



Austin, Texas

How Austin Connected 13,000 Employees Across Over 45 Departments for Collaboration

13,000
Employees

Over 45
departments
communicating
between each other

Increased
Accessibility
through improved
intranet

Personalized
single sign-in
experience using
AzureAD authentication

OVERVIEW

Like many cities, the City of Austin, Texas, had an outdated intranet and various departments running their own systems with different software. Thanks to OpenCities, now by Granicus, they were able to leverage an intranet solution that fully integrated with existing AzureAD authentication to ensure all 13,000 staff members enjoyed a personalized, single sign-in intranet experience.

SITUATION

Employees at the City of Austin, Texas, had long struggled with the outdated user experience, dated content, and difficulty finding – much less interacting with – the information and services offered through the City's intranet.

SOLUTION

In just three weeks, the City of Austin was able to not only design, configure, and populate its new intranet, but also achieve full integration with its AzureAD authentication to ensure all 13,000 staff members enjoyed a personalized, single sign-in intranet experience.

RESULTS

Today, City staff members can use their AzureAD login and access the intranet from anywhere on any device, with a secure view of content based on their role within the organization. Employees can also customize their staff listing/profile, and soon will be able to engage in forums and discussions to gather input, feedback, and ideas from one another on key citywide initiatives.

MUST HAVE SOLUTION

OpenCities

“ Just as we've learned that our residents depend on the website for service, our employees depend on the intranet for service. We saw this as not just a modernization of technology, but as a bridge toward supporting a more agile, mobile and digitally connected workforce.”

- Doug Matthews, Chief Communications Director