

Case Study – Corporate intranet



The Company

Pearson is an international media company with world-leading businesses in education, business information and consumer publishing. With 37,000 employees based in more than 60 countries, they draw on common assets, processes and share a common purpose: to help their customers live and learn. Pearson is listed on the London and New York stock exchanges (UK: PSN; NYSE: PSO) and in 2009 had sales of £5,624m and an operating profit of £858m.

The Business Challenge

Pearson shared services provide support to internal business partners across the global organisation by the means of an intranet based on old technology which was no longer fit for purpose. The decision was made to change to Microsoft Share Point technology and devolve responsibility for the ownership of the content to twenty senior stakeholders across the business. The Managing Director decreed that development of this new intranet would be business led for the benefit of the internal business partners but would at the same time make use of the very latest in collaboration technology.

The Solution

The Andante consultant initially undertook a discovery survey and interviewed all stakeholders and business partners, establishing their high level business need and helping the less technically proficient manager's understand what was possible from a business process perspective. From this work the structure and the format of the new intranet was established and agreed with the stakeholders and a one hundred page detailed functional specification was written with the full collaboration and sign off by the key stakeholders.

The Benefits

Richard Banks Solutions Manager Pearson Group

"Steve is a highly personable and conscientious person to work with, and he left a good impression with everyone he came into contact with. He delivered good results, on time and to budget and I would recommend him to anyone else considering using his skills and abilities." Top Qualities: Personable, High Integrity, Creative

The Andante Mission

Our professional advisors are committed to enhancing your customer's journey through, your people, your processes and your systems. This is achieved by providing you with best practice, managing change and delivering practical and effective assistance. We have reduced costs, motivated teams and assisted many companies like yours to acquire incremental business, retain customers and lock out the competition.
"Independent, objective, Advice"

Five Star, Quality
Assurance Rating on the
East Midlands Service
Provider register

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