City of Vernon improves collaboration with Jostle, an intranet powered by IBM

City sees significant employee adoption of Jostle solution hosted on IBM SmartCloud platform

Overview

The need
The City of Vernon sought a cost-effective and customizable digital workspace platform to help foster collaboration among employees and strengthen the organization's culture.

The solution
IBM® Business Partner Jostle Corporation implemented its **People Engagement**® solution running on an IBM SmartCloud® Enterprise infrastructure to provide a security-rich and dependable digital platform.

The benefit
The new platform helped the City of Vernon reign in IT costs, ensure compliance with government privacy requirements and enable employees across its diverse organization.

Solution components

Services
• Jostle **People Engagement**®
• IBM® SmartCloud® Enterprise

As a commercial hub in British Columbia, Canada, the City of Vernon employs 300 full-time staff members and between 300 and 400 part-time workers to support its 38,000 residents. City employees, including office staff, maintenance personnel and seasonal workers, are spread across 11 locations throughout the city. Additionally, the City of Vernon works with hundreds of external contributors at any given time, ranging from board members to associated service providers such as police and regional facilities.

Challenge
The City of Vernon's leadership recognizes that there is a direct correlation between a work culture and overall organizational success. As a result, it focuses on fostering internal communication and employee collaboration. Like most organizations, the city was challenged to find ways to bring workers in varying roles and disparate locations together to promote efficient teamwork among project leaders, freelancers and other valuable contributors. The city adopted Microsoft SharePoint software to bridge its organizational silos, but it quickly found the solution to be resource intensive, costly to maintain and unwieldy for a municipality of its size. Further, the SharePoint solution's interface was built on a template, with any customization or updates incurring considerable cost.

Solution
The City of Vernon realized that it needed a focused solution that would help connect its workers across the organization by offering a range of powerful collaboration tools that were customized to its needs.

The municipality turned to IBM Business Partner Jostle Corporation and its **People Engagement®** platform, a highly intuitive collaboration tool that works like an intranet, yet provides protected access from any device or location. Delivered via a Software as a Service (SaaS) model, the solution runs on the highly available IBM SmartCloud Enterprise environment. Together, Jostle and IBM provide the City of Vernon with a turnkey platform that helps city employees to easily connect and collaborate. The solution engages and enables both remote and onsite employees across all of its disparate divisions. It can also disseminate critical information, such as updates on emergency situations. Additionally, the solution is hosted in an IBM data center in Canada, helping the city meet government data privacy requirements.

"Together, Jostle and IBM provide a solution that we're using to create a sense of team, a sense of networking and a sense of ownership."

—Wayne Ikesaka, information services manager, City of Vernon

Benefits

- Reduces IT costs by over $60,000 in 3 years by eliminating capital expenditures for ongoing licensing and maintenance
- Helps the city to meet government privacy and security regulations when it is hosted in an IBM data center in Canada
- Delivers a seamless, high-performance experience to users, while freeing users from the need to download and update

For more information

To learn more about the IBM SmartCloud Enterprise solution, please contact your IBM marketing representative or IBM Business Partner, or visit the following website: **ibm.com**/cloud

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