



Elevate your Digital Workplace

Case Study

Keysight Technologies

How Keysight Technologies intranet 'Pulse' powered by Attollo Intranet was awarded Best Intranet 2021 by Nielsen Norman Group - read how we achieved this.

www.thisisattollo.com



Success Stories

Keysight Technologies

Founded as Hewlett-Packard in 1939 and launched as a fully separate electronic measurement company on November 1, 2014. Keysight provides solutions that help customers innovate in 5G, automotive, Internet of Things, network security, and more.

Employees – 15000 employees globally



Find out more - www.keysight.com

Overview

Bringing new technologies to market requires the ability to see the unseen, to imagine entirely new approaches, and to test the untestable.

Throughout their history, Keysight have shared a sense of curiosity with their customers at the potential of technology and the power of engineering to solve seemingly intractable measurement challenges, collaborating with them to turn their visions into reality. Keysight are highly sought after in the technology community with 25 technology companies using Keysight.

With an unprecedented presence, Keysight have 32k+ customers in more than 100 countries. Proud to have a diverse employee basis that is made up of 13k employees located across the globe and a further 670k students..

Their Challenges

The newly formed internal communication team at Keysight identified the need for an internal intranet to help with the influx in internal content that needed to be dispersed to a global workforce.

They had a clear vision of what their communications should embody moving forward. After initially researching intranet best practices, looking at several suppliers in the market, they found Attollo Intranet and the rest was history.

- ✖ **Poor document management adoption**
- ✖ **Lack of internal communications**
- ✖ **Lack of knowledge sharing**
- ✖ **Onboarding different departments**
- ✖ **No culture of internal comms**
- ✖ **No single identifiable Digital Workplace**
- ✖ **No centralised place for content**
- ✖ **Little to no customisation**

“

When I received the email from Attollo Intranet I thought ‘holy cow, this might be the answer to my problems’. Just when I thought we couldn’t afford to create templates for the whole company. If we went with Attollo Intranet, it was clear that we would get a whole lot more for our money and wouldn’t have to go through the full design process because we wanted a quick turn around time.

Brianne McClure

Employee Communications Manager - Keysight Technologies

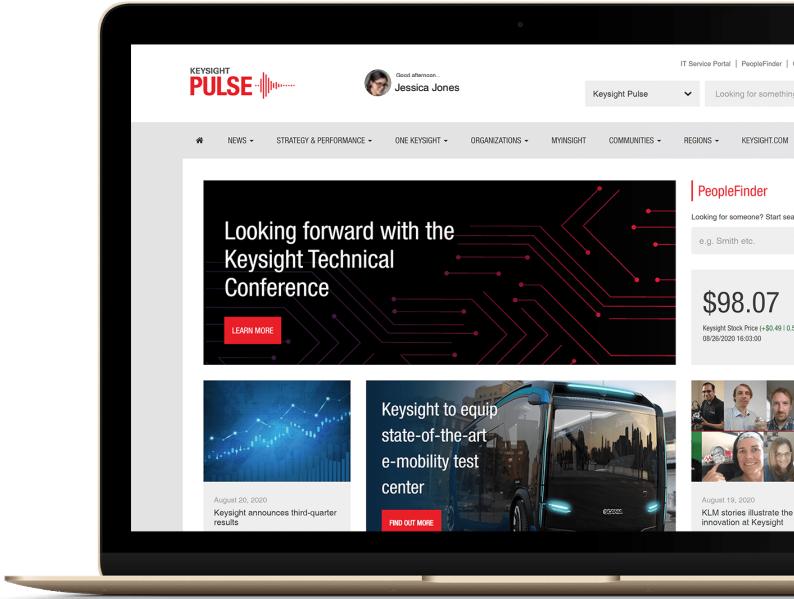
”

Quick & Easy Deployment

Although this Keysight project was initiated within the internal communications team, adoption was not mandatory across the organisation.

The team had to make the project planning and deployment as simple as possible to encourage maximum reach across the Keysight departments.

Keysight communication team worked alongside the Attollo Intranet team to make this as quick and easy as possible to attract other departments and users and encourage them to move their content over.



