Catapult

Bringing Communication Full Circle: Igniting City Government with Fuse

After implementing Fuse, Catapult's Cloud-hosted intranet, a large city government in Connecticut sees a drastic increase in employee collaboration and productivity. The implementation of Fuse allowed the City to improve information sharing quickly, in as little as 6 weeks, without disrupting staff and other IT imperatives.

One of the largest cities in Connecticut had an internal communication crisis. Many of its agencies and programs were relying on stand-alone data platforms and legacy systems that were incapable of sharing information with others, resulting in duplicate data entry and difficulty in accessing information.

Striving for continuous improvement, The mayor and chief information officer began a search for a centralized tool for documentation, file sharing, and easy communication with the ability to quickly search for information. Additionally, they needed a solution that could provide project management, team collaboration, and business intelligence to programs and agencies.

Catapult had successfully rolled out Exchange and Skype for Business for the City, making them an obvious choice to further transform the City's digital workplace. As Catapult began its assessment of the City's intranet needs, it discovered file share systems with stale content, poor performance, and a massive maintenance overhead. Due to limited IT resources, the solution needed to meet user requirements, allowing for collaboration with appropriate security

The Solution: Fuse

Catapult recommended Fuse, a cloud-hosted intranet solution to quickly deliver a world-class collaboration and productivity portal to the City. Its intuitive interface and modern communication features were a perfect fit for a government

entity with a diverse user population. Fostering collaboration and increasing productivity, the solution improves employee adoption of the intranet, while driving employee engagement.

Fuse enabled the City's agencies to share ideas and keep content fresh across various departments. Information is also kept private when necessary, meeting the stringent security, privacy and compliance requirements of government entities.

Based on the implementation of many additional public sector intranets, Fuse allowed their robust public employee portal to be launched in just 6 weeks. Its customized communications and branding creates a distinct intranet unique to their organization, ultimately driving user adoption and engagement. The City was amazed at how quickly Catapult completed the implementation of their customized site, including organization-specific branding. The mayor especially appreciated Fuse's clean, user-friendly look and feel.

As a fully managed solution, the City was able to implement Fuse without impacting their other IT imperatives, and ensure that the site continues to improve over time. A key factor to the project's success is the ability to make necessary adjustments overtime, adding new content and features with minimal effort from day one. Content has been kept fresh and relevant for more than a year, as the City and Catapult work together, growing and enhancing the intranet.

Gains Include:

- Enabled information sharing that supports city managers and elected officials to make accurate and informed decisions.

- Aligned individual employee performance with agency goals by providing easy access to HR systems and documents.

- Reduced employee frustration by improving access to human resource information such as work calendars, holiday time, and HR/Payroll details.

- Improved revenue collection and service delivery, making easier transitions to citizens from agencies through data warehousing and data cross-matching.

- Streamlined relevant progress reports to staff, managers, and citizens by integrating data, performance management, and communication systems.

- Provided a huge cost savings with the cloud-hosted intranet that is managed and supported by Catapult.

- Freed up valuable IT resources for other priorities.

- Enhanced data integrity and security that goes above and beyond government requirements.

> "The proof of success was apparent immediately, through increased productivity and user adoption. The City is also excited about opportunities for ongoing feature enhancements, ensuring better user experiences and freeing up time to focus on key business initiatives."
>
> *–Director of IT*

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How can we help you?
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