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CASE STUDY

Muiríosa Foundation

Building Connection with SharePoint Intranet



Muiríosa Foundation

Enhancing Communication & Collaboration with Connect

The Muiríosa Foundation is an established, respected voluntary health organisation committed to supporting and empowering individuals with intellectual disabilities and autistic individuals. With a strong presence in over 200 locations throughout Ireland's Midlands, its services are deeply embedded in local communities, proudly delivering person-centred services that are accessible, inclusive and tailored to individual needs.

Striving for Connection

To deliver upon its commitment to people-centric care, a connected, informed, and empowered workforce is recognised as being central to delivering high-quality supports. However, with over 1,500 dedicated staff operating across 8 counties, the organisation faced a growing challenge - how to unify communication and information sharing in a way that fostered a united, skilled and resilient workforce.

Muiríosa was operating a legacy SharePoint solution to support information sharing. The existing solution had become more of a repository than a space for real-time communication, and use of the solution had become rather stagnant, leading to an over-reliance on emails for sharing information. It had also become increasingly difficult to reach and build connection with remote staff.

Centralising Communications

Investing in workforce development, wellbeing and retention was considered to be a key strategic goal for the organisation. Thus, Muiríosa recognised the need for a modern, centralised platform to enhance communication and engagement. Storm Technology's Connect Intranet was selected as the platform of choice. Built on Microsoft SharePoint, Connect proved a natural fit for Muiríosa, thanks to its seamless integration with the existing Microsoft systems in use across the organisation, including Outlook and Microsoft Teams. Acting as a central hub for storing and sharing company information, Connect Intranet offers a modern way to facilitate collaboration and communication

between all employees, regardless of physical location.

With a proven project methodology centred around maximising client outcomes, the team at Storm held a series of project scoping and design workshops with Muiríosa. These workshops focused on business analysis to gain deeper insight into the requirements, design review and best practice recommendations for the management of the intranet based on over 30 years industry experience.

Staff were invited to participate in an anonymous survey to garner valuable insights on the features and functionality the staff intranet might include. With those insights, Muiríosa's Steering Group met with the functional area supports to determine what content might prove beneficial to reduce administrative burden on them.

The site was designed to meet two key objectives:

1-To address day-to-day queries in terms of the organisation's Functional Area Supports, Policies and Resources sections alongside a 'How Do I?' tab.

2-To provide timely information on events, opportunities, achievements and challenges across the many diverse and geographically dispersed locations.

Critical personnel were also identified, including site owners and content champions who would be responsible for posting updates, to keep the content relevant, accurate, and engaging.

The intranet was then developed and tailored to reflect Muiríosa's brand identity and organisational values, creating a familiar and welcoming digital space for staff. The solution was also customised to provide centralised access to essential business tools and systems, delivering a more streamlined user experience.

Enhancing Employee Engagement

Speaking on the project, Deborah Gleeson, Information



...we have noted some immediate benefits, including active participation on our informal news section, connection via community initiatives, peer recognition, and event awareness. Our site acts as a valuable 24/7 self-service knowledge hub, which continues to offer potential, so that every staff member can feel connected and empowered in their role.

Deborah Gleeson
Information Officer
Muiríosa

AT A GLANCE

Client:
Muiríosa

Industry:
Health Services

of Employees:
1500 +

Business Challenge:

- ▶ Unifying communications across a geographically dispersed workforce.
- ▶ Keeping remote employees engaged and informed of company updates.

Services / Solution Overview

- ▶ Technology:
Connect Intranet

Benefits Realised

- ▶ Key documents and data are now consolidated across Muiríosa's 200 locations, ensuring information is transparent and accessible to everyone.
- ▶ Enhanced collaboration and information sharing among new and remote staff.
- ▶ All employees can now access a 'How Do I?' section that empowers self-directed learning.



Officer at Muiríosa stated, “Since the rollout of the solution, Muiríosa continues to transform what once was a static repository of information into a dynamic tool for communication and learning. Key documents, data and systems are now consolidated across Muiríosa’s 200 locations, ensuring information is accessible to everyone and maintaining transparency across the organisation. For all staff - from our newest recruits to our seasoned experts - this is our bulletin board, our online reception desk, our information hub which offers growing opportunity to our organisation.”

The practicalities of the intranet have been especially helpful in the case of onboarding new staff, enabling them to access real-time communications and organisational updates. Further, the intranet has a ‘How do I?’ section which allows staff to view comprehensive instructions for various tasks, empowering them to learn in a self-directed way.

As users can see all the systems they need at a glance, directly from the intranet, it is now easier to find the tools necessary to carry out day-to-day tasks, creating a more modern user experience. “When staff log into the intranet in the morning, they can also log into the alternative systems they need straight from there, whether its accounting, payroll or audit software. This makes it more convenient for staff to access and navigate the systems they need for the day,” commented Gleeson.

Driving Human-Centric Change

To help Muiríosa maximise user adoption, Storm provided training and user guides to ensure all staff were equipped with the skills needed to navigate, manage, and maintain the intranet effectively. Post go-live support was also provided to address any issues with system performance and user training, and to ensure a smooth transition to the new intranet.

Speaking on their partnership with Storm, Gleeson stated, “The team at Storm were enthusiastic, responsive and forward-focused. Their ability to align technical implementation with our organisational goals helped ensure a smooth rollout, and their people-centric approach to technology change has helped ensure successful adoption. Although it is early days, we have noted some immediate benefits including active participation on our informal news section, connection via community initiatives, peer recognition and event awareness. Our site acts as a valuable 24/7 self-service knowledge hub, which continues to offer potential, so that every staff member can feel connected and empowered in their role.”

Looking to enhance communication and collaboration within your business? [Get in touch](#) with a member of our team today!

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