Brand Alignment

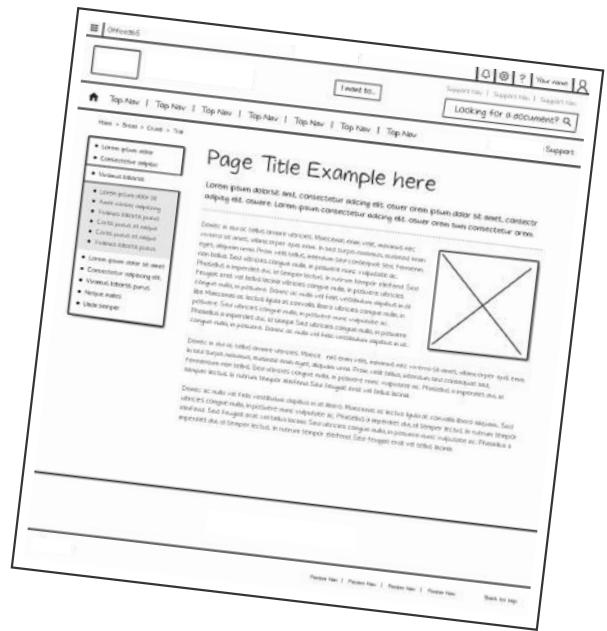
Keysight were attracted to Attollo Intranet based on the aesthetic being so clean.

Keysight worked closely with Attolo Intranet to replicate the correct look and feel for the site to closely match that of the Keysight branding. Keysight used their own designs and visuals so that their intranet is completely unique to their organisation, as we would recommend it to be.

Templates

As the Keysight would only be responsible for 4/5 of the main intranet pages, it was crucial that in the future, when onboarding large teams and other departments, that they process was repeatable with little to no input from an external agency.

This was largely down to time and budget. Attollo intranet hosts an impressive array of templates that are provided as standard as part of the Attollo Intranet offering. Having these templates enables Keysight to onboard other departments at their own pace, quickly, without having to embark on a design process. This was a huge benefit to Keysight and one of the main selling points and offers of recommendation internally.



KEYSIGHT
PULSE

Good afternoon...
Jessica Jones

IT Service Portal | PeopleFinder | Compliance Hotline

Keysight Pulse | Looking for something?

NEWS STRATEGY & PERFORMANCE ONE KEYSIGHT ORGANIZATIONS MYINSIGHT COMMUNITIES REGIONS KEYSIGHT.COM

Looking forward with the Keysight Technical Conference

LEARN MORE

August 20, 2020 Keysight announces third-quarter results

Keysight to equip state-of-the-art e-mobility test center **FIND OUT MORE**

August 19, 2020 KLM stories illustrate the power of innovation at Keysight

OneDrive for Business

August 17, 2020 IT recommends OneDrive for storing data files

August 19, 2020 Keysight employees come together to create music video

August 7, 2020 Q&A: Ingrid Estrada introduces the Thrive team

August 5, 2020 Five ways we're flexing our 5G muscles to win new customers **SEE ALL NEWS**

Popular Portals

Brand Portal Customer Experience & Quality Field Portal

Human Resources Keysight Global IT PathWave InfoHub

Key Sightings

VIEW ALL WINNERS

Quick Poll

If you could bring one thing from the office to your home, what would it be?

Coffee machine!
 My chair
 Ping-Pong table
 My co-worker **VOTE**

News Releases

Keysight 5G Test Solutions Enable SoI to Address Demand for 5G Product Validation in Design and Manufacturing

Keysight Survey Reveals True Costs of Time Delays Caused by Test Equipment Misconfiguration, Maintenance and Training Issues

Keysight Technologies to Participate in Upcoming Investor Conferences

Keysight Technologies Reports Third Quarter 2020 Results

Keysight's Connected Car Test Solutions Enable FAW to Ensure Reliability and Performance of In-Vehicle and V2V Communications

For more Keysight News, visit the Keysight Web site

#KeysightLife

Follow Keysight on Social Media [Twitter](#) [Facebook](#) [YouTube](#) [LinkedIn](#)

