

# Nelmac's Digital Leap: Transforming Information Management with Microsoft 365

Information Leadership provides a cutting-edge iWorkplace digital solution, empowering Nelmac to achieve more with less.



## Overview

We absolutely adore New Zealand's stunning natural environment! That's why we were thrilled to help Nelmac, an environmental services organisation, streamline their information management systems. This way, they can focus on what they do best — keeping New Zealand green and beautiful.

By creating a modern digital workplace with Microsoft 365, Nelmac was able to take the reins on the implementation, boost their team's skills and do more for less.

## Challenges

Nelmac faced several challenges, including:

- Siloed teams and insular work practices.
- Difficulty in collaboration and document co-authoring.
- Varied digital literacy and access to technology among staff.
- Security concerns and limited governance.
- Duplication of information across multiple systems.
- Small IT team who required training and support.

## Objectives

The primary goals of the project were to:

1. Enhance Nelmac's digital presence, enabling staff to easily file, find and share content and information while enhancing collaboration, teamwork, field use and efficiency.

2. Design a new modern digital workplace utilising SharePoint Online and Teams applications on the Microsoft 365 platform.
3. Utilise Enterprise Content Management (ECM) architecture that was high performing, amplifying content management and collaboration capabilities.
4. Enhance and train Nelmac's IT team to independently develop sites and migrate content.
5. Facilitate adoption through comprehensive change management, governance, training, and relationship-building initiatives.



*As a growing business, Nelmac needed better management and accessibility of critical information. Partnering with Information Leadership, we embarked on a transformative journey with Microsoft 365 SharePoint.*

*Starting with a comprehensive discovery process, Information Leadership developed a detailed action plan for SharePoint implementation. Despite budget constraints, they crafted a solution that met our needs, enabling us to become self-sufficient and stay within budget.*

*The result was a document management system tailored to our needs. Onsite training and strong change management quickly upskilled our staff, laying a solid foundation for our ongoing journey to modernise how we work.*

– Nic Stuart  
Business Partner Technology, Nelmac



### CHALLENGES

**Information risk:** lack of information governance causing security concerns.

**Hard to collaborate:** no view of information across the organisation.

**Lack of document control:** for critical documents and templates.

**Duplicate information:** making it hard to know what the authoritative document is.

**Constrained IT resources:** a small IT team who needed to be able to support systems with as light a touch as possible.

### SOLUTIONS



## Project Scope

The project was divided into two phases:

- **Year 1:** Focused on implementing core platform functionality and setup. This included creating an activity-based classification structure to improve find-ability and support good content management practices. IL's iWorkplace framework and apps were deployed to design and automate the creation of site patterns and templates. Content migration and development of supporting sites was largely delivered by Nelmac's IT team.
- **Year 2:** Aimed at further modernising the digital workplace, including intranet enhancements and incorporating existing MS Teams into the platform.

## Solutions

IL proposed a comprehensive solution to address these challenges, without the need for complex IT intervention.

They included:

- Rapid implementation of SharePoint Online and Teams applications on the Microsoft 365 platform.
- Leveraging iWorkplace Apps to manage business templates.
- Upskilling Nelmac's IT team on simple site deployment and ShareGate migration.
- Complex site builds were designed and built by IL, helping to free up Nelmac resources.
- IL quality assurance checks for new site builds.
- Deployment of specialist solutions, such as Contract Management and Controlled Documents.
- Creating a familiar, shared taxonomy for organising documents and workspaces.
- Providing training and support to ensure successful adoption of the new solution.
- Enhancing collaboration and teamwork through the use of Teams as a modern collaboration interface.

We build & implement Microsoft 365 digital workplaces that transform how work gets done.

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*Nelmac faced a pressing need to enhance the management, storage, and accessibility of critical business information. We partnered with Information Leadership to guide us on a transformative journey towards a modern workplace through Microsoft 365 SharePoint.*

*Our journey began with a comprehensive discovery process that examined how the business was currently handling files, storage practices, pain points within our existing system, and challenges in external and inter-business collaboration. From this, Information Leadership developed a detailed plan of action for implementing SharePoint, equipping us with robust tools to create a structured and efficient document management system.*

— Nic Stuart, Business Partner Technology, Nelmac



## Results

The project delivered significant benefits, including:

- Improved information management, boosted productivity and reduced inefficiencies.
- Flexibility for tailored workflow and compliance requirements.
- Enhanced collaboration and teamwork across the organisation.
- Increased digital literacy and access to technology for all staff.
- Better security and governance practices.
- Significant knowledge share and uplift for Nelmac's IT team
- Delivery of an agile, modern, consistent and high-performance digital workplace that supports Nelmac's growth and innovation.

## Conclusion

Nelmac's digital transformation with Microsoft 365 is a prime example of how organisations can leverage modern iWorkplace technology to address and manage information and content challenges. By partnering with Information Leadership, Nelmac is well-positioned to achieve its goals and continue its success in the future.