



# Panoram helps RM in achieving their mission of 'enriching the lives of learners worldwide'...

*"Panoram helped us understand what was possible and enabled us to achieve our project goals."*



**RM**<sup>TM</sup>  
Education

RM is a leading supplier of technology and resources to the education sector, supporting schools, teachers and pupils across the globe – from pre-school to higher education – including examination boards, central governments and other professional institutions.

## Overview

---

RM recognised that in order to create a purpose-led organisation, it needed to invest in its internal communications and employee engagement. The company wanted its three brands, spread throughout the world, to operate effectively as **'One RM'**.

Just as this work was getting underway the first Covid-19 lockdown hit and staff were forced to work from home. Covid-19 emphasised the importance of internal communications – keeping employees informed and connected. Having an easily configurable and accessible single Intranet site became vital; designed in a way that allowed the company to disseminate information to employees as documents, videos, articles, blogs and vlogs, and to receive real-time feedback in the form of polls and analytics.

## The Challenge

---

When Panoram became involved, RM didn't have a corporate intranet. Individual teams were using legacy technology inconsistently to share and manage information, and employees had a different experience of RM depending on where they worked (organisationally and geographically). The whole experience was outdated and difficult to navigate, particularly when compared to the easy to use and deeply personalised Social Media platforms employees have become accustomed to. Having been recognised as a top employer for the last 16 years, RM were keen to make sure that even when staff were at home, they felt informed, connected and part of 'One RM'.



*"A real strength was their project management."*



Panoram is a digital transformation specialist in professional services. Our mission is to help professional services organisations deliver enterprise value for employees and clients through Microsoft technologies.



*"We saw Panoram as an extension of the team – they took a real interest in RM."*

## Execution

---

- RM and Panoram worked closely together, to design the new Intranet site, infoRM. RM provided a wish list and Panoram worked with them to maximise the benefits available using M365 technology.
- An agile approach was taken, with three sprints of two weeks each. The project teams met twice a week so that all parties were involved and could see and adjust the project as it developed.
- The project management was supported through MS Teams not only for video conferencing and screen sharing but also requirements management and real time progress reporting.
- The site was handed over with a support package in place.
- The project was completed on time and budget.

## The Results

---

- RM now has one global platform, infoRM, where all employees can connect on a real-time basis. It draws together everything that they need to know in an easily accessible and engaging way.
- When employees log on remotely, they feel a part of the RM global community able to keep up to date with news in the form of blogs, vlogs and articles. They can find all essential information on HR, Learning and Development, Knowledge Management, Purpose and Vision, as well as business updates, how to log an expense claim and events that are taking place.
- The Intranet site is personalised, so that relevant information is provided to each employee based on their location. It is easy to navigate for employees and simple to administer for the Internal Communications team who can use an analytics suite, so they know what content works best for employees.

*In a recent online poll conducted through infoRM, 84% of RM employees agreed that the new Intranet site has been a great addition to their working lives.*