Liberty Mutual Insurance Transforms the Employee Experience with an AI Assistant

INDUSTRY
Insurance

Workgrid

Liberty Mutual
INSURANCE

By implementing the award-winning Workgrid digital assistant, Liberty Mutual Insurance modernized their myLiberty intranet, seamlessly integrating important tasks and information into a single, multichannel interface. These advancements provide choice for all employees across the globe as to where and when they access digital services, ultimately driving traffic and increasing engagement with the site.

Company at-a-glance

- ## Industry: **Insurance**
- ## Number of Workers: **45,000**

Challenge

Liberty Mutual Insurance, a diverse and dynamic global company with more than 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.

A variety of surveys and focus groups indicated employees wanted a centralized location for everything they needed to know and do, with easy access to news of the day, relevant apps, and other resources needed to perform their jobs effectively.

Solution

Liberty Mutual implemented Workgrid's digital assistant to turn their intranet into a productivity hub designed to simplify the work day for employees. With Workgrid's easy-to-use toolbar in place, personalized tasks and information from across the organization were presented alongside important employee data, like payslip information and time off balances. Additionally, an enterprise-grade chatbot made finding information as easy as asking a question.

To Know

To Do

About Me

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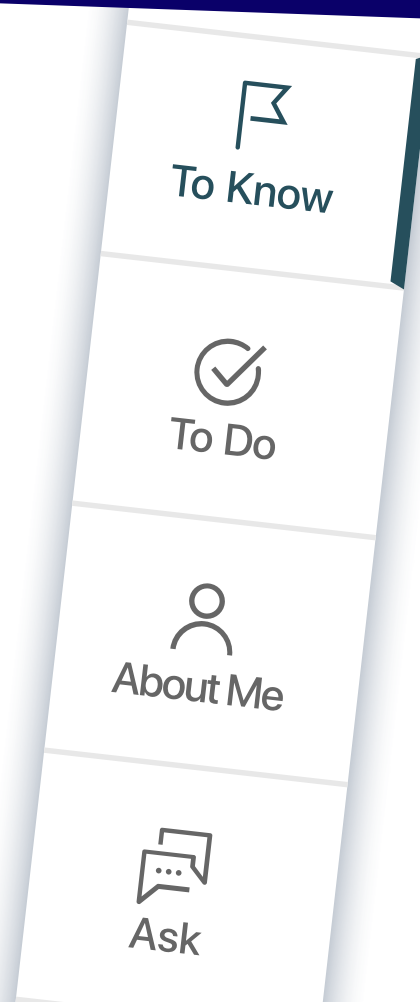
> " At Liberty Mutual, we want to provide our employees with the same ease-of-use experience that they have in the broader technology world. We're watching what people use in their personal lives and thinking about how we can bring it to life at work to create an exceptional digital experience inside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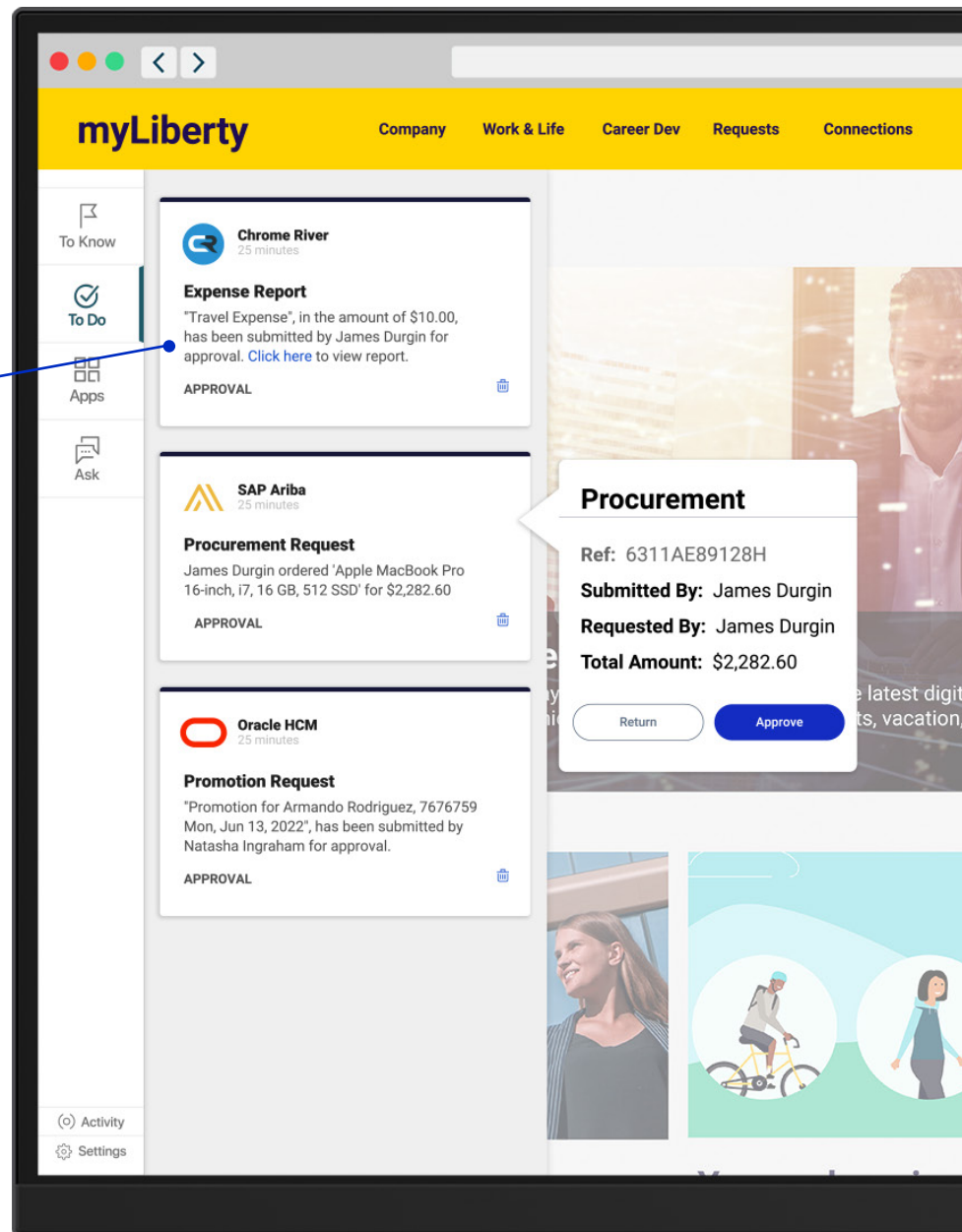
James McGlennon
Chief Information Officer, Liberty Mutual Insurance

