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A JOURNEY WITH AKUMINA

From Intranet to Intelligent Experience.

November 2025

![akumina + rgp logos]

Why We're a Top Choice.

Our intranet work has been **recognized by Nielsen Norman** for exceptional usability and experience

From Akumina to ServiceNow, we've turned complex tech into streamlined, **AI-enabled experiences** by integrating workflows, content, architecture & personalization

Recognized by **U.S News** as Best Companies to Work for, **Forbes** as World's Best Consulting Firms, America's Best Management Consulting Firms & Best Midsize Employers

1,700+
Clients
Across 4 Key Regions: North America, Europe, Asia Pacific & Latin America

340K
Projects Completed
Across 37+ Countries—Each One a Testament to Our Commitment to Agility and Expertise

88%
Fortune 100
Proudly Serving 88% of Fortune 100 & 70% of Fortune 500 Organizations Worldwide

2,600+
Employees
Dedicated Employees Worldwide Ensure We're Always Ready to Tackle Your Challenges

*Metrics over the last 5 years

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We Help Our Clients Get from One-Size-Fits-All to Tailored for the Individual.

Akumina

Accelerating transformative workplace experiences through modern intranets, digital dashboards, and mobile apps that focus on employee engagement, productivity, and innovation.

+

RGP

As the leading human-centered design implementer and Platinum Partner of Akumina, we deliver powerful, intuitive persona-based experiences that are specifically tailored to support how your employees want to work.

=

Your Future of Work

With our exclusive, collaborative approach, we deliver much more than an out-of-the-box implementation—we personalize the solution to your business and employee needs, taking measures to ensure adoption and on-track delivery.

Meet the Panelists.

Jennifer Jones

Chief Marketing Officer

Lindsay Spencer

Senior Strategist

Troy Trudel

Lead Akumina Product Specialist

The Intranet Evolution.

Centralized Information Hub

Everything is finally in one place – but it's all overwhelming.

Events

News

Communication & Personalization

I see what's relevant to me – but I have multiple systems to go to.

Relevance

Connection
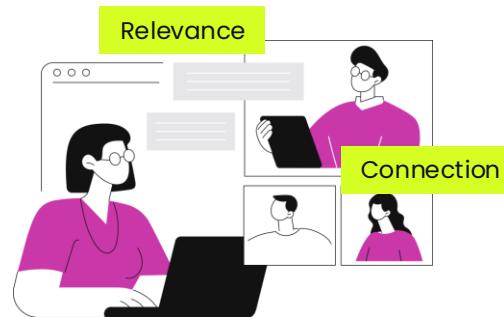
Integrated Service Delivery

I can manage things from one system – but I have to take action and make sense of it all.

Data

Support
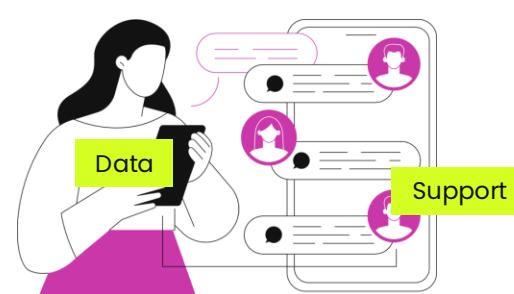
Virtual Agent Orchestration

I have everything at my fingertips so it's easy to stay on top of things in my flow of work.

