



Leading construction and building services firm rolls out new intranet



Over the last 69 years, EllisDon has grown from being a general contractor to a multifaceted company that can deliver any aspect of a project. Over the past decade, EllisDon faced challenges common to many growing organizations. Specifically, it needed a way to drive alignment, communication and knowledge-sharing across the company without distracting employees since more than half of its workforce is in the field. EllisDon turned to LumApps to create their next-generation intranet.

+3 000
Employees

12
offices

About EllisDon

EllisDon is a world-leading construction and building services company that completes in excess of \$5 billion worth of building and service contracts annually in every sector and across the globe. As a fully employee-owned company, EllisDon holds fast to its legacy principles:

- ✓ **Being transparent, ensuring employees have complete access to all the plans, strategies, goals, and the results from each division and department.**
- ✓ **Being mutually accountable to one another.**
- ✓ **Being enthusiastically entrepreneurial.**
- ✓ **Give employees freedom and trust them to get their work done.**

The Challenge

With growth and expansion comes complexity. To address the growing need to facilitate connection and communication across a distributed workforce, EllisDon initiated a competitive review process to assess leading intranet platforms based on who could deliver a next-generation solution to break through silos and barriers -- a platform built for decades rather than years. Also key was the ability to instill EllisDon's founding principles across every use-case to reinforce the company's brand and values, translating into a better experience for employees and ultimately clients.



Why EllisDon chose LumApps

LumApps was selected as the company’s intranet provider for its unique ability to transform EllisDon’s means of communicating, collaborating, knowledge-sharing and fostering employee engagement from the office to the field.

Key Use Cases

✔ **Lessons Learned and Knowledge Sharing**
With its Lessons Learned Community, EllisDon offers employees a gateway to share important lessons learned and grow within their area of practice. These span market sectors, success stories, mistakes (they happen), and guidance around best practices to ensure knowledge becomes a living accelerant of the company’s success.

✔ **Crisis Response**
As the COVID-19 outbreak emerged and pandemic restrictions intensified, EllisDon used LumApps to share frequent, team-relevant updates in real-time to avoid work disruption, provide information on safety procedures and combat employee anxiety, burnout and uncertainty.



✔ **Employees increasingly**
Expect companies to provide networks to connect, communicate and engage with peers across interest or practice. The EDPORTAL provides the ability for new hires and seasoned employees to connect, share and ask questions important to their location, role, speciality or practice. This pro-social mindset reinforces the company’s founding principles.

✔ **Strategic Alignment and Engagement**
The EDPORTAL provides Executive Portal messages from key leaders across the business. Supplementing company-wide emails, the Executive Portal Messages help keep employees apprised of news, strategy updates, and future/current concerns in a way that deepens transparency, dialogue and trust.



The Results

Named EDPORTAL, the newly-launched EllisDon intranet is a stark breakthrough in providing a great employee experience. No longer are frontline employees disconnected from the office. Droll pages with lists -- still common at many top enterprises -- are replaced with a consumer-grade experience, allowing employees to quickly contribute content and have conversations while finding the information needed to get work done.



LumApps helps companies in all industries improve communications, employee engagement, knowledge management, and much more.

Get in touch to know more!