06:54 Santa Rosa (CA) 07:54 Colorado Springs (CO) 08:54 Austin (TX) 14:54 London 15:54 Böblingen 16:54 Bucharest 19:24 New Delhi 21:54 Penang 22:54 Tokyo

PULSE FAQ FEEDBACK PULSE CONTACTS KEYSIGHT RESTRICTED

KEYSIGHT
PULSE

The Mighty Homepage

As the Keysight communications team would only be managing 5/6 of the intranet pages, it was essential that the homepage was fit for purpose and that the comms team were able to publish daily news on the homepage.

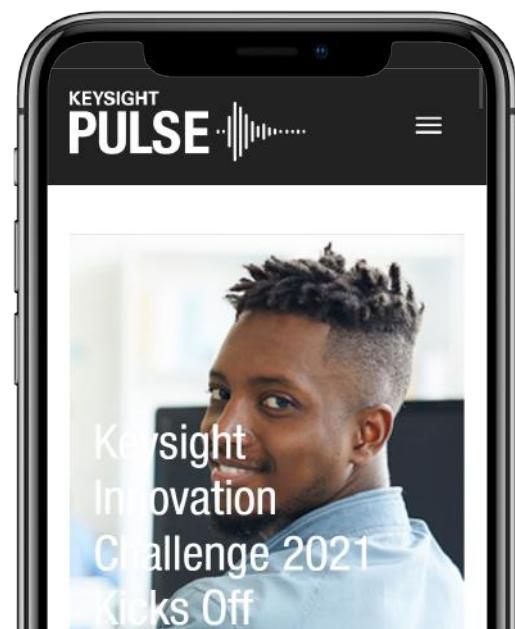
It was important to Keysight that the homepage wasn't static and to keep it engaging for users, Attollo Intranet created a dynamic homepage so that each day had a different look and feel for users.

The company newsletter was embedded into the homepage for all of their dispersed workforce to see the most important company announcements.

Responsive Design

Keysight wanted an intranet that worked on mobile, desktop and table to suit the varied needs of their large audience.

Attollo Intranet is built using SharePoint Custom Master Pages, Page Layouts and Bootstrap for a fully responsive experience that works seamlessly across all devices.



“

Having previously worked in project management and agency work I knew that I could save a lot of time and could get more work done on the front end rather than wait for an agency to go through the whole design process. When I spoke to Sam, I understood right away the value of having an out-of -box solution that the rest of our company could use without any additional cost to them, which would help us reach our centralisation goal, although that wasn't my primary assignment, I knew it was very important.

Brianne McClure

Employee Communications Manager - Keysight Technologies

”

Great User Experience

The Keysight intranet was designated with optional adoption at the heart of the project.

Although this was kickstarted by the internal communication team, it was essential that they wouldn't be responsible for all of the intranet content.

They first had to attract each department to join, this was done by promoting the great user experience. Secondly, each department had to own and manage their own content to avoid it becoming outdated.

Department Sites

Keysight wanted something that could serve their current 15000 audience but also have room for growth to future proof the project.

Attollo Intranet has unlimited user capacity and are able to give different permissions to different users.

Using the very latest development approaches and technology from Microsoft, Attollo Intranet has ensured ongoing longevity and supportability. This aligns with Keysight's next goals of onboarding Japan and German.

The screenshot shows the Keysight Pulse news archive interface. At the top, there's a navigation bar with links for NEWS, STRATEGY & PERFORMANCE, ONE KEYSiGHT, ORGANIZATIONS, MYKEYSiGHT, COMMUNITIES, REGIONS, and KEYSIGHT.COM. A search bar is also present. Below the navigation, a banner for the 'KEYSiGHT TECHNICAL CONFERENCE 2021' is displayed, along with a photo of a bus. To the right, a section titled '2020 FIRE RESOURCES' is shown. The main content area is titled 'News Archive' and features a sub-headline: 'Catch up on the latest company news, progress, and strategic updates.' On the left, there's a sidebar with filtering options for 'Filter your news' (including 'Start searching...', 'Filter on Title', 'Sort by Published Date', 'Sort order Desc', 'Departments', 'Year', 'Month', and 'Day'), and a 'RESET NEWS FILTER' button. The main content area displays a grid of news items, each with a thumbnail, date, title, and a small description. For example, one item from August 20, 2020, is about 'KTO Q3 FY20 Results'. At the bottom of the news grid, there's a 'VIEW MORE RESULTS' button. At the very bottom of the page, there's a feedback section with 'DID YOU FIND WHAT YOU WERE LOOKING FOR?' and 'YES' or 'NO' buttons, followed by social media links for Twitter, Facebook, YouTube, and LinkedIn.



