

A social network at the service of employees

Through their corporate social network, 213,750 users share information, collaborate and support each other thanks to a multitude of valuable e-services.

Summary

As a major player in the energy transition, the EDF Group is involved in providing energy and services to around 35.1 million customers, including 26.5 million in France. Thanks to its Corporate Social Network, which is fully integrated with Liferay, the Group provides an indispensable communication and collaboration tool for all its employees.

In Brief

INDUSTRY:

Energy

COUNTRY/REGION:

France

USE CASE:

Intranet portal

KEY FEATURES:

Articles, blogs, wikis, forums, FAQs, forms



‘Vivre EDF Online’ values our employees and is part of a more collaborative and open corporate culture, where discussions can be spontaneous and constructive.

Raouf Ellini, Project Manager for EDF

Challenges

- Compilation of over 400 intranet sites on a single platform
- Simplification of access to various online services, such as HR, through a single interface
- Personalization of information according to user profiles
- Integration of existing business systems and applications

Results



VARIETY OF CONTENT

390,000 content items (articles, wikis, blogs, documents, forums, surveys)



INCREASED COLLABORATION

540 communities of interest. Useful and practical e-services



USER UPTAKE

213,750 users in 2017, 57,000 unique visitors per day



WEB AND MOBILE ACCESS

On desktop and mobile applications (iOS and Android)

400 Intranets Gathered Together

Previously, EDF Group had more than 400 intranet sites scattered all over the world.

In 2011, the IT Department and the Group's HR and Communication Departments, supported by the members of the Executive Committee, launched the Group's first social network. Its objective is simple: to provide employees with a single point of entry to access the information and online services they need.



Developed using agile methodology in just four months, 'Vivre EDF Online' uses 90% of Liferay's functionalities and includes five major components: communication, collaboration, social network, e-services and mobile.

From News To Communities

With nearly 110,000 articles published, the Communications Department provides employees with all the Group's institutional information and news. Each user can comment on the articles or ask an open question to the management.

Each time a user connects, they see personalized information based on their profile, their activity on the network or their membership of one of the 540 communities of interest. Each of them has its own news, blogs, wikis and FAQs. "Our online communities are very collaborative. There are even innovation communities to launch challenges and gather new ideas," says Raouf Ellini. In terms of governance, each business unit has a dedicated Community Manager, whose role is to approve the creation of a new community or to manage its activity.

From Directory To Social Network

A directory containing 217,000 information sheets has also been created. Each sheet indicates the employee's contact details, position, unit, internal network of contacts, and skills. Like LinkedIn, skills can be filled in by the employee or recommended by other colleagues.

"These sheets are a kind of online CV. They allow employees to look for a colleague and HR teams to identify talent so that they can fill new positions more effectively," explains Raouf Ellini.

Integrated Online Services

The aggregation of existing business applications into a single gateway simplifies each employee's daily work. For example, the "My HR Situation" service allows them to consult their personal data, manage their holidays or training, consult job offers, obtain a digital passport to enhance their skills or request a certificate. This has significantly reduced the number of calls to HR teams.

But the Group has gone even further by offering a multitude of collaborative services worthy of the most powerful solutions on the market.

For example, the creation of an event or meeting scheduling tool. Called "TDISPO?", this internal Doodle has quickly gained acceptance.

A classified ads service also allows employees to sell, buy, rent out or offer their services. An EDF Craigslist that enjoyed tremendous success.

A directory devoted to EDF sites allows users to locate each site and discover the best restaurants or promotional offers nearby, with the help of employees. A kind of TripAdvisor to make sure you don't miss out on any of the best deals.

"This useful and efficient social network has not only opened up communication between management and teams, but also harnessed a spirit of collaboration for the benefit of the company," concludes Raouf Ellini.