

Dexcom®

Dexcom is a continuous glucose monitoring company based in San Diego, California. They serve the diabetic community around the world. The driving force behind the new intranet project was the need for improved employee communication that connected all employees across the globe.

Industry: Medical Equipment & Devices

Revenue : \$500+ mil

Company Size: 1001-5000 users

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Employees now have anytime and any device access to all their work resources from the intranet. It's just easy and simple and that's what resonates with our employees. Valo Intranet and their certified partner, Klarinet Solutions, were the key to a quick return-on-investment for Dexcom.”

Chad Johnson
Sr. SharePoint Administrator,
Dexcom

Dexcom is a rapidly growing company which recently opened new offices outside the US with numerous remote employees. With all that combined they needed to improve both employee communications and employee productivity to foster rapid growth.

Why Valo?

Valo provides a ready-to-go intranet solution built on SharePoint which enabled Dexcom to leverage their existing investment in SharePoint and achieve a quick return-on-investment. Dexcom partnered with Klarinet Solutions, a certified Valo partner from the Valo Partner Network, for the implementation of the ready-to-go intranet solution. Dexcom implemented the Valo intranet solution in under 30 days with great success.

Surveys prove the progress

Dexcom utilized the Valo Survey feature to incorporate feedback into their ongoing employee user experience testing after launching Valo. Dexcom received a great response from employees. Other significant advantages were easy to follow layout and design, things were easy to find, intranet works on mobile devices, and employees can quickly get to all their other Office 365 apps from the intranet.

23% ↓

Number
of Clicks

25% ↓

Task
Completion
Time

23% ↓

Task
Incompletion
Rate

305% ↑

**Overall
Satisfaction Rating**

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Hologic is an innovative medical technology company that is focused on women's health and well-being. They have over 7000 employees. Hologic is based in Marlborough, Massachusetts with locations across the globe.

Challenge:

Hologic has been utilizing a SharePoint-based Intranet since 2010. They have invested in a new Intranet upgrade and migration to SharePoint Online from SharePoint 2013. The new Intranet provided new opportunities for posting News, sharing content and links. However, they did not have visibility into what the users were accessing, what content was most-used and how to enhance the Intranet and ensure a return on investment. Basically, they were flying blind.

Strategy :

Hologic partnered with Klarinet Solutions to meet their challenges.

- They chose Velocity Site Metrics because it did everything that they needed it to and cost so much less than other options.
- They needed to give Internal Communications their own way to look at the Intranet traffic. With the current set up, Internal Communications must put in a request to the IT department.
- They needed to be able to create multiple dashboards for different audiences so that they could limit requests coming into IT.

Impact:

The Internal Communications team was not able to see what things were "hot" on a page and thereby determine what content was important to users. The solution now allows the Internal Communications team to adjust the content on the Intranet and then run a report over a period of time to see if the changes are effective. There is no more guessing. They now have empirical evidence.



The Internal Communications team has now learned that News postings don't need to happen multiple times a week. In fact, the most effective News posts are those that stay up for about a month. This means that they can still generate employee engagement but do that with less content. Traditionally you would think that more is better, but with Velocity, they were able to prove that less really is more.

Surveys:

“

With my dashboards I can create reports in 30 minutes instead of 2 hours like it used to take me with Google Analytics”

“

With the insights provided by Velocity Site Metrics, we are completely redesigning our home page. We can see what users are clicking on, what news is getting read and can now create a page that we know will work.”