



inIDEX: a Mobile Digital Workplace Supporting Employees from Day One



IDEX Group is a major player in the energy transformation sector that is constantly striving to evolve its services. Over the last few years, the group has undergone significant expansion following the acquisition of numerous local companies and international businesses. In this rapidly growing environment, support functions such as communication, human resources and security are confronted daily with major challenges. To address these challenges and align with the group's strategy, in 2018, IDEX decided to completely revamp its internal communication platform.

4900+
Employees

88%
Active Users

23%
Decrease in the
number of incidents
since 2019

About IDEX

IDEX Group specialises in environmental and energy services and supports its clients in optimising their energy model, from energy production to consumption management. Operating as a partner to its industrial clients, IDEX offers solutions designed to be incorporated into their sustainable development policy. IDEX ensures sustainable management of public- and private-sector buildings. IDEX is equipped to handle all energy types across France (biomass, geothermal energy, recovered energy, etc.) and provides long-term support for local authorities in developing their energy infrastructure plans. long-term support for local authorities in developing their energy infrastructure plans.

The Challenge

IDEX needed a new intranet platform designed to meet the below business needs:

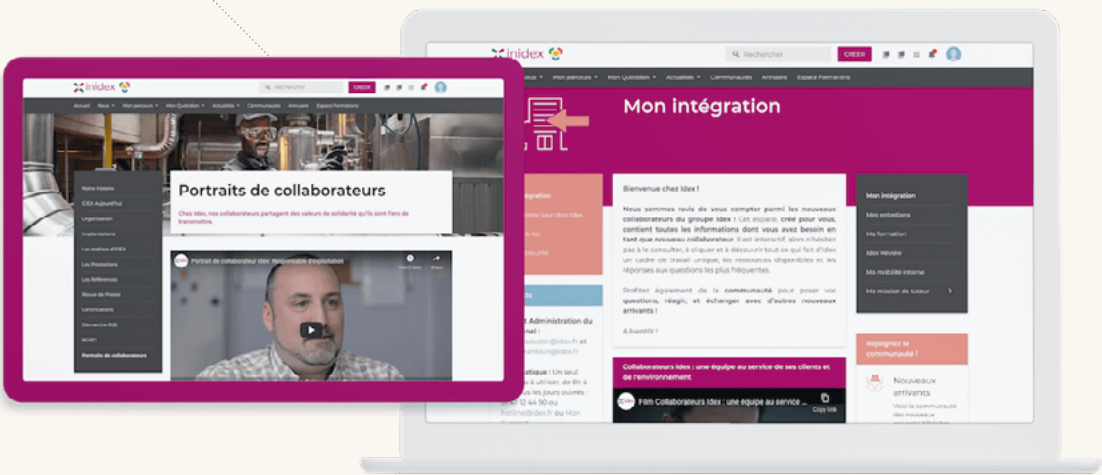
- ✓ Sense of belonging
- ✓ Attractiveness & Recruitment
- ✓ Onboarding & Training

Why IDEX Chose LumApps

Previously available only to support functions and on desktop computers, the purpose of the new intranet solution was to unify all communication for all employees, both in the office and in the field. IDEX's goals were to offer its employees an intranet that stands for:

- The face of the group
- Unique collaboration hub
- Source of business information

That's when IDEX and LumApps began their collaboration in 2018 and created a digital workplace that connects more than 4,900 employees, of which more than 2,700 are frontline workers.



Key Use Cases

✓ Safety and Security

Working in a high-risk environment employees need to be well prepared, hence key information is always at their disposal on the homepage of their digital workplace. Dedicated security pages and communities are built to ensure that employees across the organization have quick access to resources, can ask questions directly and exchange in case of emergencies.