Chatbot

AI

TRANSPARENCY → BELONGING GROWTH → RELIABILITY FLEXIBILITY → VALUE

Employee Experience Value Themes.
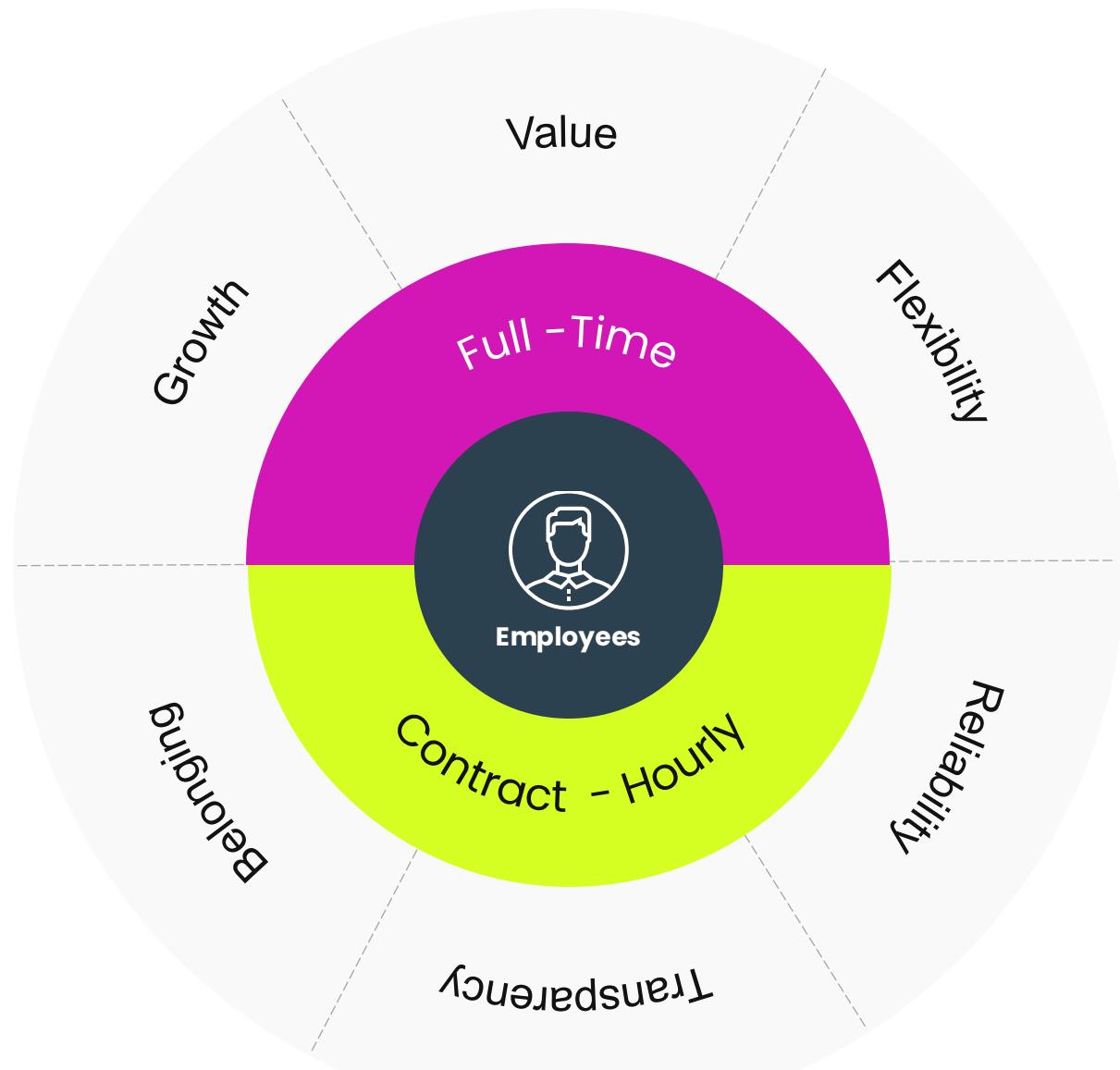
Our Journey.

