



Case Study: How We
Transformed The Wine
Society's Communication
and Employee Engagement

Optimising Communication
for the Drinks Industry

THE POWER OF A SHAREPOINT INTRANET FOR INTERNAL COMMUNICATION



Modern Work

adepteq
improved business performance

THE NEED FOR CENTRALISED COMMUNICATION IN THE DRINKS INDUSTRY

With over 25 years of experience, Adepteq has successfully delivered more than 1,000 SharePoint intranet projects, covering development, deployment, training, and support. As a *Microsoft Solutions Partner For Modern Work*, we stand out among the 30,000+ Microsoft Partners in the UK.

Our expertise drives digital transformation through tailored SharePoint solutions, that enhance collaboration, streamline operations, and ensure long-term success.

We Transformed The Wine Society's Technical Landscape Client Overview: The Wine Society



In the competitive drinks industry, clear and centralised internal communication is key to operational efficiency. It boosts employee engagement, reduces misunderstandings, and aligns teams with organisational goals. Without it, businesses face miscommunication and inefficiencies. Adepteq addresses these challenges with tailored SharePoint intranet solutions.

The Wine Society, a prestigious wine merchant in the UK, had built a reputation for excellence in product selection and customer service. However, they faced challenges in communicating efficiently across departments. Their existing systems were outdated, scattered, and did not provide a unified, easily navigable platform for sharing critical company information. The Wine Society turned to us for a complete digital transformation.

FRAGMENTED COMMUNICATION AND INFORMATION OVERLOAD

Disjointed Communication Channels

The organisation relied on various disconnected methods, including emails, bulletin boards, and in-person meetings, leading to inconsistent information flow. Employees often missed crucial announcements, resulting in confusion and delays in decision-making.

Difficulty Accessing Key Documents

Essential HR policies, compliance information, and operational documents were scattered across multiple platforms and formats. This disorganisation made it challenging for employees to quickly locate necessary resources, ultimately stifling collaboration and slowing down projects across departments.

Inefficient Reporting Processes

The reliance on manual processes for reporting accidents and incidents increased the likelihood of human error and delays in addressing safety concerns. Without a centralised reporting system, management struggled to maintain oversight, resulting in challenges in ensuring compliance with health and safety regulations.

Limited Employee Engagement

Employees found it difficult to connect with company updates due to the lack of a user-friendly communication platform. This led to low participation in company-wide initiatives and a growing sense of disengagement with important workplace policies, particularly for remote staff who felt isolated from the main office communications.



A TAILORED SHAREPOINT INTRANET FOR SEAMLESS INFORMATION FLOW

We designed and implemented a bespoke SharePoint Intranet tailored to meet The Wine Society's unique needs. Our focus was to create a user-friendly, highly functional system that would revolutionise how employees interacted with company resources and each other.

Key Features Implemented:

Centralised HR Hub

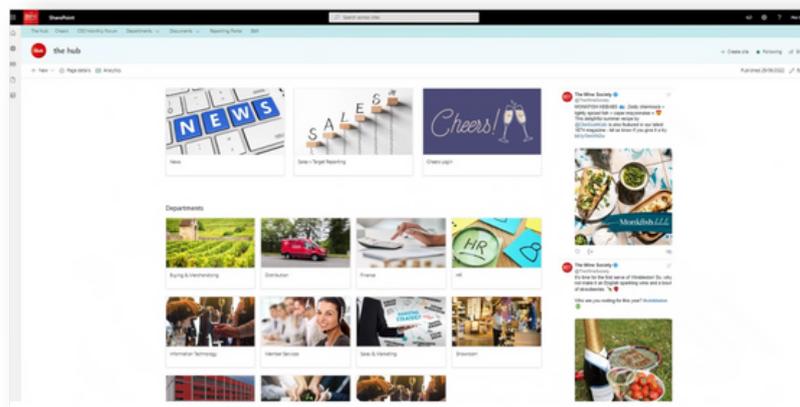
The SharePoint Intranet housed all HR policies, employee handbooks, benefits guides, and training resources in one dedicated section. Employees no longer had to dig through emails or outdated folders to find crucial information. *A simple, intuitive interface allowed staff to quickly access and download the documents they needed.*

