

# Take care of your workforce with ease with **Employee Directory**

## About the Case Study

How our Employee Directory Software served as a host of all critical information for all members within this behavioral health service organization.

## Client Business Description

Our client, a US-based 24/7 crisis intervention service provider, offers various behavioral health services to four counties in the state of Oregon. Their services include individual, family, and group therapy, gambling counseling, alcohol and drug treatment, psychiatric consultation, and medication management. They also cooperate with various organizations, including residential and acute psychiatric services and school programs. Adding to their exhaustive list of services, they also offer case management for developmental disabilities in five counties.

## Challenge

Looking at the humongous amount of work they do for the community requires an arsenal of community service members. This is where our client was in a fix. They were finding it difficult to connect all members to an information portal where they could get in touch with each other's information, communicate without friction, and help each other to serve the community eventually. They were staring down at multiple challenges:

- No central host of information for all team members which leads to missing out birthdays and other events.
- A massive disconnect while scheduling meetings amongst the team, thus wasting a lot of time.
- Many team members were unclear about their positions and the tasks they had to execute, causing a lapse in their services at times.
- New hires were not quickly getting the hang of their team and were delayed in being deployed to the field immediately.




Most of the employee directory solutions they were getting to above mentioned 4 problems were packed with unnecessary features they didn't want.

- › These features resulted in burning a hole in their pockets.
- › They couldn't automate synchronization of their Azure AD fields with SharePoint Online User Profiles fields.


## Beyond Intranet Solution

The biggest issue for our client was unnecessary offerings along with the employee directory. We addressed that initially. We ensured the amount of information they included in their employee directory was entirely up to them. Some of them were:




### Name

Include the employee's full name, any nicknames they use, and the pronouns they prefer.




### Department

Adding each employee's department can help other members find the right person to contact.




### Position

The employee's position or job title showed their role in the organization and their specific department. We also added the job title, which made it easier for their employees to get in touch with co-workers with the right skills to work together.




### Emails

Email is one of the easiest ways to get in touch with a co-worker about things that do not need to be done immediately. Giving their staff members email addresses made it easier for them to talk to each other without spending time looking for contact information.



### Number to call


For more important things or if some employees prefer to talk, phone calls are another way to get in touch with people at work. We put each employee's phone number on the list so their team could talk to each other even when they were at a job site or in a different office.



### Location


Since their services required team members to work from different places, sharing where each person worked helped create a sense of community despite the distance. Employees could reach out to coworkers in different parts of the country to meet virtually and get to know each other.

When employees needed to set up a meeting with a co-worker in a different time zone, the location information in our employee directory helped them find a time that worked for them.




### Photo

Putting faces to names can help people in the office and company work together better. We made sure of this by adding a section with photos.



### Skills and Abilities

Having a list of each employee's skills and abilities made it easier for the team to get in touch with the best person for the job.



### Additional personal information included

- › Birthdays



### Other information and add-ins

We even added their employee's additional personal information to create a "profile" and helped make their organization feel like a community.



### Add-ins included

- › SharePoint Azure AD Connect
- › Org Chart
- › Birthday and Anniversary Reminder

## Results

Include the employee's full name, any nicknames they use, and the pronouns they prefer.



### Getting in touch with and working with other employees

By putting all of the employees' contact information in an easy-to-find directory, co-workers could work together across departments and take advantage of specific skills and abilities.



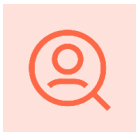
### Learn how the organizational chart works:

Our employee directory had job titles and classifications, so people could see where they stood in the organization's hierarchy.



### Scheduling

Location and time zone information helped employees set up meetings with co-workers in different parts of the country.



### Getting new hires set up

Our detailed employee directory helped new hires get to know their co-workers, which made them feel more at ease and sped up the process of getting started.