01 Centralized Information Hub

02 Communication & Personalization
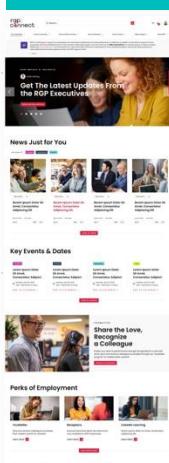
**03** Integrated Service Delivery

RGPedia

RGP Connect
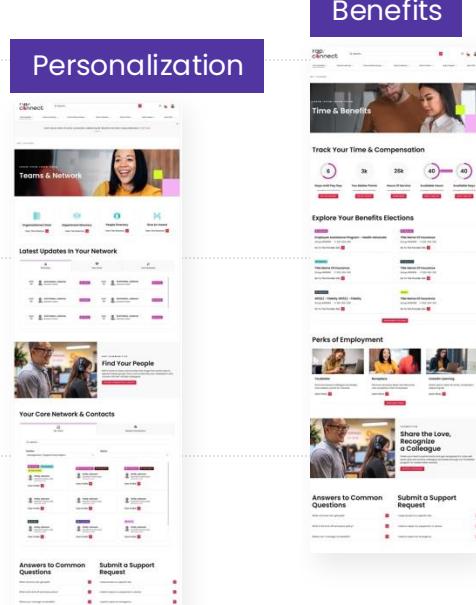
Personalization

Benefits
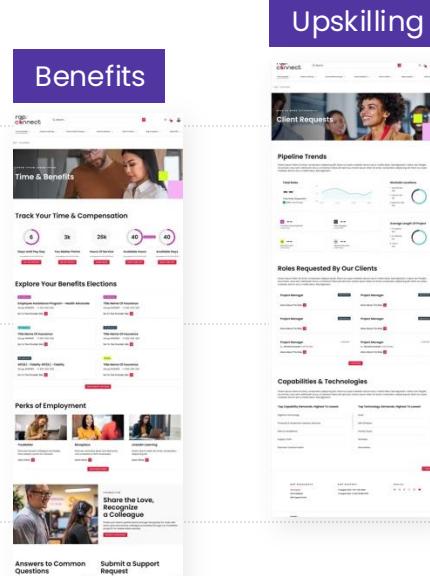
Upskilling
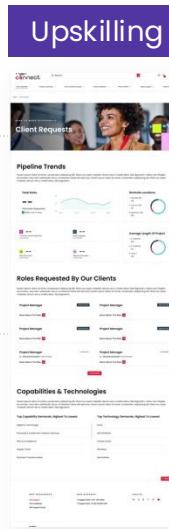
Careers
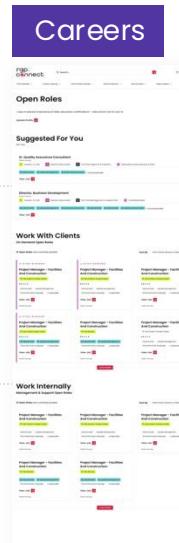
Projects

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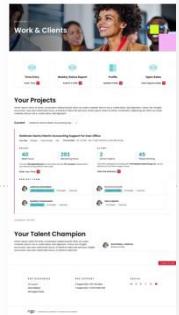
POLL 1:

Where is your organization in the intranet journey today?

A	We have a centralized information hub
B	We have personalized resources & communications
C	We have integrated service delivery
D	We have a virtual agent
E	Not sure

Our Intranet Journey.

With each new challenge came an opportunity to scale our intranet with our employees' evolving needs.

The Challenge

RGP had an overwhelming number of SharePoint sites with inconsistent permissions and scattered repositories, making it difficult to know where information lived—and even harder to ensure employees were accessing the most accurate, up-to-date content.

The Solution

As the first rollout of Akumina, RGPedia consolidated employee resources into a single, unified location. It provided each department with a dedicated space to manage its content while still delivering a consistent, organization-wide user experience—one place for everyone to go. RGPedia also introduced a modern, branded interface that sat on top of SharePoint, allowing SharePoint to function as the backend repository while employees benefitted from a more intuitive, contemporary UI.