Health & Safety Reporting

The intranet featured a custom-built health and safety module where employees could report incidents, view safety protocols, and receive timely updates. *Managers could track and manage incidents in real-time, ensuring faster resolution and compliance with regulatory standards.*

Employee Engagement Tools:

We integrated company-wide news feeds, event calendars, and announcement boards directly into the intranet. These features empowered The Wine Society to engage employees with up-to-date information on company events, initiatives, and policy changes. *This promoted a sense of community and belonging across the organisation.*



ENHANCE COMMUNICATION WITH AN INTRANET DESIGNED FOR YOU

Document Accessibility

Critical documents, such as forms, company-wide updates, and procedural guidelines, were made available in a well-organised document library. Employees could quickly search for and retrieve files, *streamlining workflows and reducing delays.*

User-Friendly Navigation

Our custom-designed user interface was easy to navigate, ensuring employees at all levels—whether tech-savvy or not—could find what they needed quickly. *The entire structure was built around intuitive user experience principles, minimising the need for extensive training and maximising adoption.*

Training for Success

To ensure The Wine Society fully leveraged their new intranet platform, we provided targeted training sessions for their employees. We conducted hands-on workshops and customised tutorials for different departments, making sure each team understood how to interact with the specific areas relevant to them. *As a result, the new intranet quickly became a cornerstone of their internal communication, with employees actively using it to stay informed and collaborate.*

The Wine Society, Rhod Williams - Head of IT



Adepteq's exceptional SharePoint support and expertise have been transformative, significantly enhancing our systems.

At The Wine Society, we chose Microsoft 365 for its cost-effectiveness and alignment with our IT strategy. Adepteq provided clear, fixed pricing and expert deployment, and the project's success enabled us to achieve our strategic goals.

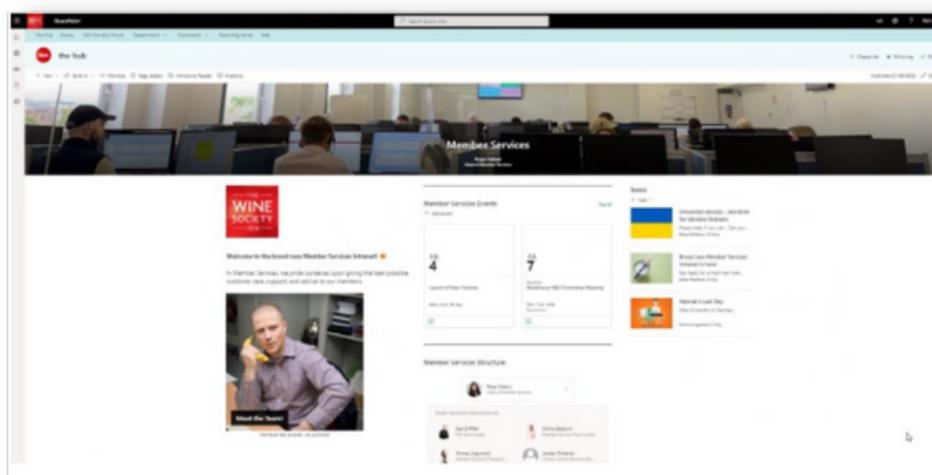
THE RESULTS AND BUSINESS BENEFITS FROM CENTRALISED COMMUNICATION

After deploying this tailored SharePoint Intranet solution, The Wine Society experienced immediate improvements in efficiency and employee engagement:

- **Faster Access to Information:** Employees could quickly access critical HR and safety documentation, significantly reducing the time spent searching for files and increasing productivity.
- **Stronger Employee Engagement:** Regular updates, announcements, and event postings helped create a more connected and engaged workforce.
- **Compliance Improvements:** Real-time health and safety reporting ensured faster responses to incidents, improved transparency, and better compliance with regulatory requirements.

