NHS
Test and Trace

NHS Test and Trace & Invotra

"The Hub" Intranet built and launched in just 8 days

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Case Study

"The Hub" Intranet built and launched in just 8 days

» CHALLENGES

- The biggest challenge was time. Staff needed a centralised tool to manage their internal communications so they could respond to the pandemic and any developments rapidly.

- The NHS Test and Trace workforce needed to connect and engage with the necessary critical communications and relevant information for their roles.

- With thousands of diverse stakeholders, using a range of devices in varying locations, NHS Test and Trace required secure and authenticated access to The Hub for its users across the UK.

- NHS Test and Trace was growing daily and new recruits needed access to The Hub immediately, whilst ensuring access was secure.

» GOALS

- To get the platform up and running quickly.

- To design the intranet with a user centred approach, catering to a variety of use cases.

- To support internal staff and senior leadership by serving them with all of the information they required to communicate, timely and efficiently.

- To contribute towards improving the responses NHS Test and Trace staff were able to provide to citizens, by keeping them updated with the most relevant information.

- To provide an intranet which could expand with an organisation that was growing daily, and to offer immediate access to The Hub to any new recruits.
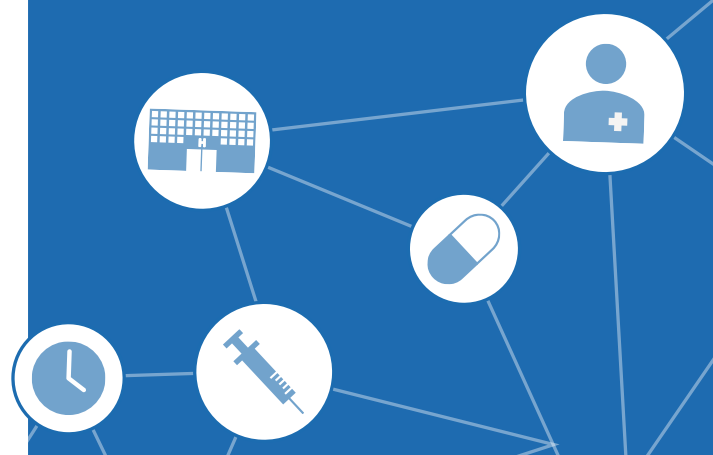
NHS Test and Trace

The **NHS Test and Trace** programme was set up in May 2020 by the government as a strategy to control the spread of the virus in the fight against COVID-19. **Invotra** was selected to power The Hub, an internal communications platform designed to support communication and collaboration for **40,000 staff, partners and stakeholders.**

About NHS Test and Trace

- 40,000+ employees

- **NHS Test and Trace** is a British government organisation responsible for tracing the spread of coronavirus and isolating new infections. It plays a vital role in providing early warning of local and national increases in virus cases

- An Invotra customer **since 2020**

NHS Test and Trace selected Invotra as their chosen intranet provider. From the period that designs were agreed, it took the Invotra team 8 days to build the solution and launch an Alpha version of the product to a restricted audience for user experience testing. This process has been known to take several months in the industry.

Working with input from the communications team at NHS Test and Trace, Invotra designed and implemented a secure and collaborative employee hub that would support the needs of all parties, from senior management to front end tracers.

invotra Consulting

Discovery - Invotra Consulting met with key stakeholders to understand their purposes and objectives for the platform, followed by defining success criteria. This included Comms, IT, HR, Security, Technology, and the NHS Test and Trace Senior Leadership Team.
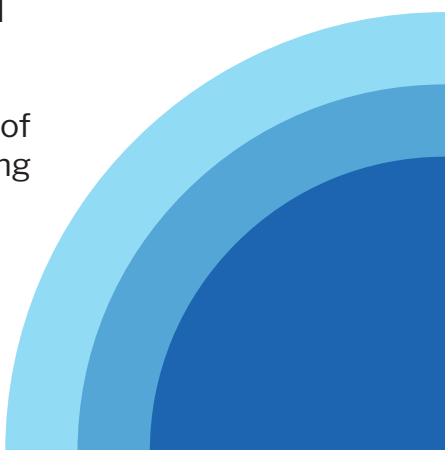
Design - Working with the Digital Communications Team, each component was designed in line with the NHS Service Manual, embedding a user first approach.

Implementation - Following sign off, Invotra Consulting took the blueprint as defined by the stakeholders and brought the vision to life.

Alpha Rollout - A restricted audience tested defined user journeys and analysed the user experience in order to make iterations for the Beta rollout. As part of this phase, Invotra Consulting worked with NHS Test and Trace to design and develop additional features, such as integrating with GOV.UK Notify to power the SMS and email service for the intranet and an advanced Multi-Factor Authentication (MFA) process that guarantees secure access.

Beta Rollout - With new features added and adjustments made, The Hub was launched to a wider audience including those responsible for information and content across the intranet.

Production Launch - User behaviours and analytics from the Alpha and Beta stage were reviewed, before adjusting the success criteria to be monitored in the future. The intranet was then launched and Invotra's Live Service team took over support for The Hub, including the service of the intranet itself and supporting the NHS Test and Trace team's ongoing strategy and vision for the intranet.

WHAT DOES INVOTRA OFFER NHS TEST AND TRACE?

- Invotra is a trusted public sector supplier providing services to over **47% of UK Civil Servants.**

- **Government grade security** and a proven infrastructure.

- The SaaS nature of the product is futureproof, keeping up to date with **innovative technologies.**

- A **dedicated service team** available to support multiple stakeholders.

- Invotra are experts in creating experiences that support organisational culture, whilst improving **employee engagement** and enabling staff to self serve.

- The product is an enterprise-ready intranet that provides **control and flexibility** in a highly secure and accessible way.

RESULTS

1,290,000+ pages
of The Hub have been viewed in the first 6 months

25,000+ downloads
demonstrating users are finding information useful to them

The Hub's user base grew by
1395% in 30 days

Natalie Proffitt
Internal Digital Channels Lead
NHS Test and Trace

" The Invotra Consulting team were helpful at adapting the plan for our onboarding to fit the squeezed timelines that we were working to, knowing what was critical to the project's success, and what could be reduced or postponed to post-launch. The involvement of design support to help make the site look "user ready" in the very short time between signing the contract and uploading our first pilot group, was invaluable and their clear options brief helped to make that extremely efficient. "

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