



**HBF HAS BEEN A PROUD WA LOCAL FOR 75 YEARS, LOOKING AFTER ALMOST A MILLION MEMBERS EVERY DAY AND GROWING. CURRENTLY, HBF PROVIDES HOME, CAR, TRAVEL, LIFE AND HEALTH INSURANCE. HBF IS A NOT-FOR-PROFIT, MEMBER-FOCUSED ORGANISATION COMMITTED TO CREATING HAPPIER AND HEALTHIER COMMUNITIES.**

### THE CHALLENGE

HBF employees spend a significant portion of their day interacting with digital documents and systems. Add to this significant digital employee-to-employee interaction including instant messaging, electronic billboards, video conferencing and other collaboration tools.

Through the years, HBF's digital systems and process grew and morphed to meet the requirement at the time. This often meant that the corporate information management tools and intranet were burdensome and did not enable their corporate growth strategy.

### THE VISION

The HBF Digital Workplace was developed with the primary intent of improving business efficiencies, knowledge sharing and employee engagement. HBF envisioned an all-in-one solution for HBF employees to access all information and functionality required to perform their day-to-day work.

HBF is an organisation committed to helping employees to be healthy and happy, both at work and at home. Taking into account the positive effect of a supportive, efficient work environment enables HBF's employees' wellbeing and allows them to provide better service to Members.

### THE SOLUTION

Employees and their productivity, both individually and collectively, are the building blocks of successful organisations. Using technology to automate and optimise business process allows employees to focus on critical tasks delivering the greatest value to Members.

HBF's Digital Workplace streamlines business process, promotes employee collaboration and drives successful business outcomes.

The Digital Workplace is an integrated one-stop intranet solution developed to improve the effectiveness and efficiency of HBF employees through six discrete functional areas:

- Application Portal
- Document Management
- Enterprise Search
- Collaboration
- Business Process Management
- Social Engagement

The Digital Workplace delivers value through enhancing current workplace capabilities and introducing new capabilities such as advanced document management. These improvements enabled HBF to become a technologically forward-thinking organisation.

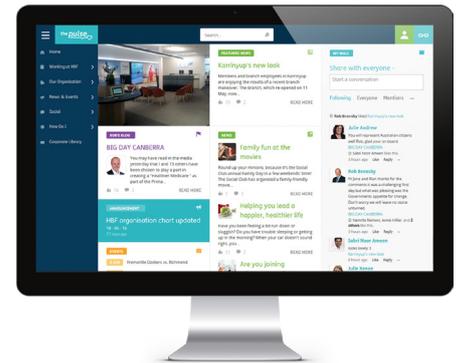
### TECHNOLOGIES AND METHODOLOGIES UTILISED

#### Methodologies

- Agile techniques and iterative development
- Continuous deployment model

#### Technology Software

- NET
- SharePoint
- Responsive mobile-ready design
- JavaScript and jQuery
- Nintex Workflows and Forms
- WCF Web Services



### MEASURABLE BUSINESS BENEFITS

Since the Digital Workplace implementation in 2014, HBF has seen year-on-year growth in employee engagement and trust in using the digital social platform.

Within the forums – organisational, team and individual, employees can share, learn about and celebrate key business achievements.

The project has achieved its goal to enable and support a cultural change to a digital workplace.

#### Key benefits include:

- 40% increase in employees-news views and important corporate information
- 2700 searches queries per week
- 20,000 corporate documents uploaded
- 11,000 page views per week
- Social posts increasing

Moving closer to the goal of a paperless office, the efficiencies through electronic submission of approvals, training requests and group policy approvals, has dramatically improved response times by a magnitude of three, alongside improvements in employee satisfaction.

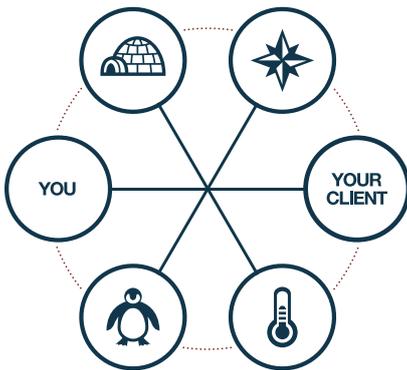
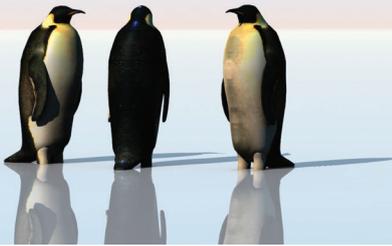
The Digital Workplace has dramatically improved efficiencies, giving a voice to individuals through social connectivity and establishing a corporate document library.

The Digital Workplace has provided a forum to support the wellness of employees and help them deliver the best possible services to Members.

*The nirvana that any business seeks is for perfect business processes where the mundane is automated, finding information is easy and having an engaged and aligned team. Add to these benefits the realisation of a paperless office, HBF's Digital Workplace has delivered significant advancements to both the individual employee and the organisation as a whole. From accessing legacy systems to development of social collaboration across the enterprise, HBF's Digital Workplace has increased employee engagement and business efficiencies. Collaboration is at an all-time high!*

**LESLEY BREMNER BELL, CHIEF SOLUTIONS MANAGER AT HBF**

## AS A TRUSTED PARTNER, DIVERSUS RELIABLY DELIVERS QUALITY TECHNOLOGY AND INNOVATIVE BUSINESS SOLUTIONS



At Diversus, we focus on your business challenges and develop a plan to get you to where you need to be. We see our clients as our partners, and we seek to solve today's issues while never losing sight of the horizon.

### IN THE BEGINNING

Established in 2006, Diversus has built a reputation for delivering quality work in an ethical manner

Our team work collaboratively to deliver tangible results. It's about evolving with business and technology, and making all people's contributions part of the process and solution.

### WORLDLY LOCALS

Diversus is a wholly Australian owned and operated business and actively supports the local IT community. Our consultants all possess a diverse range of skills and professional experience from a variety of industries bringing a wealth of knowledge to your organisation.

Over 82% of our consultants have been raised in Australia with a strong understanding of the local economy. Yet 71% of our team has spent more than two years of their professional life overseas.

What does that mean to you, our clients? Our consultants are confident and nimble, using best practices to provide innovative solutions to business challenges.

### STAYING IN FRONT

Ongoing skill and knowledge training, mentoring and support are fundamental to nurturing our staff and developing them throughout their career. Diversus is proud of our supportive reputation which enables us to attract and retain high-quality staff in the unique local market. For our clients, it is critically important that our people are armed with knowledge and possess the passion to develop and deploy industry best practice processes and tools.

Our expert team will help you respond to today's challenges to grow your business, reduce costs and optimise productivity, working closely with you on:

- Business Planning & Transformation
- Business Optimisation
- Customer Management & Analytics
- Digital Experience
- Digital Workplace
- Mobile Innovation
- Research & Development
- Cybersecurity
- Custom Solutions

### CONTACT

Diversus reliably delivers quality technology and innovative business solutions that set your business to meet the challenges of today with capacity to plan for tomorrow.

If you'd like to speak with experienced professionals about solving your business challenges, please contact us.

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