✓ Onboarding

To support managers in their actions to integrate new arrivals into the team, an “Onboarding” page regroups all information and initial instructions. Furthermore, a dedicated onboarding track pre-set on the mobile application, is designed to instruct employees on their first steps in Idex. The track guides users through key pages like “Integration”, “Safety and Security”, “First day in Idex” to the “New Arrivals” community, while ensuring they get all the essential information before diving deeper and exploring the rest of the platform

✓ HR Page

Idex digital and HR teams worked together to build an HR hub for announcements and updates. It’s also a space where they can highlight people’s professions, experiences and success stories.deeper and exploring the rest of the platform

✓ Internal Mobility

To offer better visibility on the existing career development opportunities within the group, Idex’s team moved away from their outdated HR tool and leveraged inIdex. Employees can now find relevant job opportunities on the new “Internal Mobility” page. A rubric with inspiring employee stories and the latest internal promotion news is regularly updated to encourage career development projects.

“Sharing strategic information on our markets is essential for the sales force. Thanks to the monitoring Community created with Lumapps, the sales force has access to the latest useful and up-to-date information thanks to its advanced information qualification and research functions.”

Alexandre Bouxin
Marketing Manager
at Idex Group

✓ Heading inspired by the press

Dedicated news rubrics like security and health, business sales, jobs and professions, rules and regulations, innovation, CSR...have a special place on inIDEX with format and visibility personalized according to user profiles.

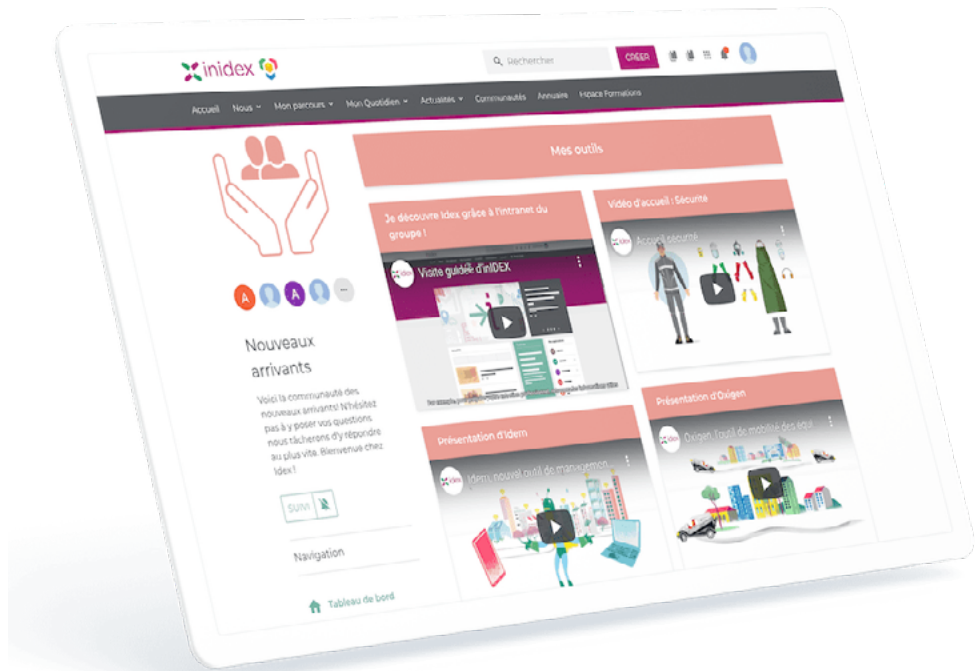
✓ Mobile access

inIDEX is accessible on both desktop and mobile devices. The mobile application allows employees to access all their documents and the latest company news wherever they are.

The Results

“As HR, inIDEX makes our daily life easier. From the onboarding of our employees, through all the HR news, the communication of processes, access to the training area, or the possibility for everyone to see in real time the job offers of the group to boost their mobility, our employees are at the heart of HR thanks to LumApps.”

Caroline Millard
HR Development Manager
at Idex Group



+500
Successfully
onboarded employees
in 6 months

+220
Employees benefited
from internal mobility
opportunities
since 2019

1,067
Community posts
created in one year

13,607
New reactions (likes,
shares & comments)
in one year



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

Get in touch to know more!