Workgrid modernized Liberty Mutual's intranet with ...

To Knows create a personalized, contextual news feed that includes global news, as well as news targeted by location, Strategic Business Unit, job function, etc. To Knows also deliver proactive alerts from source systems such as Oracle HCM to notify employees about preferred information, such as job postings.
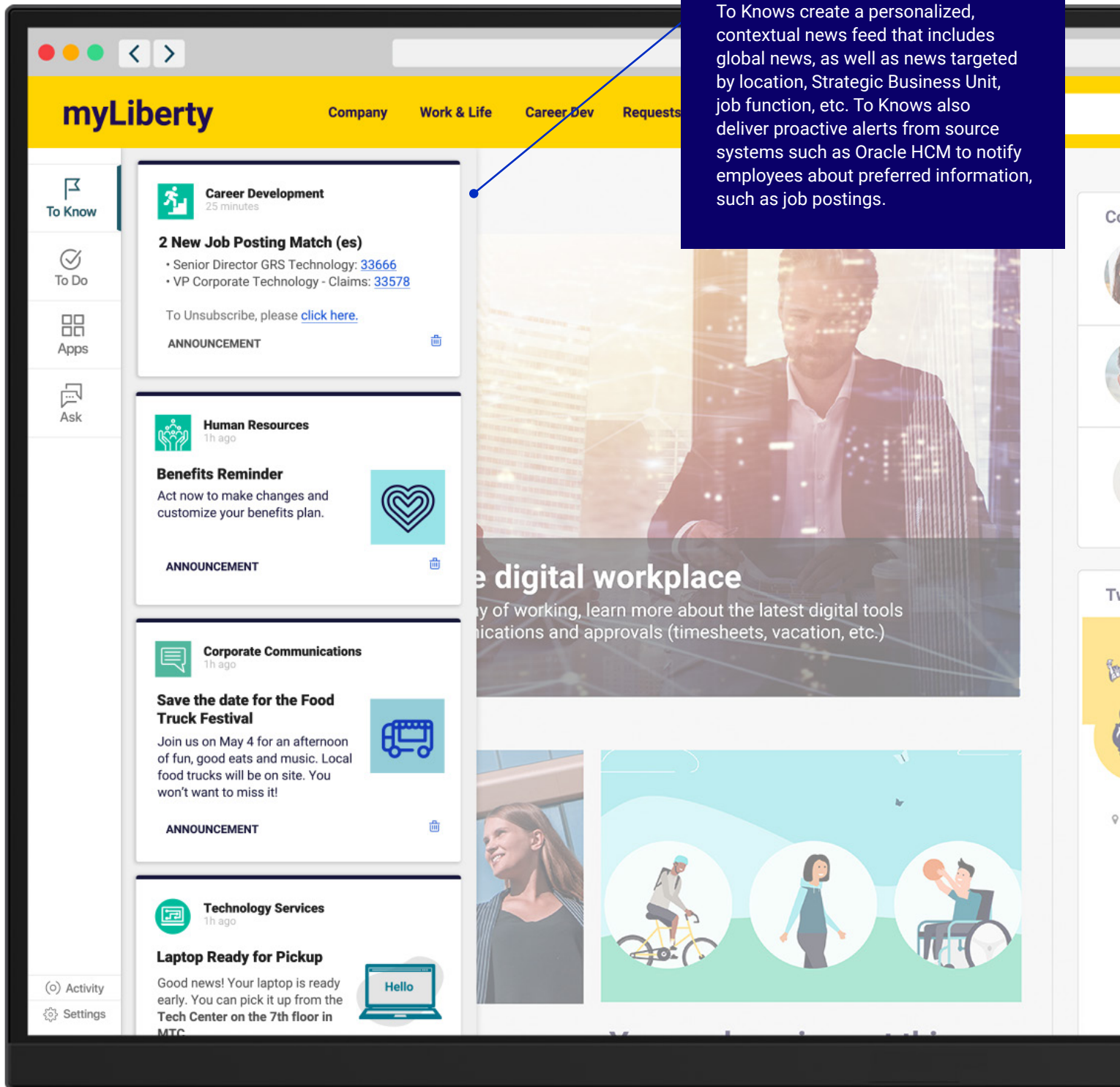
To Dos create a unified notification stream for systems like Workforce, Chrome River, and SAP Ariba. This enables workers to view and take action on routine tasks that need their attention from across the enterprise, such as approving vacation requests and expense reports.

myLiberty

Company   Work & Life   Career Dev   Requests   Connections

To Know

To Do

Apps

Ask

Chrome River
25 minutes

Expense Report
"Travel Expense", in the amount of $10.00, has been submitted by James Durgin for approval. Click here to view report.

APPROVAL

SAP Ariba
25 minutes

Procurement Request
James Durgin ordered 'Apple MacBook Pro 16-inch, i7, 16 GB, 512 SSD' for $2,282.60

APPROVAL

Oracle HCM
25 minutes

Promotion Request
"Promotion for Armando Rodriguez, 7676759 Mon, Jun 13, 2022", has been submitted by Natasha Ingraham for approval.