Social Integrations

With Keysight splitting from parent group, they had lots of outdated content that was not engaging or appropriate for the end user.

Attollo Intranet has been used to provide structure to their content and surface the most recent content that can provide unique content to each person and the specific information that they would need to see in the intranet.

Department Sites

Keysight had a variety of departments that were operating on siloed sites. The platform, look and feel and content was different for each department, posing huge problems in transparency of information.

The decision to use Attollo Intranet meant that there was a standardised template for each department and navigation was made simpler. It was a huge benefit to everyone to have information that was surfaced in one central place in a SharePoint environment. As this was optional adoption across Keysight's departments, the communication team had to make it exciting for the departments to onboard together. Keysight communication team encouraged a pilot session for each department to trial Attollo and encouraged them to be part of the 'cool' project.

News & Updates in one place

One of the biggest challenges that Keysight faced was knowing that the best practice was to centralise content, but only having ownership over the intranet homepage and 5 other pages.

The Attollo new pages of one of there and important for Keysight to get right as a flagship page. Attollo Intranet News Centre has empowered users to find information quickly and easily, when they need it most, which in turn has helped reduce communication times between users. The New Centre surfaces both primary and secondary news stories powered by tags.

“

The other goal was that we had to make the intranet so cool that everyone wanted to be a part of it. As a communications team, we couldn't tell each department it was mandatory for them to move their content over, they have to want to of their own accord. We wanted it to be so simple and easy for them to use, users couldn't be forced to use it; they have to want to which was a big part of our strategy and Attollo intranet ticked all of those boxes - The design of the site is so clean I love it!”

Brianne McClure

Employee Communications Manager - Keysight Technologies

”

All the latest documents

As Attollo Intranet sits on top of SharePoint it used the Document Library to surface documents in the intranet and where they are within version control so it's easier for their audience to manage.

Keysight have adopted a transformative cultural mindset to have one central place of communication and documents. This has helped them form new and healthy habits for version control and previous admin nightmares. With all the information in the right place and there when they need it, it's helped users to become savvier with their time management.

