

ASCEND Insights and Intranet Update

Intranet (SharePoint) Walkthrough



Southern Company SharePoint

Search in SharePoint

SOToday Our Business I need to... Links and Tools mySource News Hub Help Edit

Southern Company ASCEND Home Our History Meet the Team Resources Edit

Not following Site access

New Page details Preview Analytics

Published 9/3/2025 Share Edit

Meet the ASCEND Team and Learn About the Change Network

Meet the Team

Review the new ASCEND One Pager for important program information and resources!

Access Now

Read the August edition of ASCEND Insights!

ASCEND INSIGHTS

ASCEND Insights is a newsletter designed to provide valuable insights, the impacts of change, key initiatives and important program updates.

- ASCEND One Pager
- ASCEND Capabilities
- ASCEND Program Approach and History
- ASCEND Overview Video
- ASCEND Customer to Meter Timeline
- ASCEND FAQs
- ASCEND Monthly Talking Points
- C2M Learning Journeys

Intranet (SharePoint) Walkthrough



Southern Company SharePoint

BASE CAMP

ASCEND AscendDev

Base Camp News Archive Culture Corner: How We Work Share Your ASCEND Experience Testing Hub Calendar Project tracker list Issue tracker list ... Edit Private group Not following 14 members

+ New Page details Preview Analytics Published 9/2/2025 Share Edit

Welcome to Base Camp

As we go out exploring and conquering new peaks within our workstreams, Base Camp is the place where we can refresh, regroup, and connect. Here you will find important communications, program timelines, and engagement opportunities. You will also have an opportunity to provide content that's top of mind for your workstream, nominate team members who bring our Ways of Working (WoW) to life and share knowledge and lessons learned!

Welcome to

BASE CAMP

Message from Kevin Kastner

[WATCH NOW](#)

Base Camp Quick Links

Engagement Tracker	Facilities	ASCEND Overview
ASCEND Insights	Org. Placemat	Branding
Teams Background...	Photo Library	Testing Hub
Program Learning	Culture Corner	ASCEND Intranet

Share Your ASCEND Experience

Approaching an important program milestone that you want to share or lessons learned that have helped you or your team be more productive? Or maybe you have

