



CUSTOMER STORY

Implementing a Digital Workplace that brings together **150 mini-enterprises**



About Acorus



France



Construction & Renovations



150 mini-entreprises

Acorus has been around for more than 25 years and has more than **1,400 employees working in various mini-enterprises**. Acorus is very active in the Paris region, and the major French cities such as Bordeaux, Lyon, Nantes and Rennes.

It is a construction services company, specializing in the renovation of real estate assets, with four types of clients: landlords, property managers, hospitality and health services and tertiary industry.

The purpose of Acorus is to improve the life of the occupants of the buildings they renovate, before, during and after the work. Their objective is to improve the living, working and comfort conditions of the users of the buildings they renovate.

Acorus: decentralised services with numerous field collaborators

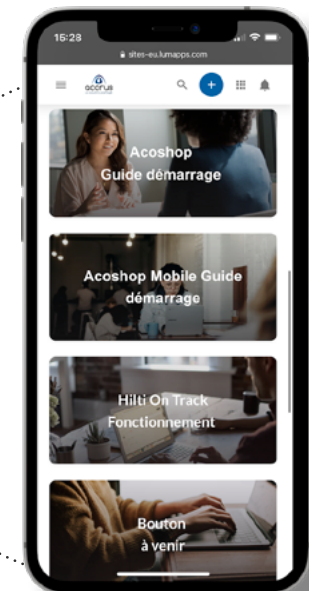
Acorus opted for a specific organization that **deploys 150 autonomous and collaborative mini-enterprises**. These enterprises are supported by consultants in charge of responding to offers. They share resources, common values and a single brand: Acorus.

The decentralized approach does not allow for global communication naturally, so Acorus wanted to equip its business with an open and collaborative solution that would suit everyone!

It is essential to facilitate the exchange of information between the 150 mini-enterprises since they can share clients, tools, processes, problems and know-how. Feedback is also an important element for the employees of the mini-enterprises.



Acorus has 800 mobile field technicians who do not need to come to the office or headquarters every day. Their main communication tool is their smartphone, which is ideal for maintaining a link between them!



“We needed a tool that everyone could use to connect and communicate. It also allows us to convey the company’s values: autonomy and responsibility. What we like about LumApps is the collaborative dimension of communication and the documentary aspect that allows for easy and quick access to information”.

**Christophe
Chalvin,**

Project Manager
Acolife, Acorus

Acorus, Wedocom and LumApps

Before using the LumApps solution, Acorus used mostly Google applications. Quite naturally, when it came to facilitating communication and sharing between teams, Acorus turned to Google+ and then Google Currents. However, they had to understand how to control information and its distribution. Using the Google Workplace suite, Acorus wanted to implement a tool that would integrate with their daily work tools.

Acorus was looking for a tool that would allow everyone to communicate and collaborate. Acorus trusted LumApps as the solution, which also conveys the company's values like autonomy and responsibility. Using LumApps' many customizable modules, administrators had autonomy concerning the structure, design and operation of the tool.

LumApps connected with Wedocom, an integration partner, to assist during the project phase. This allowed the project team to be guided and to have a fully customized platform. The workshops conducted by Wedocom allowed Acorus to structure and understand the capabilities of LumApps. The final integration allowed the team to highlight Acorus' values and operations.

