**



**All Information Safe and Accessible**



**Building a Company Culture**



**High User Adoption**




# The Next Steps

STEP 1




Contact  
JourneyTEAM  
Experts

STEP 2



Get end-to-end  
guidance

STEP 3



Enjoy efficiency,  
scalability,  
security, and so  
much more

[CONTACT NOW](#)

## Build Your Perfect Intranet with JourneyTEAM

No matter the objective of your intranet, JourneyTEAM can help you create it. Whether you have a straightforward idea for your site or something totally out-of-the box, we'd love to hear about it. We've worked with dozens of clients in several different industries to create something perfectly suited to their needs.

JourneyTEAM is dedicated to helping customers achieve a competitive advantage by identifying the best solutions and services that accommodate their business needs. JourneyTEAM provides consultation, training, and implementation in the United States, developing and deploying connected business technology solutions that help leading global companies across several industries, including Finance, Manufacturing, Media & Communications, and Healthcare, get to market faster and achieve continued success.

121 W Election Rd. #300  
Draper, Utah 84020  
833-438-2312  
[info@journeyteam.com](mailto:info@journeyteam.com)  
[journeyteam.com](http://journeyteam.com)

"Through our relentless pursuit of excellence, we simplify and effectively use technology to create a positive, lasting impact on the world."



—JourneyTEAM Vision Statement