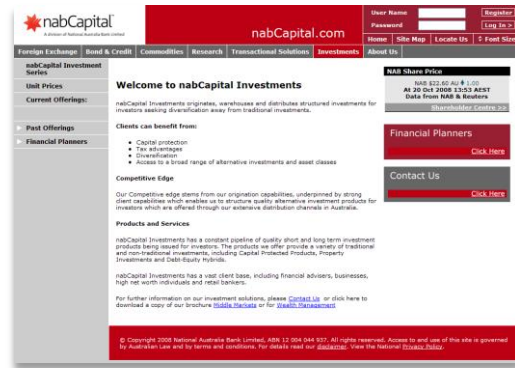
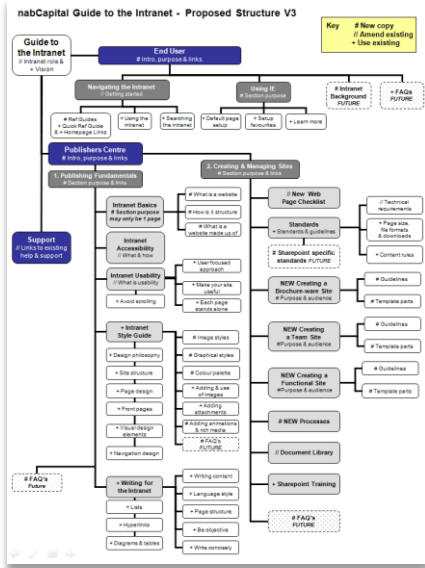




Industry  
 Banking & Finance ■ Public Organisation  
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**Challenge**

NAB Capital is one of NAB Group's four business units and is responsible for providing risk management, funding and investment solutions. NAB Capital is a global product and services group operating in Australia, New Zealand, UK, Asia and the US.

NAB Capital approached ARES to assist with its new SharePoint intranet implementation. They were keen to ensure that this new online resource was correctly setup with optimised content publishing processes and support documentation.

Earlier intranet projects had not adequately planned for or managed the intranet content. This had resulted in users not being able to easily locate information and content publishers being given little guidance. NAB Capital was determined not to repeat such mistakes again.

This multifaceted project tackled:

- Reviewing the existing intranet site map and proposing a new navigation and content architecture
- Reviewing and updating the content style guide to optimise its relevance, useability and application to a SharePoint environment
- Undertake user group discussions to ascertain attitudes, frustrations and ideas for the new intranet
- Development and deployment of training material and presentations for both content authors and users on the new intranet system

**ARES' Solution**

ARES' response to the challenge involved focusing on ensuring the content authoring systems, infrastructure, documentation and training was geared for the optimum outcome.

The intranet content navigation was overhauled and optimised so that site users could quickly locate relevant content via site search, standard menu and cross-linking. This process was a collaborative one that involved stakeholder consultation, producing sitemap discussion documents and understanding the relative importance site visitors (e.g. managers, contractors) placed on each content area.

ARES next undertook an appraisal of the initial intranet content – which had been largely migrated across from the earlier intranet – to ensure it was in line with the proposed style guide. Feedback was provided on areas of non-compliance and coaching was undertaken with content authors on bringing earlier content into line with current content publishing best practises..

The NAB wide style guide was also re-written to better reflect specific SharePoint functionality and NAB Capital's unique content publishing requirements. With a select number of content authors vested with ownership and responsibility for updating and maintaining the intranet content, we were anxious to ensure that these authors were involved in each step of the policy development process and support documentation.

For further information about our services or to arrange a meeting to discuss your online needs, call ARES on 1300 762 912 or visit us at [www.ares.com.au](http://www.ares.com.au)