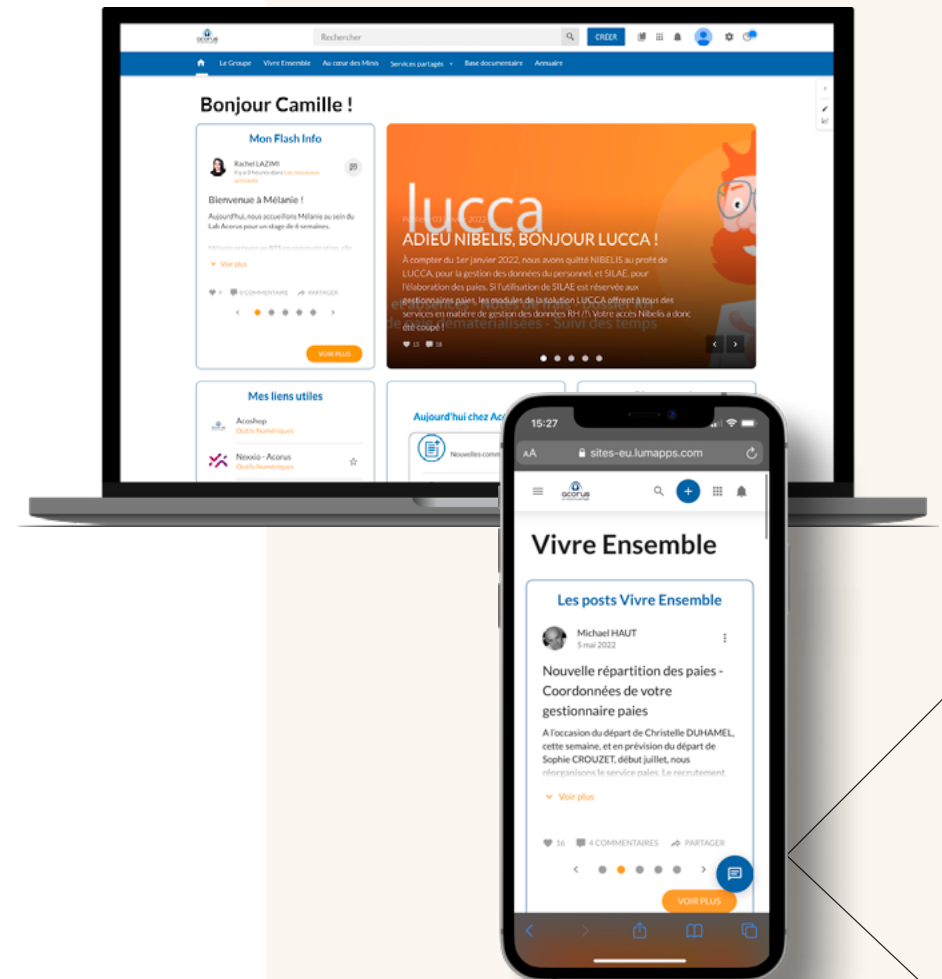
Acorus is the one-stop shop for renovation, a real platform dedicated to global and environmental renovation. A unique company where everything needed to renovate a real estate asset is gathered in the same entity and works together.

“

“We needed to inform and to maintain a link between the members of a mobile population via a smartphone”.

Christophe
Chalvin,

Project Manager
Acolife, Acorus





Key Results

(since the launch of the platform)

65%

Onboarded users

93,2%

Active users

3 min

minutes of connection per user per session

33,8%

users use the mobile version of Acolife

88,8%

members are active on the Vivre Ensemble community

Key Use Cases

Engagement through mobile

Mobile Application

Users share directly from their phone to contribute. They can share photos of their achievements and successes directly from their phone, without having to use a computer. For example, signing a new customer, a beautiful renovation project or customer acknowledgements are shared by the technicians or their supervisors. This allows Acorus to showcase its operational excellence.

LumApps Directory

It is also widely used from the mobile version to quickly find the right contact. The directory makes it possible to identify all employees. This tool is also essential to know who has tried to contact us or to know who to contact within a subsidiary or a mini-enterprise, depending on the business or field of expertise.

Mobile App adoption

In all the mini-companies, a QR code is used to onboard mobile users. They are invited to download the app from a poster.

Engagement through communities

«Shared Smile» community

A community that allows employees to share smiles: satisfied customers, top performers, internal events, new deals... anything that makes people smile!

«Living Together» community

The «living together» community allows the sharing of information on «shared services» (support services) but also to communicate on training, internal mobility, co-optation, communication, etc.

«New Arrivals» community

During new employee onboarding, a post including a photo of the newcomer is published by his or her manager in the community. This allows employees from all departments to welcome him or her, and to put a face to a name.

Your employees are unique. Their experience should be too!

Contact us to schedule a personalized demo of LumApps.

contact@lumapps.com | www.lumapps.com

[Request a demo](#)