Innovative approach benefits Ballance

Ballance Agri-Nutrients is New Zealand’s leading specialist, providing farmers with nutrient management advice, products and technology. The 100 percent farmer-owned co-operative also produces a range of industrial products, including GoClear, which is manufactured at the company’s plant in Taranaki.

Challenge
To reduce nitrogen oxide emissions from diesel vehicles, Ballance developed GoClear — a clear, colourless liquid that is injected into the exhaust systems of diesel vehicles, where it converts nitrogen oxides into water vapour and nitrogen gas. The GoClear website was receiving minimal traffic from its target audience. Ballance wanted to be innovative in promoting the brand and differentiating itself using a location-based smartphone app.

Solution
After reviewing provider offerings, Datacom was chosen to deliver based on its pre-existing relationship with Ballance and its honest approach. This project was an ideal opportunity for Datacom to demonstrate its rapid and Datacom created a solution using a modern methodology.

Technologies delivered
- iOS 7 application
- Android 4.0+ application

Partnership
The highly interactive and engaging relationship between Datacom and Ballance created a solution that could be retrofitted into a usable app in a very short period of time. Commitment from both parties encouraged a strong and vibrant working relationship.

“...developed in a bach and set up the project and add functionality with our own staff...”

Result
- Bespoke app deployed to iOS and Android within three weeks
- Intelligence and creativity drawn from Ballance and Datacom created a solution using a modern methodology
- Engaged the business and its wider community from the outset
- Commitment to Ballance’s roadmap of customer-centric innovation
- Proven our promise to Ballance – we are now looking at phase two of the app

“...has provided the impetus for ASB to look at how it collaborates with people wanting to take full advantage of a system that gives everyone a voice, no matter what their role or location in the business...”

Industries
- Software and Integration
- Manufacturing

CASE STUDY: Software and Integration

ASB launches collaborative social intranet

ASB is one of New Zealand’s largest banks. It employs approximately 5000 people and has more than 1.3 million personal, rural and business customers.

The bank has a proud history of innovating with technology and was the first in New Zealand to launch internet banking and to roll out two-factor authentication. There was no question that the organisation’s new intranet and collaboration platform would need to be state-of-the-art.

Challenge
ASB wanted to create a dynamic platform where employees could share, collaborate and harness the creativity and productivity of the entire organisation. The dream intranet had five essential requirements: key to success was a platform that would reflect ASB’s heritage of technological innovation, provide an online community where staff could connect, collaborate and share and establish mechanisms to ensure product and service content would remain up-to-date and accurate.

Solution
In September 2014, Datacom and ASB delivered a ground-breaking project — one of the first truly Enterprise Social platforms in New Zealand. The social intranet solution works hard to maintain the features of a traditional intranet, with tools to help ASB’s people be more efficient and effective. At the same time, it creates an environment that allows people to become active participants in ASB, rather than passive consumers of information.

Technologies delivered
- Microsoft SharePoint 2013
- Two-way feedback – five CEO blogs have resulted in many conversations started by ASB people from across the spectrum of the bank, different geographical areas and levels of the organisations
- Information within the conversations support a more collaborative environment and a desire to share information and knowledge
- Two-way feedback – five CEO blogs have resulted in over a hundred comments from staff, providing insights ASB has never had access to before.

Result
- Engaged the business and its wider community from the outset
- Commitment to Ballance’s roadmap of customer-centric innovation
- Proven our promise to Ballance – we are now looking at phase two of the app

Partnership
Key to success was a platform that would reflect ASB’s heritage of technological innovation, provide an online community where staff could connect, collaborate and share and establish mechanisms to ensure product and service content would remain up-to-date and accurate.

“In September 2014, Datacom and ASB delivered a ground-breaking project — one of the first truly Enterprise Social platforms in New Zealand...”

“...I’m really excited about the new site – there is a heap of potential for us to work more collaboratively as a region in a way we have never been able to do before – it could be a game changer.”

Partnership
Datacom staff set up shop in ASB’s office on the North Wharf in Auckland, and worked collaboratively with the ASB team to ensure that the intranet met the organisation’s expectations and needs.

“...in October 2018 we pitched for and won a competitive RFP...”

“...from across the spectrum of the bank, different geographical areas and levels of the organisations...”


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