Liberty Mutual Transforms the Employee Experience

By implementing the award-winning Workgrid digital assistant, Liberty Mutual empowered its employees with a highly personalized, timely and intuitive interactive experience.

**CHALLENGE**

Liberty Mutual Insurance, a diverse and dynamic global company with 55,000 employees worldwide, had been struggling with a common enterprise problem: many of its disparate employee-facing systems had become siloed, reducing user satisfaction and lowering overall productivity.

With countless applications to manage, administrative tasks to complete and messages to process from myriad sources, employees were spending too much valuable time processing this information resulting in process delays, inefficient workflows and missed communications. While this pain is felt by many organizations of all sizes, Liberty Mutual sought to find a better way for its employees.

**SOLUTION**

Liberty Mutual adopted the Workgrid Assistant, a digital assistant that manages employees’ to-do lists, notifications, approvals, workflows, messaging and social media—all from a single, modern, intuitive interface. The Workgrid Assistant is available to employees wherever they work, integrated as an accessible toolbar within the company’s intranet, as well as through a desktop and mobile application.

How Workgrid simplifies the work day:

- Integrates with dozens of disparate systems, including third-party and custom applications, into a modern, easy-to-use experience
- Pushes action items and notifications to users based on their role, department and location for real-time, contextual interactions
- Reduces email volume with timesheet reminders, password-expiration alerts, time-off reports, payslips, organizational charts and more
- Delivers easy-to-spot approval requests for managers to authorize expense reports, IT and procurement requests, HR changes and more
- Provides employees quick answers to frequent inquiries, automates tasks such as booking meetings, scheduling time off, password reset and more

![Case Study](www.workgrid.com)

Learn more @workgridsoft

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours saved</td>
<td>9,000</td>
</tr>
<tr>
<td>Worth of reclaimed employee productivity</td>
<td>7 Million+</td>
</tr>
<tr>
<td>Expense reduction</td>
<td>93%</td>
</tr>
</tbody>
</table>
RESULTS

With the implementation of the Workgrid Assistant, Liberty Mutual saw a major boost in employee engagement, productivity and satisfaction as a result of the improved user experience.

Across the board, employees were able to complete tasks more quickly, stay informed and receive relevant and important information at the right time.

Based on sentiment analysis, the number-one word employees used to describe the Workgrid Assistant was “love”, not a word often used to describe enterprise software.

“
At Liberty Mutual, we want to provide our employees with the same ease-of-use experience that they have in the broader technology world. We’re watching what people use in their personal lives and thinking about how we can bring it to life at work to create an exceptional digital experience inside the company.

James McGlennon
Chief Information Officer, Liberty Mutual Insurance

BENEFITS REALIZED

- Streamlined Workflows
  Accelerated decision making and workflows by consolidating approvals into a single experience.

- 70% Fewer Clicks
  One-click access to popular employee data such as payroll, time-off balances, organization charts, etc.

- Drove Front-line Engagement
  Front-line workers now have access to corporate communications and data from multiple systems.

- Simplified Consumer-Like Experiences
  Engaged employees with intelligent and familiar experiences they expect anywhere, anytime.

- 40% Increase in Click-thru Rates
  Increased internal communication click-thru rates. Employees no longer miss important alerts.

- Modernized Existing IT Applications
  Revitalized employee interactions with cumbersome legacy systems that lacked mobile support, without replacing or rebuilding.