

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.



Company at-a-glance

- **Industry: Insurance**
- **Number of workers: 45,000**

Challenge

Liberty Mutual Insurance, a diverse and dynamic global company with 45,000 employees worldwide, had been challenged with a common enterprise problem: many of its disparate employee-facing systems had become siloed, reducing user satisfaction.

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 desktop and mobile applications.

How Workgrid simplifies the work day:

- ✓ **Integrates** with dozens of disparate systems, including third-party and custom applications, resulting in 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 fast answers to frequent inquiries, automates tasks such as booking meetings, scheduling time off, password reset, and more



9,000

Hours saved for managers through expedited approvals



7 Million+

Worth of reclaimed employee productivity



93%

Expense reduction by handling requests that would normally be help desk calls

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 Frontline Engagement**
Frontline 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.

Interested in seeing Workgrid in action yourself?

Sign up for a free trial!



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