Enhancing internal communication experiences at Network Rail

CGI

Looking to streamline its approach to internal resource sharing and boost communication, Network Rail engaged CGI to develop five new SharePoint sites, helping to improve its digital communication frameworks and empower teams.

The challenge: creating a user-friendly internal information sharing system

Acknowledging the challenges it faced with regards to internal information sharing, Network Rail sought to modernise interactions amongst its various teams and facilitate efficient access to internal resources.

The key goal was to create a more user-friendly system that would facilitate internal engagement, enhance resource sharing, and empower teams to manage and update their sites independently.

As a Microsoft Solutions Partner and Global Managed Services Provider, Network Rail looked to CGI for a comprehensive solution.

The benefits

Our Microsoft Advisory experts enabled Network Rail to:

Significantly improve internal engagement with specific business areas.
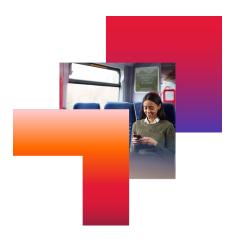
Streamline resource sharing.

Empower its teams to independently manage and develop their sites.

Enhance user experience through a focus on UI/UX design.

Gain valuable insights for future projects, highlighting the importance of communication, design expertise, and team autonomy.

Network Rail owns, repairs, and develops the railway infrastructure across England, Scotland and Wales, running a safe, reliable and efficient railway to support Great Britain's economic prosperity.

NetworkRail

Our approach to SharePoint transformation

Our Microsoft Advisory experts followed a strategic and methodical approach to address Network Rail's challenges and achieve their objectives:

Assessment and planning: We conducted a thorough assessment of Network Rail's existing communication framework to identify key areas for improvement. We collaborated closely with the client to understand its specific needs and expectations.

Site development: Using our knowledge of SharePoint's communication site features, we created customised sites for each of Network Rail's focus areas. This streamlined the development process by leveraging ready-made web parts, allowing us to efficiently build user-friendly and functional sites.

Design integration: Recognising the client's expectation for developers to also handle visual design, we improved the process by involving the internal design team and using existing Network Rail design assets. Photoshop skills were also employed to create additional assets where required, ensuring a cohesive and visually appealing design across all sites.

UI/UX focus: We placed a strong emphasis on UI/UX design, understanding its critical role in site usability and the programme's overall success. Our team ensured that the sites were not only functional, but also intuitive and engaging for users.

Training: To guarantee the long-term success and continuous development of these platforms, we provided training to at least one representative from each team. This empowered employees to independently manage and update their respective sites, fostering a sense of ownership and competence.

The solution: five new SharePoint sites

Our final solution included the development of five distinct resource sharing sites, each serving as a hub for different Network Rail teams and projects:

1. The access and inclusion site provides access to the diversity impact assessment tool and other resources for promoting diversity and inclusion within the organisation.

2. The freight safety improvements programme (FSIP) site shares information about projects and initiatives to enhance freight safety.

3. The mobile network data (MND) site updates colleagues on the exciting new technology being used to better understand demand and behaviour on the network.

4. The station enhancement programme (SEP) site showcases initiatives and progress related to station enhancements.

5. The smarter information, smarter journeys (SISJ) site offers a complete overview of the SISJ programme and current projects, including case studies and achievements.

The outcome: user satisfaction

The Network Rail SharePoint intranet project has significantly streamlined internal engagement and resource sharing, with improved user interaction across the newly developed sites.

Teams have experienced enhanced autonomy through targeted training, and our emphasis on UI/UX design created a vastly improved user experience.

Evidencing the effectiveness of our approach and solutions, Network Rail has now set a new benchmark for its future digital initiatives.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Learn more about
CGI Advisory Services

Email us at enquiry.uk@cgi.com