“I can’t imagine how we would have handled the COVID-19 pandemic without a centralized communication platform. Our intranet, The Lens, has been extremely effective in communicating important safety information and provides a vital connection point for our remote workforce.”

– Mac Curtis
CEO & Chairman

Perspecta Connects Three-Company Merger with One Intranet in Secure GovCloud Environment

Industry: Government Technology Services
Founded: 2010
Headquarters: Chantilly, VA
The Challenge

In 2018, Perspecta was formed by the merger of the public sector business of DXC Technology with Vencore and KeyPoint Government Solutions. This combination created a mission-enabled, end-to-end IT services and mission solutions provider to government customers at the U.S. federal, state, and local levels.

When the businesses merged, Perspecta needed to form a new, cohesive brand identity. The businesses brought with them previous IT infrastructures, including three intranets, each on a separate, isolated network. Less than half of the workforce sits in the 50+ Perspecta facilities, while the rest of the workforce is based in customer locations or work remotely. Thus, access to the corporate network was a challenge and employee engagement suffered, with less than one-third of the workforce using the legacy intranets.

Perspecta sought a secure, cloud-based solution that would integrate with other applications, satisfy a multitude of accessibility requirements, and yet be easy enough to maintain that it would not require dedicated IT staff.

The Solution

Perspecta’s newly formed communications team and the executive leadership team shortlisted vendors that fit their business requirements. Perspecta needed a solution that would (1) facilitate cross-departmental collaboration, (2) engage a distributed workforce, (3) integrate with secure solutions (Salesforce Cloud, Okta), and (4) be accessible across firewalls.

After rigorous evaluations, the communications team found Simpplr would satisfy their requirements. Perspecta’s new intranet, branded as The Lens, brought all the employees into a centralized platform. The Lens quickly became the single source of truth for all relevant and important information. Simpplr’s intuitive platform made it easy to administer and enabled employees from across the organization to manage sites and keep content up-to-date.

The organization was also concerned with maintaining a system of record for communications and creating a comprehensive list of contact points across six business areas. Simpplr’s Customer Success team helped guide Perspecta through content design and migration with weekly mentoring sessions. In the midst of implementation, Perspecta acquired an additional company and transitioned them immediately to The Lens to onboard employees into the organization. The Lens launched and brought cohesion across all four merged companies.
The Results

Simpplr helped Perspecta connect its distributed, merged workforce to foster a collaborative and connected culture. Since launch, Perspecta has achieved a 95% adoption rate and onboarded its fifth acquisition with ease.

The Lens encourages two-way dialogue and fosters a culture where all team members can contribute and create content. Today, The Lens hosts 50+ sites led by a cross-functional team to create, manage, curate, and archive content. Simpplr’s federated, point-and-click administration enables subject matter experts and department contacts to take the lead for their respective sites. Perspecta saw immediate value and the intranet became an essential tool for the internal communications team. When COVID-19 hit, they were able to launch a dedicated site within two days.

About Perspecta

Perspecta (NYSE: PRSP) is an IT service management company that brings a diverse set of capabilities of healthcare and state and local markets. It also provides a platform, IT Outsourcing services, cloud, and enterprise and cloud applications services in the areas of application modernization. The company offers services for converged mobility and workplace management such as virtual desktop, workplace device services, application services, and mobile enterprise services. Perspecta offerings in mission services, digital transformation, and enterprise operations. For more information about Perspecta, visit perspecta.com.