Centralized Content   Modern User Interface
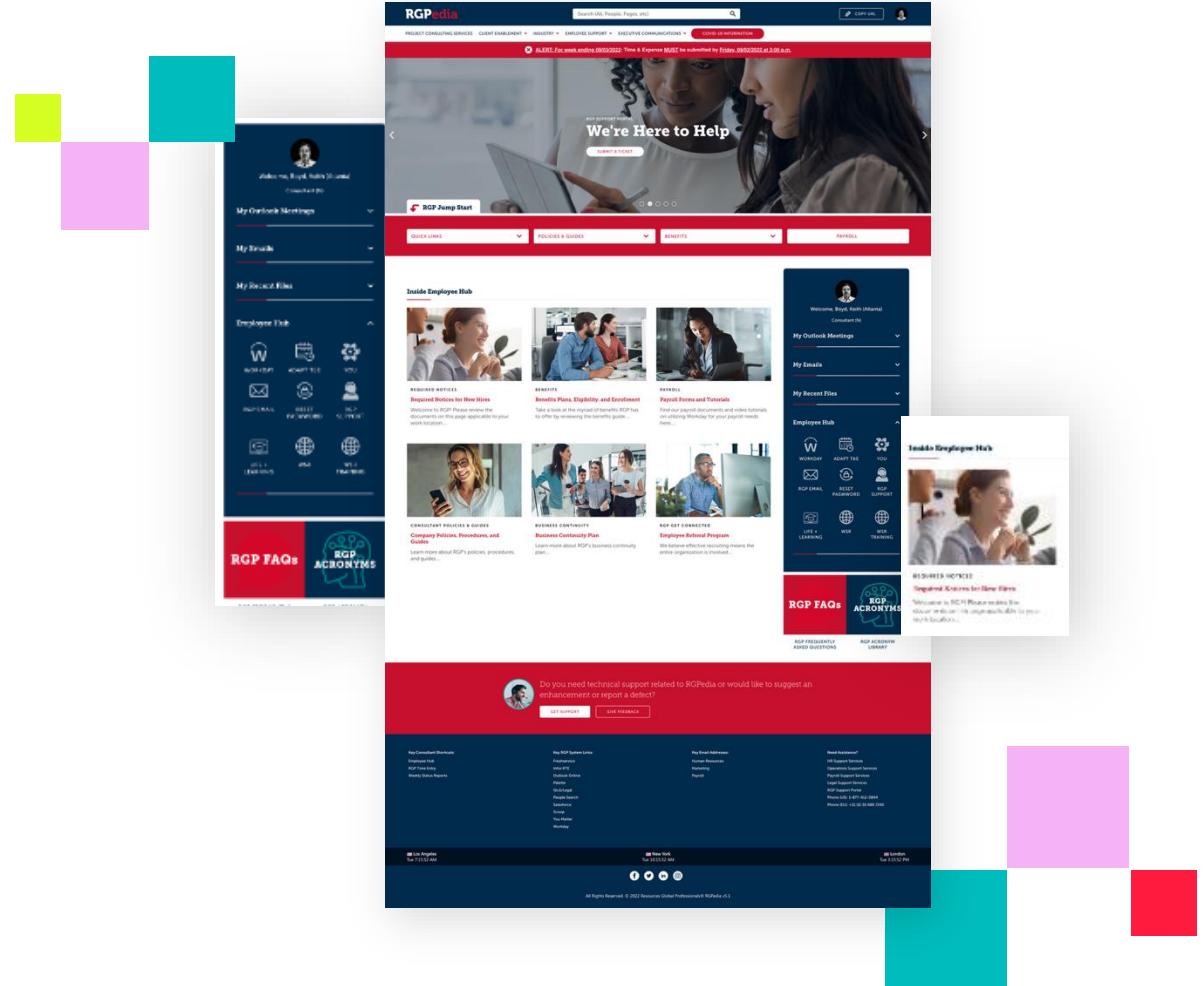
The Challenge

RGPedia offered transparency, but its department-focused structure made it hard for employees to find what mattered most to them. Navigation was cumbersome, permissions were overly complex, and employees often didn't know where to look for the information they needed.

The Solution

We evolved from RGPedia to RGP Connect by reimagining both the branding and the site architecture from an employee-centric rather than department-centric perspective, and introducing persona-driven content. Using persona attributes from Workday, we created role-, location-, and level-based personas to tailor communications, page content, and even search results. It also offered a new channel for regular communications and updates.