Helpful Documents

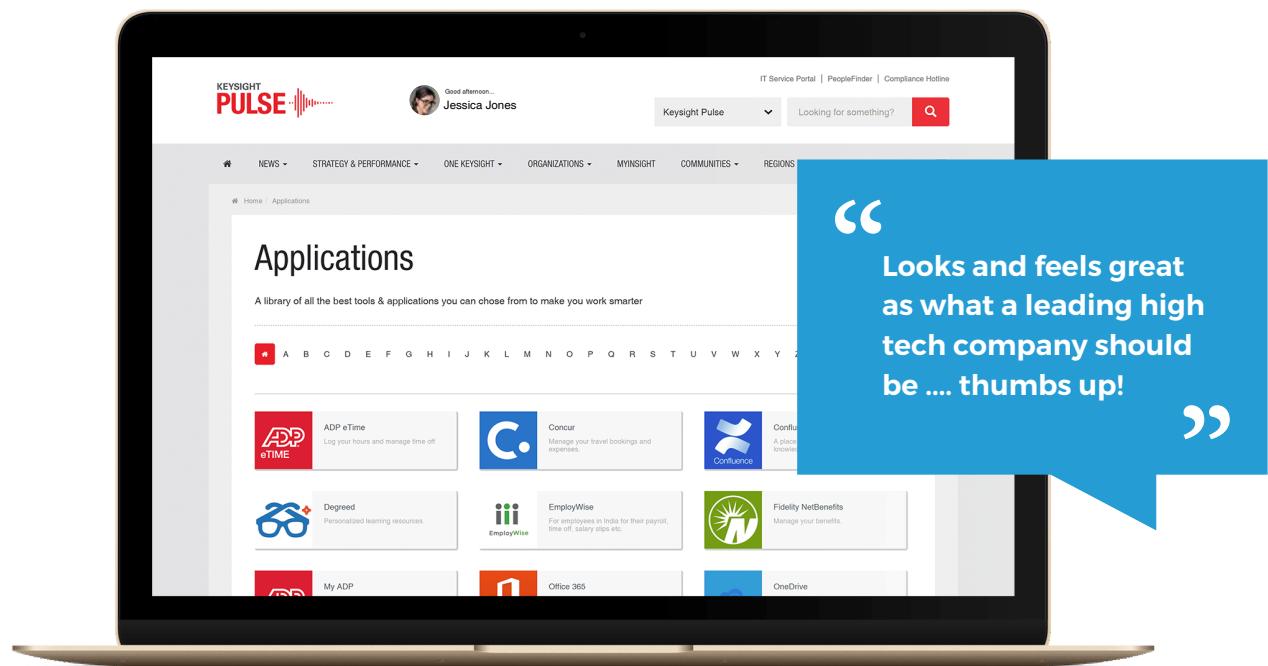
-  Airbnb Guidelines
-  Approval Process for Travel to Restricted Countries
-  Print ISOS Card
-  Rental Car Insurance
-  Travel Agency Contacts



Ideas Lab

Keysight has clear values directed towards organisational continuous improvement, also known as 'my insight'.

Keysight used the Attollo Intranet out-of-the-box feature 'ideas lab' to manage this on a large scale, which has been hugely beneficial for the organisation. They are able to track idea contributions from employees across the whole organisation. In turn, these employees can see which ideas have been implemented. They can also contribute the ideas and upvote popular suggestions.



Solution Process

Following our Attollo Onboarding Process we went through a series of steps to support Keysight Technologies and launch their Intranet.

1 Requirements & Goals

Listening to Keysight Technologies about what they need to achieve & how we can tackle their pain points.

2 Deployment & Branding

Careful planning of the UI & UX and deployment of the Keysight Technologies brand into the new intranet.

3 Content & Training

A Content Delivery Plan was created. Departments were defined, then we trained their content power users.

