LabCampus - successful implementation of an intranet for an external tenant community

Client: LabCampus

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Categories:

Tags: #Intranet

For the LabCampus, the conceptual approach and implementation of an intranet for the external tenant community was developed with the help of extensive onboarding training. As part of the project, we supported the client with intensive training and best practice recommendations to ensure efficient use and optimal structuring of the Haiilo intranet.

Challenge

The goal of the project was to create a user-friendly intranet for the external tenant community. The biggest challenges lay in the complex structuring of pages and communities, the precise configuration of user roles and permissions, and the introduction of best practices for efficient platform usage. A fast and effective onboarding process for users was crucial to the project's success and to ensuring adherence to the predefined roadmap.

Through close collaboration and targeted training sessions, the following measures were implemented:

- **Product Deep Dive:** Introduction to the differences between pages and communities, explanation of key apps, and installation of relevant widgets.
- **Configuration:** Definition of permissions, roles, and groups, activation and customization of apps, and documentation of all configuration decisions.
- **Navigation & Structure:** Development of a structural concept for pages and communities and presentation of best-practice landing pages.
- **Editor Training:** Content creation and management using various app and widget approaches.
- **Admin Training:** User, role, and group management as well as an introduction to data privacy concepts.
- **Multipliers Training:** Demonstration of key functionalities to enable further internal training within the company.

Benefits

The client benefited from a structured and target group-oriented approach that ensured high **user-friendliness** through training and b**est-practice recommendations**. A particularly positive outcome was that users were now able to independently create pages and communities and manage content. The **clear definition of roles and permissions** enabled efficient organization, ensuring that each person knew their exact tasks and access rights. Additionally, the documented best-practice recommendations and configuration decisions provided long-term guidance for project managers, allowing them to continue using the platform effectively and independently after implementation.

About the Company

LabCampus is an innovation hub located at Munich Airport that connects business, politics, science, and research across industries. It offers a modern office infrastructure for collaboration, testing, and the development of future-oriented technologies, along with active community management. Connected to the Munich ecosystem and international innovation centers, LabCampus fosters innovation and growth in the greater Munich area, in line with its slogan: **CONNECT. CREATE. COLLABORATE.**

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