Employee-Centric   Persona-Driven   Comms Channel
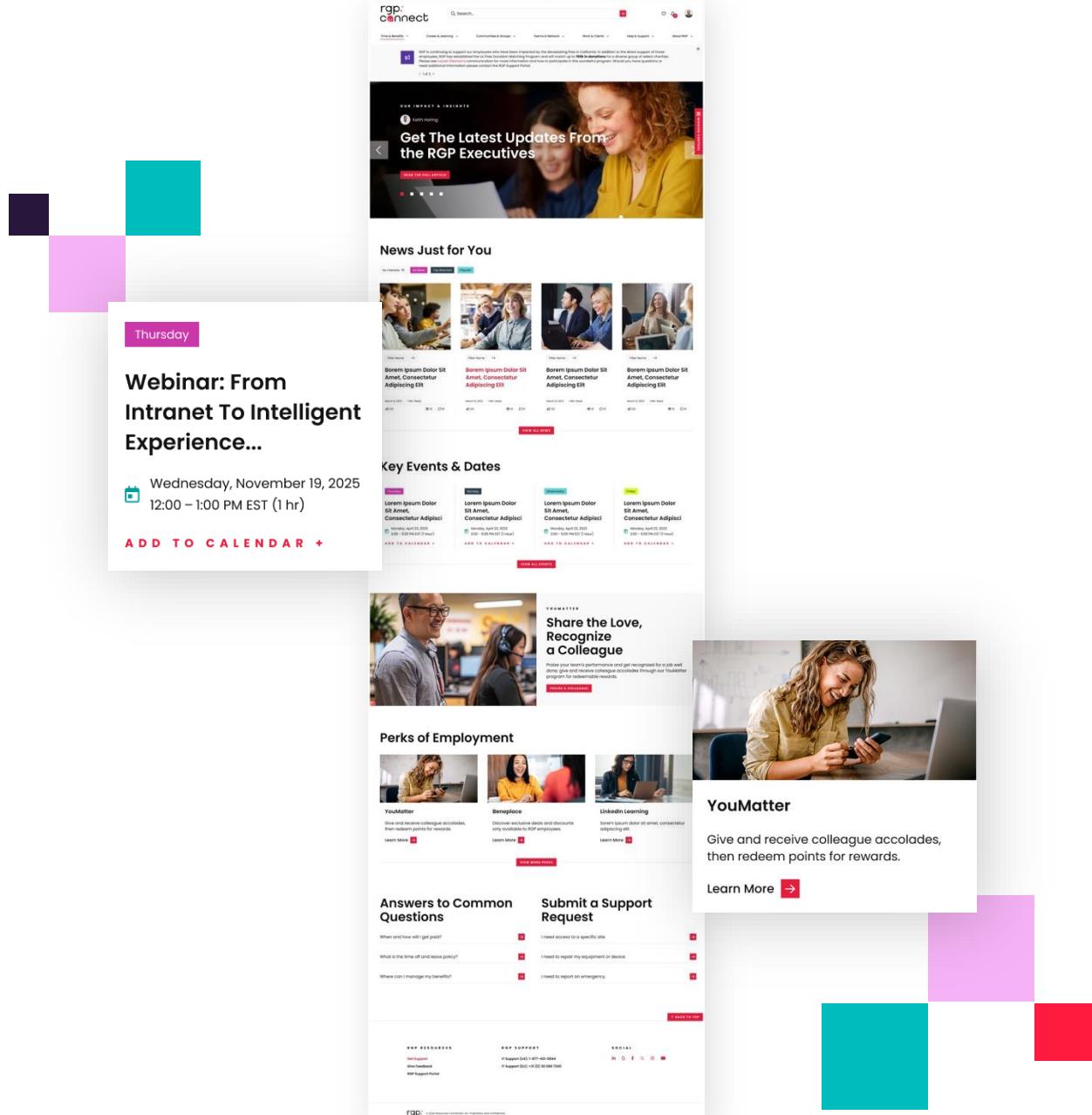
The Challenge

With a remote work environment, a global workforce, and predominantly client-facing, project-based roles, RGP faces a common challenge: keeping employees connected to the organization, their global colleagues, and their dispersed, remote teams.

The Solution

To strengthen connection across a dispersed workforce, we equipped employees with tools that make it easy to stay engaged with their teams and colleagues. Automated new-hire announcements, work anniversaries, and birthday notifications help foster a culture of recognition and celebration. A 360-degree team view gives employees clear insight into their direct reports, peers, and managers—including location, PTO, and project availability. And with the ability to curate their own network through saved connections, employees can easily keep track of the colleagues they've partnered with long after a project ends.

360 Team View   Saved Connections   New Hires

Work Anniversaries

The Challenge

Employees struggled to find the information they need across systems, creating a fragmented and confusing experience. This leads to frequent, repetitive support requests to the benefits team.

The Solution

We streamlined the employee experience by consolidating all benefits information into one easily accessible place. Time-off tracking is now fully integrated as well, making it easier to request PTO in advance while also encouraging usage and reinforcing a healthy time-off culture. We also brought You Matter points into the same experience and delivered persona-driven open enrollment information, ensuring employees see the details most relevant to their role, location, and benefits needs.

