

We therefore based the project around a series of 2-3 hour facilitated sessions which provided stimulating content and exercises which had direct relevance to the jobs of the participants. It helped that Remit's consultants not only work within the property business but have worked as agents and property managers so they could understand the priorities at LSH.

We added research from across the property industry to the LSH internal research to put forward a priority list of phased business functionality. These functions ranged from a regionalised social calendar of events to details of the latest transactions undertaken by the company.

To make this easier to assess we analysed the findings within our Process Model – the RPM (Fig.1). This set out all the business areas within the company and helped prioritise key areas which helped in planning the communications and facilitated sessions with staff.

The response in the sessions was excellent. We agreed and prioritised three phases of work for the intranet, determined the look and feel, and identified elements of intranets to avoid. Not only was this achieved without taking much of the staff's time, it encouraged a level of enthusiasm which was contagious within the business. By the time of the launch, staff knew what to expect encouraging early use.

Marion Murphy, Project Manager at LSH comments:

"Remit Consulting knew exactly how to tap into the different types of people attending the workshops focusing on transactional, advisory and support staff – with each group having its own requirements of an Intranet."

The RPM Model has provided LSH with a roadmap for developing not only the "Go Live" version of the Intranet but also the continual development of the Intranet into the future.

Our goal is to embed the Intranet into the working practices of LSH."



Melita Thomas, partner of Remit, is a chartered surveyor and expert in business process.

melita.thomas@remitconsulting.com
M: 07919448018

"It was inspiring to work with such an enthusiastic group. Senior Management were keen to involve people at all levels of the business and the result was a project that took everybody's needs into account."

© Remit Consulting LLP 2009

This case study is provided free of charge for general information only and should not be relied upon to inform or support any specific transaction.

Remit Consulting LLP

43-45 Portman Square

London W1H 6HN

www.remitconsulting.com