

Case Study



New Intranet for Septeo CNEE: Easy to navigate. Quick access to information.

Company Profile

Headquartered in Karlsruhe, Septeo Central, Northern, Eastern Europe (CNEE) is a leading provider of comprehensive legal tech solutions that drive the digital transformation of law firms, insolvency administrators and legal departments. The company employs over 400 people across 12 locations and provides more than 8,500 clients with software and related services to support their daily workflows.

Technologies

SharePoint

Challenge

- Information is available, but it is not consistently organized and is difficult to find
- Changes in project roles: The need for an intranet that functions independently of individuals
- European locations, multilingual teams and cross-office collaboration
- Desire for a centralized, well-maintained knowledge base (including policies and guidelines)

Solution

- A fresh start with workshops on goal-setting, content, and use cases
- Development of a streamlined information architecture, including a navigation concept
- Launch of the Intranet Core offering based on SharePoint (M365) with templates
- Definition of roles, responsibilities and editorial guidelines

Benefit

- Intuitive navigation: Content is easier to find, requiring less searching
- Key sections for guidelines and best practices ("Guidelines & Policies")
- A unified homepage that includes space for current announcements and news
- A scalable foundation that adapts to growth and new requirements



The relaunch as a strategic decision

With the growth of Septeo CNEE and the collaboration expanded across multiple European locations, the demands on internal communication, access to knowledge and transparency increased. Information needed to be available across locations in a clear and consistent manner, regardless of the country or language in which employees worked. At the same time, the existing communication structure had its limitations: content had evolved over time, was not consistently organized and was not intuitive enough to navigate. Furthermore, knowledge regarding the structure and maintenance of the system was partly dependent on individual employees, which hindered sustainable development.

Septeo CNEE therefore made a conscious decision to undergo a structural overhaul. The goal was to establish a central platform that provides guidance, uses clear terminology and transparent structures and remains sustainable in the long term even in the face of personnel changes. At the same time, the intranet was designed to support the company's existing multilingual environment and serve as a reliable source of information for all employees.

Standardized onboarding with CORE based on SharePoint Online

For the relaunch of its intranet, Septeo CNEE relied on novaCapta's CORE offering. CORE leverages the SharePoint platform using existing Microsoft 365 licenses and provides pre-built concepts, structures and functional modules. This approach enabled a quick start without having to redefine every detail from scratch when addressing fundamental issues. Instead, the project team was able to focus on structure, navigation and content early on.

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The project was clearly structured from the start, and we found the collaboration to be very professional and pleasant. With the CORE solution as our foundation, we were able to efficiently address the content and navigation and get the intranet up and running in a timely manner.



Anna Guel

Vice President People & Culture

During implementation, the predefined high-level structure and main navigation were used as a starting point and subsequently adapted to Septeo CNEE's terminology and design. Through collaborative discussions, the personalized intranet “**One.Connect**” was developed. A key factor in its success was the emphasis on simple, intuitive navigation – an insight that was deliberately incorporated into the new project based on previous experience.

In addition to a clearly structured home page featuring the latest news, the CORE offering includes a people search function

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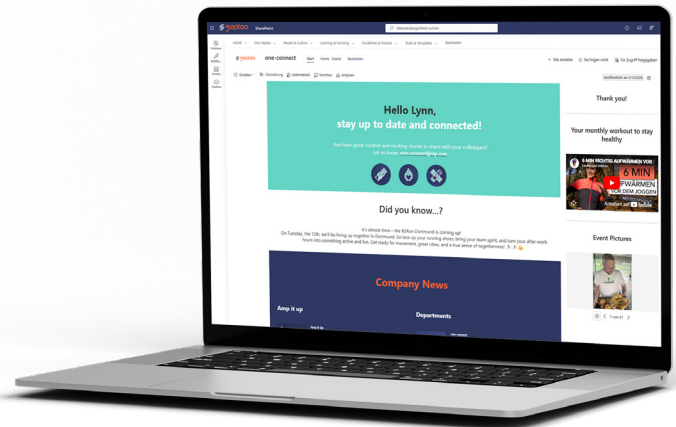
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for quickly finding contact information, a sophisticated access control system for read and write permissions, and a metadata system for tagging news items, pages, and documents (e.g., by department, location, or topic). This not only resulted in a user-friendly frontend but also created a robust framework that supports quality, discoverability and maintenance in the long term.

Pooling knowledge, strengthening communication, fostering growth

With the launch of the new **“One.Connect”** intranet, Septeo CNEE has created a central platform for internal communication and knowledge management. The “Guidelines & Policies” section serves as a central hub for official information and is supplemented by subsections such as the “Handbook for Greater Efficiency.” This allows employees to find important rules, templates, and work procedures all in one place.

Templates and reusable building blocks make it easier to create new content and ensure a consistent look and feel. At the same time, clear responsibilities and editorial guidelines have been defined, ensuring that the intranet remains easy to maintain even when team members change. The homepage serves as a central hub for the latest news, while the clearly organized structure enables consistent, multilingual use across all loca-



tions.

Today, “One.Connect” is an integral part of the daily work: information is easier to find, coordination efforts are reduced, and employees have a shared overview of relevant topics within the company. At the same time, the CORE solution offers the flexibility needed to gradually expand the intranet – for example, by adding new content, additional locations, or further phases of development – without having to start from scratch.

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