Benefits   **Time Off**   **Recognition Points**

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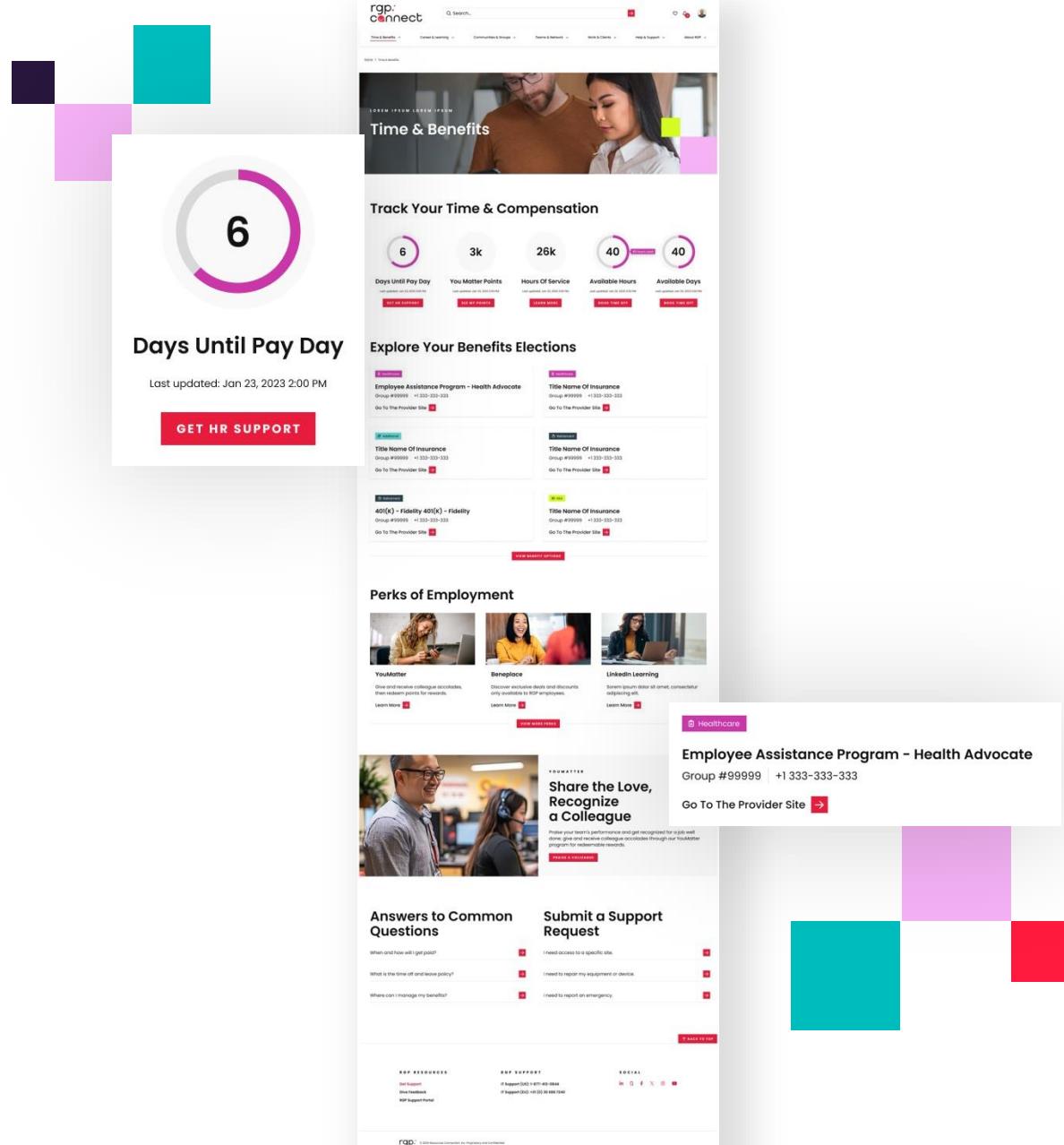
The Challenge

Consultants often struggled to understand what they should be preparing for—what skills were most in demand, what clients needed next, and how to stay as marketable as possible in a rapidly changing environment.

The Solution

We addressed this by giving consultants clear visibility into upcoming demand—highlighting trends in the skills and capabilities clients are seeking. This empowers them to make data-driven decisions about upskilling and career development. We also streamlined profile management so consultants can easily keep their information current, including openness to onsite work, emerging skills, and in-demand technologies, ensuring they stay aligned with market needs.