PROGRAM CULTURE

ASCEND Intranet Analytics Overview

SharePoint Analytics Features



Visitor Insights

Data tracking overall site traffic



Content Engagement

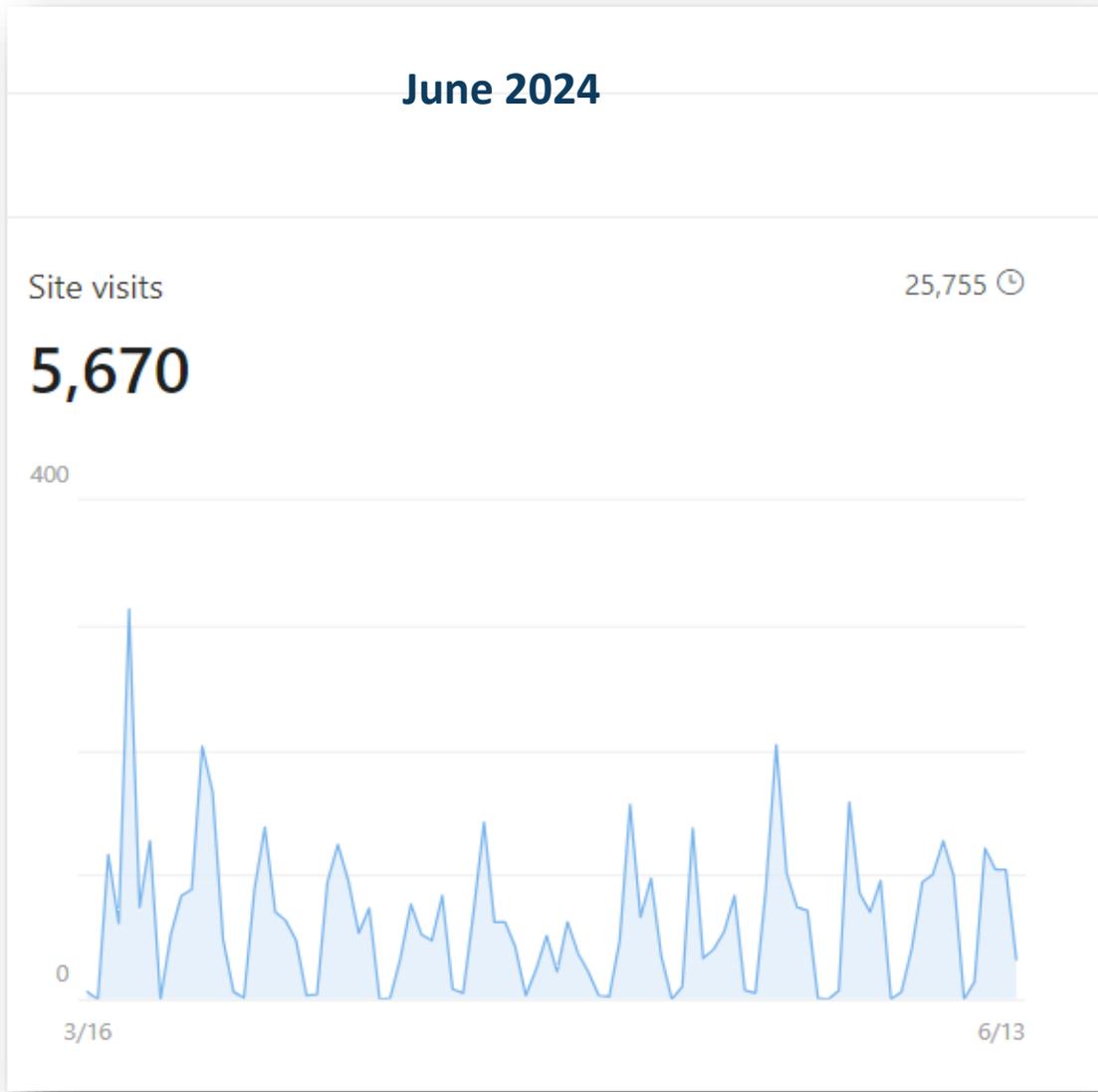
Statistics related to content/resources



Usage Insights

Insights into device usage and time of day

Visitor Insights 2024 vs. 2025



Details the number of total site visits over the same time period in 2024.

Visitor Insights – Past 30 Days

Overall traffic

Last 7 **30** 90 days

Unique viewers

3,470 ⓘ

439 ▲ 35% since last month



Site visits

62,431 ⓘ

6,207 ▲ 52% since last month



Avg time spent per user

3m 26s ▲ 6% since last month



Content Engagement Insights



June 2024

Top 3 Site Pages

1. Homepage
2. Frequently Asked Questions (FAQs)
3. Meet the Team page

Top 3 Documents

1. ASCEND Summary One-Pager
2. C2M R1 Business Briefing
3. Service Cloud Business Briefing

July 2025

Top 3 Site Pages

1. Homepage
2. Meet the Team
3. Service Cloud

Top 3 Documents

1. Service Cloud Digital Workspace Best Practices
2. Service Cloud Current Functionality
3. ASCEND Insights

What's Ahead?



ASCEND Overview

ASCEND Program Approach and History

ASCEND Overview Video

ASCEND Customer to Meter Timeline

ASCEND FAQs

ASCEND Monthly Talking Points

ASCEND Journey

In 2024, ASCEND successfully completed its first phase by replacing the legacy from EE Platform with a new meter data management (MDM) system, enhancing meter data handling for improved customer service and operational efficiency. Phase one also included the successful implementation of the Cloud Data Platform (CDP), Customer Experience (CX) solutions, and a

Visit the ASCEND Intranet and bookmark the page!

Interested in learning more about C2M R1 Meter Data Management (MDM) or need MDM support? Access Resources Now

C2M Resources

- Customer to Meter Overview
- Customer to Meter Presentation
- Customer to Meter FAQs
- ASCEND Business Engagement Managers
- Find a Change Network Member at Your OpCo
- ASCEND Monthly Talking Points

Customer to Meter (C2M) seamlessly integrates meter data management with customer care and billing processes, creating a unified platform that enhances operational efficiency and customer experience. By consolidating meter data with customer information, billing, and service inquiries, employees can access real-time insights and resolve issues more efficiently, reducing response times and improving customer satisfaction.

ASCEND SIGHTS

to provide valuable perspectives, the impact of change, rates.

ASCEND Resources

- [ASCEND Intranet](#)
- [C2M Resources](#)
- [Meet the Team](#)
- [Monthly Talking Points](#)
- [Edge/Channel](#)

Welcome to ASCEND Insights! Dive into our refreshed newsletter to stay connected and informed on key program updates. Delivered monthly, it replaces The Climb and includes bi-monthly special editions that will be shared with key stakeholders across the business. Explore, share feedback, and suggest topics as we reach new heights together!