



# A Credit Union for All Needs an Intranet That Just Works

All One Credit Union is a 70-year-old institution with a fresh brand and a mission to serve everyone in their community. They even operate three branches out of high school campuses focused on financial education.

Internally, however, the organization struggled with an outdated Intranet that was difficult for employees to navigate. Company communications were in need of an upgrade.

Kathleen Hurley, VP Human Resources, worked with B&R Business Solutions to implement a modern SharePoint-based Intranet that centralizes resources, standardizes communications, and fosters employee engagement.



## AT A GLANCE

**Customer:** All One Credit Union  
**Website:** all-onecu.com  
**Customer Size:** 140 Employees  
**Country:** USA - Leominster, Massachusetts  
**Industry:** Financial Services  
**Products & Services:** Microsoft SharePoint Online



# B&R Business Solutions, All One Credit Union & SharePoint Online

## STRUGGLING WITH AN “OLD AND DATED” SYSTEM

It was clear to credit union leaders that it was time to move to a better Intranet. “We were still using it,” says Hurley, “but it was outdated technology.”

The system’s limitations led to scattered communication channels and widespread use of all-user emails. Different departments maintained inconsistent pages with varying formats and stale content. Updating a resource often meant adding another version rather than replacing the old one. Employees lacked confidence in finding current information and faced a disjointed user experience when they tried.

## A STANDARDIZED, COHESIVE UPGRADE

B&R implemented a modern SharePoint-based Intranet that transformed the credit union’s internal communications into a cohesive platform. The new Intranet includes a centralized forms library, standardized notifications, and an interactive events calendar.

B&R provided training to ensure the Human Resources team could confidently manage the platform, while maintaining flexibility to incorporate All One’s new brand elements throughout the project.

## AN INTRANET THAT EMPLOYEES LOVE

“I get a lot of positive feedback from employees all the time,” says Hurley. “I hear employees say ‘I love it,’ or ‘It’s great.’”

New posts receive near-instant engagement from employees. When Hurley offered appointments at a wellness fair, some were gone within minutes - a clear sign employees are quick to use the new Intranet. External-facing employees now have easy access to resources that help them serve members efficiently. With consistent, trusted communication, employees can truly act together as All One.



**Kathleen Hurley**

**VP of Human Resources**

“We’d been going through a rebrand process before we started this Intranet project, but it wasn’t done yet. The B&R Team was very understanding - there were some things that we couldn’t necessarily complete. What are we going to call this? What does the logo look like? We didn’t necessarily know what our colors were. B&R was very good about that.”

“It’s just easier and more manageable to have a consistent, clear, organized communication platform. Otherwise, it’s not efficient, it’s probably not engaging, and the user is not going to trust it.”

“There’s opportunity to make your employees’ processes and jobs easier if you utilize the tool and set it up the right way.”