Pipeline Visibility   **Client Trends**   **Data-Driven Upskilling**

Curated Learning

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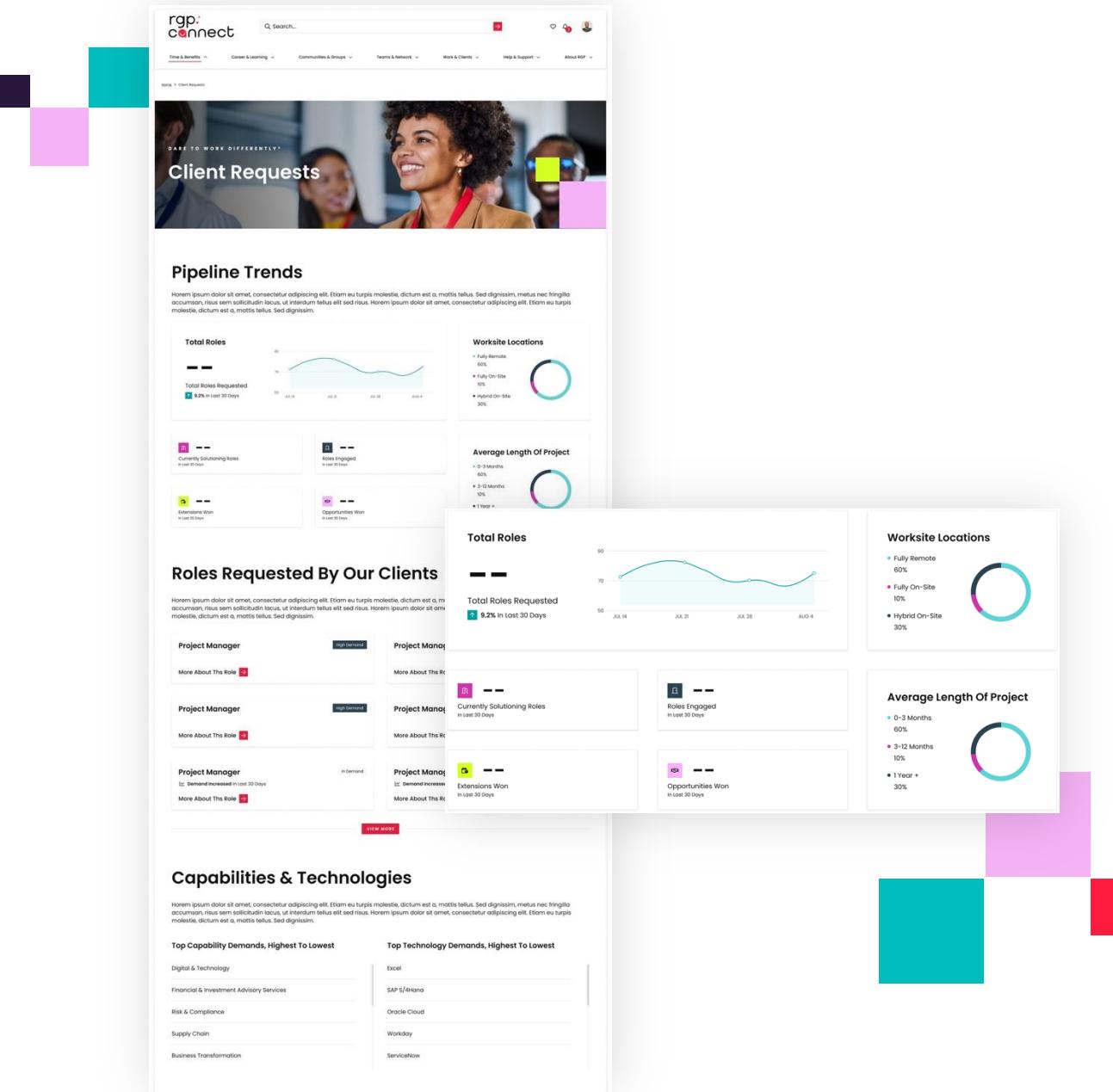
The Challenge

Consultants and other employees often relied on the talent team or external job postings to learn about available roles, leaving them without a clear view of internal opportunities. As a result, they didn't always know which roles might be the best fit for their skills and career goals.

The Solution

We brought all role information directly into RGP Connect and paired it with each employee's profile data to highlight what opportunities are most relevant to them. Location and skills matches are clearly surfaced, with the highest-alignment roles bubbled to the top, allowing the system to do most of the work and making it easy for employees to quickly identify the best-fit internal opportunities.

