



KONICA MINOLTA

All Covered



IT SERVICES FROM KONICA MINOLTA

AVISON YOUNG



REAL ESTATE SERVICES

Success Profile



All Covered Facilitates Internal Communication for North American Real Estate Firm

BACKGROUND: Founded in 1978 and headquartered in Toronto, Avison Young is the world's fastest-growing commercial real estate services firm. As a collaborative, global company, Avison Young comprises 1,300 real estate professionals in 50 offices that provide investment sales, leasing, advisory, management, financing and mortgage placement services to owners and occupiers of office, retail, industrial and multi-family properties.

As Avison Young continued to grow rapidly through organic growth and acquisitions, senior management determined the company required an internal intranet to facilitate collaboration and promote the company culture across offices throughout Canada and the United States. "When the sales and marketing teams needed information or collateral for a new prospect or customer, we found the staff spending a lot of time e-mailing back and forth looking for current documents," said Lyndal Hanna, Vice President of Information Technology at Avison Young. "As a fast-growing company, we also found it challenging to communicate with employees and to promote our business culture."

SOLUTION: To improve internal collaboration and communications, Hanna decided to deploy a Microsoft SharePoint intranet portal. "We knew SharePoint could provide all the capabilities we required, and since we had already deployed Microsoft Office 365, we saved on software licensing costs since the suite includes SharePoint."

To assist with the SharePoint deployment, Hanna turned to All Covered, a long-time, trusted IT partner. "The All Covered team is easy to work with," Hanna said. "They offer expertise in both SharePoint and Office 365, and they recommend practical approaches that sync with our business goals."

By following the All Covered recommendation to pre-load all the data and documents and then thoroughly test SharePoint, Avison Young ensured the intranet portal would work properly before the full deployment. All Covered also worked closely with Avison Young to apply any necessary changes including a new visual design created by Avison Young to help attract employees to visit the site more frequently.

"Now that All Covered has created the SharePoint foundation, we can add new components on our own, such as a new line of business or department," Hanna said. "But we still consult with All Covered on any complex functionality we need to add."

BUSINESS IMPACT: The Microsoft SharePoint portal proved particularly beneficial when Avison Young rebranded company marketing materials. Using the portal, the corporate marketing team provided the new templates and forms so field personnel

RESULTS

- Improves collaboration among geographically dispersed sales teams
- Provides quick access to current marketing documents and presentation data
- Facilitates internal communications across 50-office company with 1,300 employees
- Enhances company culture by facilitating morale-building activities



could always access up-to-date documents. "Delivering the new marketing materials via e-mail would have been challenging," Hanna said. "We would not be sure that everyone had received and was using the updated materials, plus the large image files would be added stress to our e-mail system."

In addition to facilitating collaboration among teams from different offices, the new SharePoint portal helps employees bond with employees from other offices. Avison Young runs regular contests to drive activity to the portal, and the offices often post pictures as well as videos to win the contests. This activity has generated a lot of fun and enhances the company's overall culture.

TECHNOLOGY:

- Microsoft Office 365-SharePoint



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