

Revolutionizing the End-to-End Employee Experience

About the Client



Prudential is a global leader in the financial services industry, a Fortune 500 company, and an employer of approximately 50,000 individuals.



Business Challenges

MyPrudential is the employee intranet portal for more than 5,000 Prudential employees with 200+ unique pages, 80+ modular page components, and receives more than 10,000 hits per day. Unfortunately, updates and upgrades were made on such an infrequent basis that it lacked the digital engagement for such a high-potential platform.

Their development teams were distributed across multiple countries, lacked established communication and coordination processes, and followed a slow-to-deliver waterfall development methodology. As business owners grew increasingly frustrated with slow time-to-market and low internal engagement, they recognized change was needed.



Our Service & Approach

Asponte partnered with Prudential to create a more engaging digital experience for their employees and to streamline updates for their content creators. Our goal became a site with an intuitive interface resembling external social media sites their employees already enjoy and an improved backend interface allowing content developers to increase deployment frequency.

The first step was to tackle the slow development processes. Asponte provided senior consultants experienced with Agile software development as project leads. Our consultants worked side-by-side with Prudential's technical teams to shape a new development strategy to deliver updates at an accelerated pace. It began with a 6 week pilot for Agile and the results speak for themselves.

Throughout our partnership with Prudential, this multifaceted project evolved over time. To deliver both the social media experience to employees and the streamlined development processes to content creators we addressed: user interface updates, reorganization of the MyPrudential information architecture, upgrading the underlying software to DX v8.0, improving the end user search experience, streamlining the content authoring process, and increasing the drag-and-drop nature of development components so that MyPrudential could remain modular and personalizable for the future.



Software Products Leveraged

HCL Digital Experience:

Extensive use of WebSphere Portal and Web Content Manager as the backbone of the MyPrudential solution

HCL Connections:

The source of engagement between employees, surfaced through HCL DX

IBM Watson Explorer:

The engine that powered an improved search experience and insights to deliver the right information



HCL Digital Experience



HCL Connections



IBM Watson™



Results

The success story at Prudential started almost immediately. Perception is reality and the business users at Prudential found that more functionality was delivered in the 6-week Agile development pilot than had been delivered in the previous 12 months! With such quick improvement seen, 90% of Prudential IT had converted to Agile teams within 1 year of the pilot completion. The team at Asponte was able to upgrade to DX v8.0 and then to DX v8.5 without any down time to the scrum team developers.



About Asponte

Asponte Technology connects applications, data, content, and people. Primarily supporting Enterprise clients with advanced development services ranging from websites, user portals, API integrations and web apps to systems architecture consulting, cloud hosting & management, to full design services and more.

Asponte is highly skilled in managing modern digital transformations and IT services. Since 2008, we have developed websites and solutions that allow companies to deliver amazing Digital Experiences to their clients and employees. Digital Experiences are the core competencies of Asponte Technology. Our team members have worked as Solution Architects at some of the top companies in the world.

Asponte offers custom development and infrastructure services, software sales, cloud migrations plus hosting options. We focus on the business strategy to deliver technical expertise along with value-added digital solutions that improve user satisfaction and achieve business goals. We provide reliability, proven technology and security through managed infrastructure, platform and software responses for clients seeking enterprise grade solutions along with Management Consulting Services.

Our experience working with Fortune 1000 companies has made us a top choice for technology services, architecture and development to help companies solve complex problems, speed time to market, and improve engagement with a lower total cost of ownership.

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