Profile Relevance	Suggested Roles	Open Role Visibility
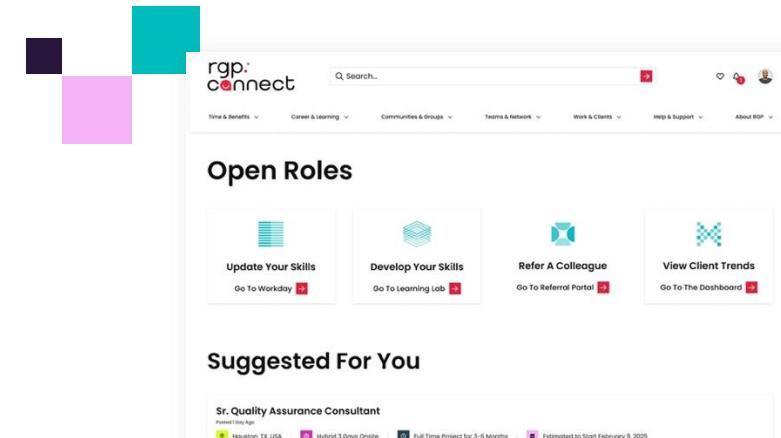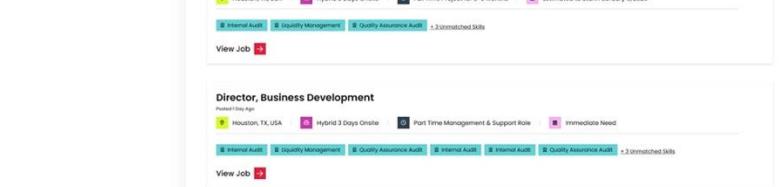
The Challenge

Employees lacked clear visibility into key project information, including how much time remained on their assignments and expected billable hours. They also struggled to track the activities of their global teammates and had limited insight into other project teams working with the same client, making collaboration and planning more difficult.

The Solution

We provided employees with clear visibility into their projects, including remaining time and expected billable hours. They can now easily track the work of their global teammates and gain insight into other project teams at the same client, improving collaboration, planning, and overall project awareness.

Project Visibility   Hours Tracking   End Date Tracking

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POLL TWO:

Which use case is most applicable to your organization?

A ——— Personalized communications & resources

B ——— Surfacing employee data such as benefits & time off

C ——— Directed upskilling & career growth

D ——— Streamlining work, from project management to sales enablement

E ——— Centralizing content across the organization

AI-Enabled Journey.

To take the next step in the intranet evolution, we are looking at leveraging Akumina's AI capabilities to improve findability, content creation, and overall productivity.

Akumina AI Capabilities Overview.

Agentic AI is the future of employee engagement and enablement.

EMPLOYEES

- Search becomes a superpower
- Every interaction is personalized
- AI translates complexity into clarity
- Disconnected information becomes one intelligent experience
- Content is tailored, trusted, and empowering
- Your intranet finally knows and understands you

CONTENT MANAGERS

- AI removes the busywork so you can focus on the message
- Your content is smart, scalable, and self-adjusting
- From mere publishing to precision targeting
- AI delivers your content to the right person, at the right time, in the right way
- Experience creation without constraints
- Your content strategy just got smarter

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AI Demonstration Key Takeaways.

- Your intranet isn't just a destination, it's a **personalized**, **intelligent** guide through the workday.

- Search is no longer a dead end. It's a **conversation** that delivers exactly what employees need.

- AI puts the **right content in the right hands** at the right time automatically.

- AI enables communicators to deliver **engagement at scale**.

- **Authoring becomes a superpower**, smarter, faster, and deeply personalized.

- This isn't a feature update. It's a **shift in how digital workplaces** think, respond, and deliver.

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How ready is your organization for using AI in the employee experience?

A — Not ready at all
We're still exploring what AI could even do for us

B — Early exploration
We have ideas but no defined plan or strategy

C — Partially Ready
We have some use cases and early pilots underway

D — Mostly Ready
We have a clear strategy and are scaling AI across EX

E — Fully Ready
AI is embedded in our EX workflows

How To Start Your Journey.

Depending on where you are in your journey, we have tangible suggestions for what to do next to continue your intranet evolution and deliver a streamlined, empowered employee experience.

Start Your Journey.

Virtual Agent Orchestration
04

- Define are the most valuable aspects of an AI-driven experience for your workforce
- Identify your key data sources for training your virtual agent
- Think about the governance and guardrails needed to ensure thoughtful, reliable usage

Define your roadmap around employee journeys

Integrated Service Delivery
03

- Understand the employee journey - what systems do they interact with, actions do they take
- Identify valuable integrations to streamline experiences and surface hard to find data
- Design ways to combine data from different systems to create additional value

Define your audiences and persona attributes

Communication & Personalization
02

- Identify key persona data attributes for your content audiences – both for comms and resources
- Identify your data sources for persona attributes and validate data quality
- Define the priorities for different personas to map content to audiences

Define your business-specific use cases

Centralized Information Hub
01

- Pick a tool, like Akumina, that will evolve with you
- Develop an employee-centric taxonomy
- Define your desired content management strategy
- Track usage analytics

Let's
Connect.

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