



Princess Juliana  
International Airport

# SP Employee Hub at Princess Juliana International Airport

After Hurricane Irma, Princess Juliana International Airport (SXM) needed a modern intranet to connect staff and external partners. In 2023, they chose SP Employee Hub, leveraging Microsoft (Office) 365 for a secure, hub-and-spoke design with department sites for HR, Finance, and Commercial.

## A bit of background...

**Company:** Princess Juliana International Airport

**Introduction:** Princess Juliana International Airport (IATA: SXM, ICAO: TNCM) is the main airport on the Caribbean island of Saint Martin. Located on the Dutch side of the island, in the country of Sint Maarten, close to the shore of Simpson Bay Lagoon, the airport is probably most famous for its proximity to 'Maho Beach' and therefore the proximity to low flying aircraft on approach to the airport single runway.

**Suggested Application:** SP Employee Hub

**Outcome:** Expectations Exceeded



## THE CHALLENGE

On 6 September 2017, the airport suffered significant damage when Hurricane Irma struck the island as a Category 5 hurricane. The terminal suffered significant damage, and its' four jet bridges remained out of commission until November 2023. As part of the re-build program, the management at the airport wanted to implement several new IT solutions, including an intranet to better communicate with airport staff and its' partners such as third-party handlers and vendors.

SXM also wanted a solution built on the hub-and-spoke design - where departments could also have their own sub-sites (sub-intranets) ensuring department specific information and documentation could also be easily located and disseminated. This also meant including users outside the SXM domain, including the many shops and vendors connected with the airport business but not employed by the airport itself.

## THE SOLUTION

Princess Juliana International Airport ("SXM") chose SP Marketplace as their Internet provider in January 2023 because they wanted to leverage their existing investment in Microsoft (Office) 365. Their desire for a hub-and-spoke based approach saw their new SP Employee Hub configured as a corporate Intranet with separate department sites for HR, Finance and Commercial. The beauty of this approach was the way security inbuilt within Microsoft (Office) 365 could be used to protect and silo documentation, and general information stored within the department sites could only be accessed by users with specific access rights. In addition, using the Guest User Rights capabilities provided out-of-the-box by the Microsoft Cloud, which at the time of implementation was 5:1 (5 x external guest users to every licensed M365 user). This meant that the airport management could easily provide their "Commercial" site users with access to the Intranet from non SXM domain email addresses (Hotmail, Gmail, Yahoo etc.).

The final solution was a combination of software ("SP Employee Hub") and professional services. In partnership with SXM; the consultants from SP Marketplace designed the Corporate Intranet and subsites, before rolling out the final design to all SXM internal and external users. After the SXM intranet was delivered, SP Marketplace continue to maintain the sites in partnership with airport staff from both the IT and Marketing side of the operation.

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Princess Juliana International Airport

## Miguela Gumbs Director Human Resources at Princess Juliana International Airport (Airport SXM)



We were looking to provide our staff and concessions/vendors with an easy to use, centralised employee hub, where communication could be disseminated, along with a central repository where information and documents could be stored, providing everyone with a single version of the truth. Not all of our users have SXM email accounts, so it was vital for us to have a secure way for non SXM users to also access parts on our intranet. We were able to do this using Office 365, which we'd already been using for several years.

SP Marketplace had an out-of-the-box Intranet that could be implemented very quickly, and using their team who already had many years aviation experience; delivered us a completed solution in only a matter of weeks."

## SP EMPLOYEE HUB

*A pre-built solution on Microsoft (Office) 365.*

SP Employee Hub is an out-of-the-box business application built on Microsoft (Office) 365, using SharePoint, Teams, Power Automate, and Power BI. It integrates seamlessly into your existing Microsoft (Office) 365 Tenant, providing a familiar, customizable environment for your employees and Power Business users.

### Key Benefits:

- **Centralized Communication:** A unified hub for announcements, resources, and collaboration, keeping your team connected and informed.
- **Boosted Engagement:** Integrated with Teams for streamlined communication, while enabling employee self-service for tasks like leave requests and policy acknowledgments.
- **Operational Efficiency:** Automates workflows and reduces admin burdens using Power Automate.
- **Actionable Insights:** Power BI dashboards deliver real-time data on employee engagement and organizational performance.
- **Customizable & Scalable:** Fully adaptable to fit your unique business needs, scaling effortlessly as your organization grows.

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