By centralising communication and documentation within an intuitive SharePoint Intranet, The Wine Society was able to:

- **Improve Employee Experience:** Employees were more engaged and informed, which directly contributed to increased job satisfaction.
- **Reduce Administrative Burdens:** With an organised system for accessing documents and reporting, HR and management teams could spend less time on administrative tasks and more time on strategic initiatives.
- **Enhance Operational Efficiency:** became a priority, as critical updates and documents were made easily accessible, minimizing delays and in the current economic climate, bolstering the supply chain was an imperative.



HOW CAN WE HELP YOUR BUSINESS THRIVE IN TODAY'S ENVIRONMENT?

Custom Digital Solutions Tailored to Your Beverage Business

Whether you're a global drinks brand or a boutique winery, the benefits of a well-structured intranet are undeniable. We can tailor SharePoint Intranet solutions to your specific needs, ensuring that employees can access the resources they need, when they need them.

Centralised Communication Platform

- **Unified Intranet Solution:** We will design and implement a robust SharePoint intranet that centralises all internal communications, serving as a single source of truth for announcements and updates. This user-friendly interface ensures quick access to critical information, enhancing collaboration and employee engagement.

Streamlined Document Management

- **Organised Document Repositories:** We create structured document libraries within SharePoint, categorising and tagging files for easy retrieval. Advanced metadata and search functionalities will enable employees to locate essential documents quickly, significantly improving productivity and reducing time wasted searching for information.

Comprehensive Training and Ongoing Support

- **Employee Training Programs:** We provide thorough training sessions to ensure all staff members are confident in using the new systems. Our ongoing support allows for continuous optimisation and customisation of the SharePoint environment as your organisation evolves, ensuring sustained effectiveness and user satisfaction.

The Wine Society, Rhod Williams - Head of IT



Upon completion of deploying Microsoft 365, the technical director, Phil, ran a series of training workshops which allowed relevant people to take ownership and provide feedback. Adepteq were really hands on, and their consultants were brilliant. The manner in which they seamlessly combined technical expertise with a deep understanding of our business was outstanding

WHY CHOOSE ADEPTEQ TO HELP YOU STREAMLINE YOUR OPERATIONS?

We're experts in digital asset management and have a proven track record of delivering scalable solutions that drive business growth.

Here's why beverage companies choose us:

Industry Expertise with Tailored Solutions

- We've worked with leading beverage merchants, including The Wine Society, and understand the unique challenges of your industry. Our solutions are specifically tailored to meet the needs of businesses, from managing supplier relationships to enhancing customer experiences. *Whether you're looking to streamline your comms or enhance your digital security, we deliver solutions that work for your business.*

Proven Track Record of Success

- The transformation we achieved for The Wine Society speaks for itself. By implementing our tailored digital asset management strategy, they saw improvements in productivity, data security, and collaboration. *We're confident that we can deliver the same results for your business, helping you achieve both immediate and long-term success.*

Scalable and Future-Proof Systems

- Our solutions are designed to grow with your business. Whether you're expanding your product line, increasing your team, or moving into new markets, our systems scale to meet your needs. *With Microsoft 365 at the core, you'll have access to the latest innovations and tools to stay ahead of your competition.*

Dedicated Training and Support

- We don't just deliver solutions—we ensure you're equipped to use them effectively. Our comprehensive training programs empower your staff to take full advantage of the new tools, and our dedicated support team is always available to assist with any issues that arise. *With our ongoing support, your business stays up and running smoothly, without disruptions.*

WHAT NEXT? BOOK YOUR FREE DISCOVERY CALL WITH US

If you're ready to streamline your operations, enhance data security, and boost team productivity, we're here to help. Let us design a custom SharePoint solution tailored specifically to your business needs.

BOOK NOW! with one of our experts today and let's explore how we can help your business grow, achieve an exceptional ROI and succeed in the digital age.

READY TO TAKE THE FIRST STEP?

BOOK NOW



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