



Hatmill Case Study

Driving Digital Transformation with Cloud Design Box



Hatmill is a logistics and supply chain consultancy that prides itself on its Teal organisational structure— a flat system where employees have autonomy to make their own decisions.

With 75 team members, Hatmill operates without a traditional office space, and all team members work remotely. However, this innovative structure posed challenges in terms of internal communications and knowledge sharing. As Fiona Macpherson, Business Support Manager, recalls:

“We had information all over the place. It was very hard for people to find what they required, quickly.”



Fiona Macpherson
Business Support Manager

To address these issues, Hatmill turned to Cloud Design Box to streamline internal processes, improve access to information, and create a centralised hub that could grow alongside the company.



Challenge

Before partnering with Cloud Design Box, Hatmill's internal resources were scattered and disorganised. Most files were saved in SharePoint, but **"there was no uniformity,"** explains Fiona.

As a result, employees often had to rely on one another for information, which significantly impacted productivity. The lack of a centralised repository for the company handbook, policies, client information, and internal updates further complicated everyday operations.



"It was a time-consuming and frustrating process," says Fiona

Additionally, the company needed a more engaging platform for its employees, which had low engagement rates.



Solution

Hatmill implemented a SharePoint-based intranet solution from **Cloud Design Box**.

The platform served as an all-encompassing hub for everything from employee handbooks to client documents and internal news and events. Fiona took the lead in developing the platform, ensuring that all information would be easy to find and access.

“The solution was extremely user-friendly,” Fiona remarks, “We built it in just eight weeks.”



Fiona Macpherson
Business Support Manager

The platform also allowed for easy updates, with Fiona overseeing changes to maintain a uniform look and feel.

“I’ve managed to keep everything consistent and user-friendly without needing specialist technical skills,”



Fiona Macpherson
Business Support Manager

Results

The Cloud Design Box solution has **revolutionised** how Hatmill operates internally.



"It's been a massive time saver," says Fiona.

The centralised hub has made it much easier for employees to access information, reducing the need for constant back-and-forth communication.

"New starters love it—they often comment on how easy it is to find everything they need to know during the onboarding process,"



Fiona Macpherson
Business Support Manager



Key benefits include

Improved Internal Communication



Weekly updates and news posts ensure that all employees stay informed about industry trends and internal developments.

Streamlined Knowledge Sharing



Consultants can access everything from client files to company policies in one place, reducing the time spent searching for documents.

Ease of Use



The intuitive interface makes it simple for everyone to find the information they need, while the search function has further minimised downtime.

Fiona also highlights the solution's flexibility: "We're able to adapt and expand it as our needs change."



Fiona Macpherson
Business Support Manager

Fiona praises Cloud Design Box for their approachability and understanding of Hatmill's needs.

"They're friendly, knowledgeable, and easy to work with," she says. "We didn't need a lot of support after the initial setup because the solution just works."



Fiona Macpherson
Business Support Manager

When asked about the measurable impact of the platform, Fiona says,

"It's made everyone's lives easier. It's a huge time saver, and it's reduced the number of internal queries", she continued "As a fee-based consultancy, reducing the time consultants spend searching for information, means they can focus on delivering great projects".



Fiona Macpherson
Business Support Manager



Conclusion For Hatmill

Cloud Design Box has been a key partner in their digital transformation, turning a once fragmented system into a cohesive, user-friendly platform. With the ability to scale and adapt to future needs, this solution continues to be an integral part of Hatmill's operations.

"Cloud Design Box has been fantastic to work with. They delivered exactly what they promised, and we've never looked back".



Fiona Macpherson
Business Support Manager





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