### SharePoint Azure AD Connect add-in

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### Total Sync

Their organization was in complete sync with free services such as Birthday reminders and org;





# Technology Used

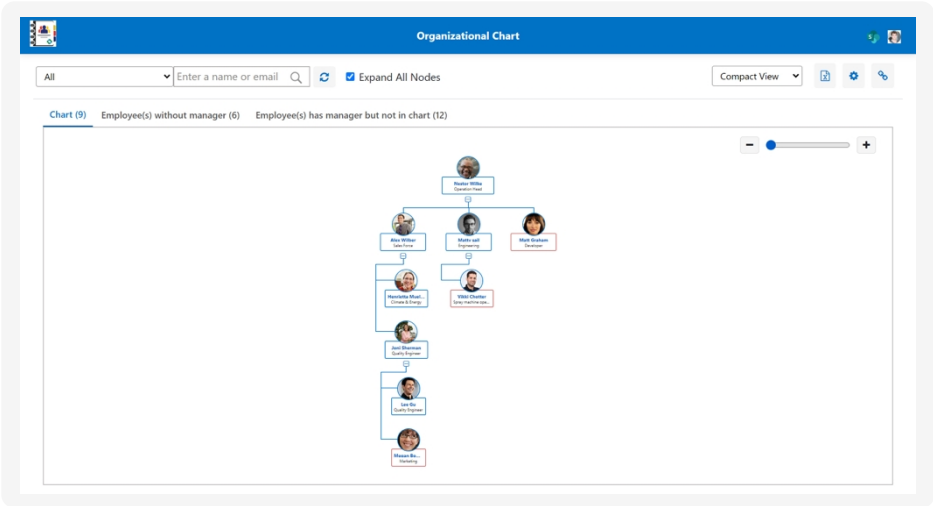
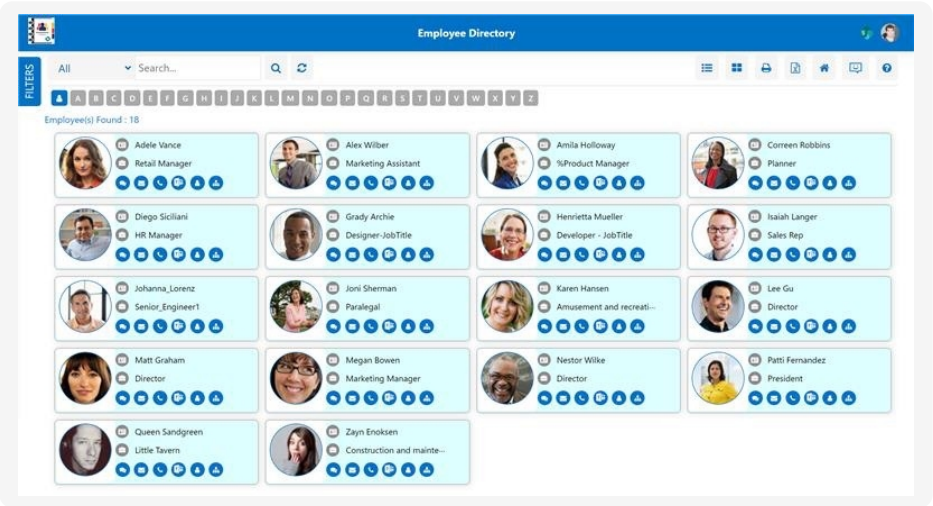


## Conclusion

For organizations this big, it's not reasonable to expect employees to know all their co-workers on a personal level and be able to find the right team member without any details to help get their work done.

Beyond Intranet's Employee Directory helped our client's team members in the organization find people and expertise quickly and easily.

## Screenshot



Birthday Reminder					
Birthday Anniversary Days interval after today 364					
Enter a name or email address...					
Name	Birthday	Job Title	Work Phone		
Patti Fernandez	December 9	President	+1 502 555 0144	Send Greetings	
Grady Archie	December 16	Designer-JobTitle	+1 309 555 0104	Send Greetings	
Diego Siciliani	December 17	HR Manager	+1 205 555 0108	Send Greetings	
Lee Gu	December 17	Director	+91 9 34343 24324	Send Greetings	
Joni Sherman	December 24	Paralegal	+8145967855	Send Greetings	
Amila Holloway	January 14	%Product Manager	+1 918 555 0107	Send Greetings	
Henrietta Mueller	February 13	Developer - JobTitle	+19545550118	Send Greetings	
Queen Sandgreen	February 24	Little Tavern	8520852085	Send Greetings	
Isaiah Langer	February 24	Sales Rep	+91 9 34343 24324	Send Greetings	