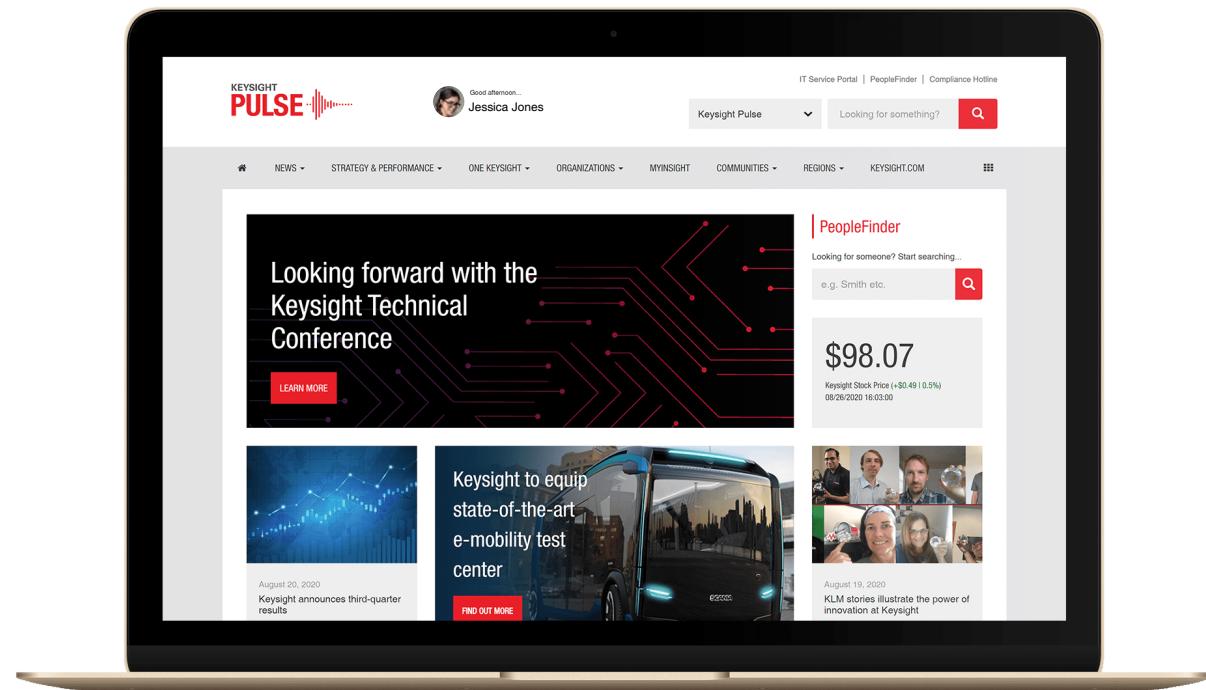
4 Go Live & Next Phase

With Go Live a success we then worked with closely with Keysight Technologies regarding future phases.

“

This is indeed of a great way for employees like me around the global to see how our top leaders are thinking, making and executing Keysight growth strategies. It's very encouraging to see our achievements in the past five years and expect a better tomorrow while we working together. The live feed is just like a live streaming show, very modern and fashionable

”



“

Our team have worked diligently to deliver a solution that fits all the Keysight Technologies requirements and beyond. The project has been a perfect example of “how to do things” and I really implore any organisation looking to create an intranet to take a closer look at what Keysight Technologies have created. From start to finish you can see the benefits of having a direction, project planning and then finally the end result. Working with Keysight has been an absolute pleasure.

Sam Dolan

Creative Director - Attollo

”

Results

We launched the new intranet in January 2020 with a message from our CEO that included a video demo of the new site, a five-day email countdown, and a company-wide naming contest. Thousands of employees voted and selected “Keysight Pulse” AKA Pulse as the intranet name. During the first week, employees around the world tuned-in for live updates from our annual executive development meeting.

Within months, Pulse became a critical communication tool as Keysight adapted to the COVID-19 pandemic. Along with providing travel and site safety information, executives started posting video updates to the intranet. Along with these videos, we kept employees motivated and engaged by sharing content like employee music videos and examples of employees applying the Keysight Leadership Model (KLM) to their work.

Pulse also created better synergy across functions and departments. It is easier for employees to stay informed about the latest product launches and press releases. We've also centralized shared tools and resources employees need to build platform-based solutions and improve customer experience and quality. Before the new intranet, this content difficult to find.

“

I'm so excited to use this new tool. It looks amazing. Great work, team. This looks both modern and very user-friendly. I think the team should all have a photo with #NailedIt :)

”

Keysight's decentralized intranet model meant that we needed a solution that was scalable and easy for teams across the company to adopt and manage. Since January, we've created homepages for our key business groups and trained about 20 subsite managers who then train and support various teams within their departments.

The site is easy to use, and employees with varying levels of technical backgrounds have been able to learn how to update and manage content. By making it easier for teams to manage their content, we've streamlined several processes like updating organizational charts. We've also automated executive updates and news, so they appear on department homepages – reducing the duplicate news-sharing work that happened in the past.



NNG Best Intranets of 2021 Award

Keysight Technologies earn top honors after being recognised by Nielsen Norman Group as one of the world's 10 best intranets for 2021, in collaboration with Attollo Intranet.

For over two decades, Nielsen Norman Group has analysed the evolution of intranet platforms with a laser focus on user experience. 2021 marks the first year which Attollo Intranet have been spotlighted in the Nielsen Norman Intranet Design Awards, setting out a very exciting path for the Attollo & Keysight Technologies who continue to push the intranet norms.

www.nngroup.com



Elevate your **Digital Workplace**

www.thisisattollo.com