

An Employee Portal to offer corporate services at a leading insurance company

PROJECT DETAILS

Industry: Insurance

Users: Company employees

Team: 8 team members: Software Engineers, Software Architect, Scrum Master, Product Owner

Development period:

- 04/2020 – 03/2021 Iterative conception
- 12/2020 – 02/2021 Rollout of MVP and Go live for selected customers
- 03/2021 Go live

PRODUCTS / TECHNOLOGIES


- Liferay DXP 7.2
- React
- Javascript
- Apache Tomcat 7.0
- HTML5/CSS3
- Java 8
- JSP

The Employee Portal launched by a leading insurance company in Spain is a corporate intranet on the Liferay DXP 7.2 portal platform.

This intranet is used to provide employees from different companies in the group with different functions, such as collaboration, social, help and consultation tools, focused on connecting and collaborating with employees.

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Thanks to mimacom and the joint work with our team, we have achieved a product that offers users maximum value.

A top-down view of two people's hands interacting with a laptop and a tablet. One person's hand is pointing at the laptop keyboard, while the other's hand is pointing at the tablet screen. The laptop is open, and the tablet is placed in front of it. The background is a dark wooden table.

The new portal provides employees from different companies in the group with access to personalized content

Challenge → Insurance employees increasingly depend on digital solutions to successfully adapt to the pace of change in the industry. The new intranet should become the nerve center of employee operations.

Solution → The new portal was developed as a central point of access to other tools and services associated with the company's employees. Certain services were also integrated into the same intranet, such as access to remuneration, objectives, training, internal vacancies, etc.

Background → In order to stay ahead of the competition, insurers must implement an agile approach – both in terms of customer experience and employee experience – in an increasingly digitized world. As this transformation continues, consumer expectations for digital experiences are also increasing. After evaluating different solutions, our customer opted for a platform that can horizontally satisfy all the needs of the users, who, in this case, are its own employees.

Creation of a new employee portal customized and segmented

The Employee Portal is a corporate intranet on the Liferay DXP 7.2 portal platform. This intranet is used to provide employees with different functions, such as collaboration, social, help and consultation tools, that are focused on connecting and collaborating with employees.

The intranet is the main access point for all employees, where different corporate services related to their professional performance, remuneration and payroll, productivity, access to external corporate tools, integration with third-party services, etc. are available to them.

The social component as a major difference and added value to the solution

One of the great values of the portal is its social aspect, being a site where employees can interact with each other through a series of applications, such as after-work meetings, sale of second-hand items or sharing photos or videos through an application, just like a social network.

Portal segmentation and analytics

In order to create tailored experiences for each user, portal content can be segmented. Portal administration is completely dynamic and is accompanied by the implementation of Liferay statistics to detect the portal's strong points, as well as points in need of improvement.

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The development of the Employee Portal met all user expectations. Internally, the teams also collaborated closely and efficiently. The communication and development carried out by mimacom are of excellent quality.

Portal Infrastructure

The Liferay DXP 7.1 Enterprise Edition platform was previously available for development; this platform was a clean installation where the product was developed. The platform is installed on:

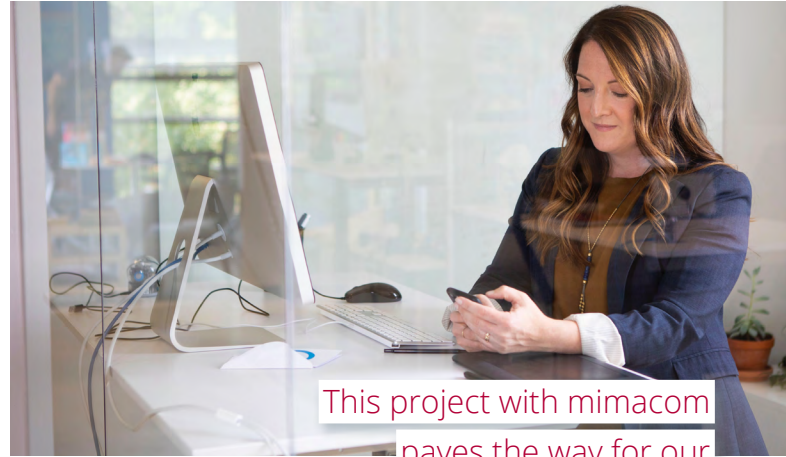
- Red Hat Linux 7.5 Operating System
- Oracle Database 12.2.0.1
- Tomcat 9 Application Server
- Integration with OIM (Oracle Identity Manager) is available for authentication
- Java OpenJDK 11
- Elasticsearch 6.5
- LDA Group corporate browser Internet Explorer 11 for intranet; must also be compatible with Chrome and Firefox.
- OID 11.1.1.9 g (LDAP v3) authentication: Oracle Internet Directory.
- Single SignOn OAM 11.1.2.3 G-Oracle Access Manager

Only three hooks have been implemented on the base installation; they are mainly related to the user login and logout as well as integration with OAM (Oracle Access Manager).

Liferay DXP 7.2

The new Liferay DXP 7.2 version includes improvements in segmentation, personalization, search engine (filtering by roles, results design), content editing, Microsoft 365 integration, Google suite, etc. That is why we decided to install DXP 7.2 from scratch and incorporate the hooks later.

Taking advantage of the integration offered by Liferay with its document library and Office 365, this functionality was implemented for document handling of employee operations and procedures.



This project with mimacom
paves the way for our
future employee portal strategy

The following objectives have been achieved with the rollout of the new portal:

- Single point of access to all content.
- Experiences: easy customization of any element.
- Segmentation: targeting to personalize and offer tailored customer journeys.
- Administration by user segments according to the organization's profile and criteria.
- Rules generator to segment your visitors.
- Session rules: target authenticated users based on device, URL and location.
- Extension points: creation of specific segmentation rules per use case.
- Content recommendations: personalization of content for users based on their behavior.
- Interaction with other systems in a transparent manner for the end-users.
- Advanced search engine.
- Monitoring and tracking of usage.
- The new intranet is responsive, allowing it to adapt to any device (PC, laptop, tablet, cell phone...).