APPROVAL

Procurement

Ref: 6311AE89128H

Submitted By: James Durgin

Requested By: James Durgin

Total Amount: $2,282.60

Return   Approve

Activity

Settings

Liberty Mutual uses Workgrid to create a unified experience for:

workforce SOFTWARE

**ORACLE** HUMAN CAPITAL MANAGEMENT

CHROMERIVER

SAP Fieldglass

SAP Ariba

Power BI

**bmc**

Microapps give employees seamless access to the specific functionality they need from core enterprise systems like Workforce, SAP Fieldglass, and Power BI — right from the intranet. This makes it easy to view payslip and time off data, assign tasks, view talent metric reports and more.
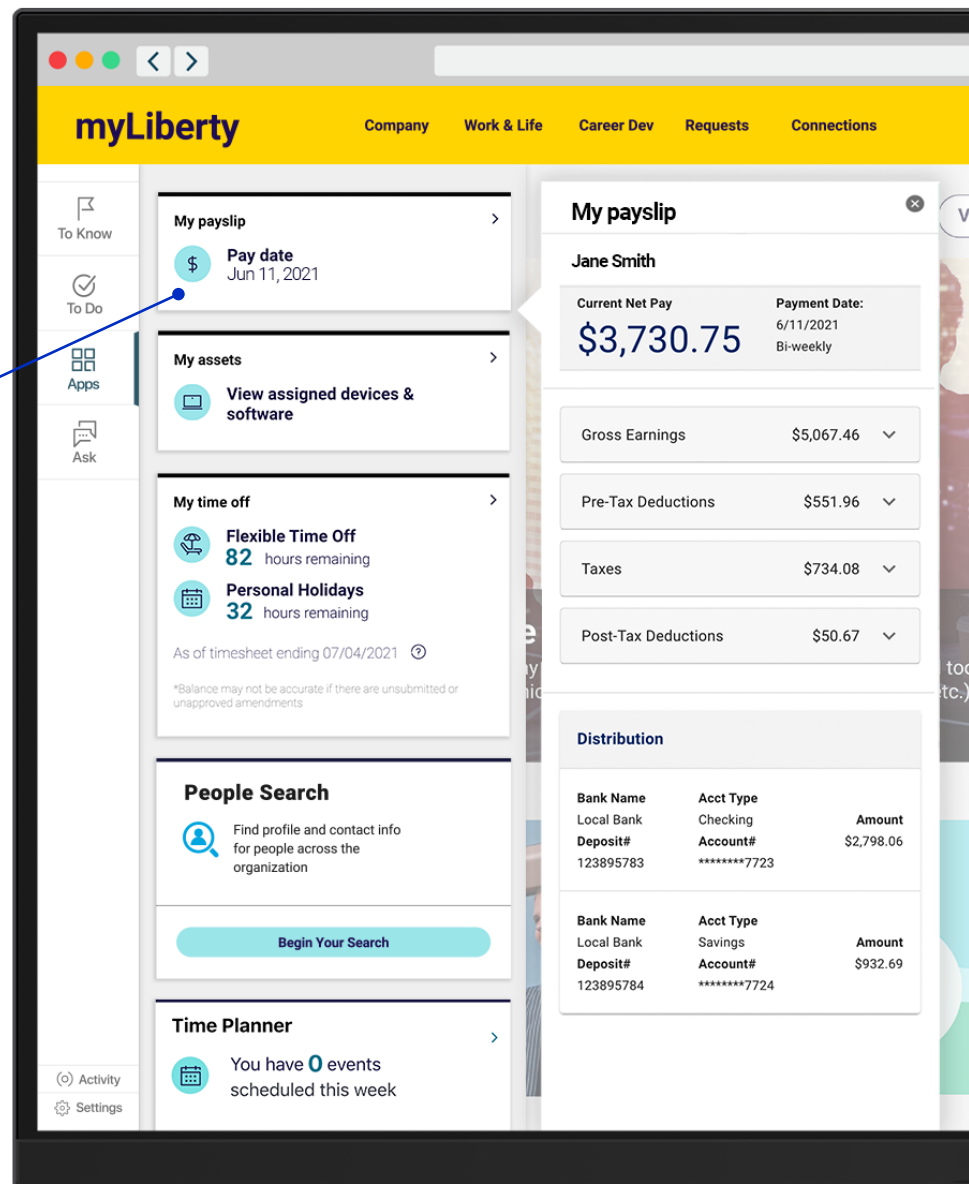
Workgrid provides a multi-channel experience, bringing information and tasks from workplace systems into a centralized location like on the company intranet or within Microsoft Teams.
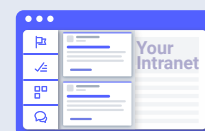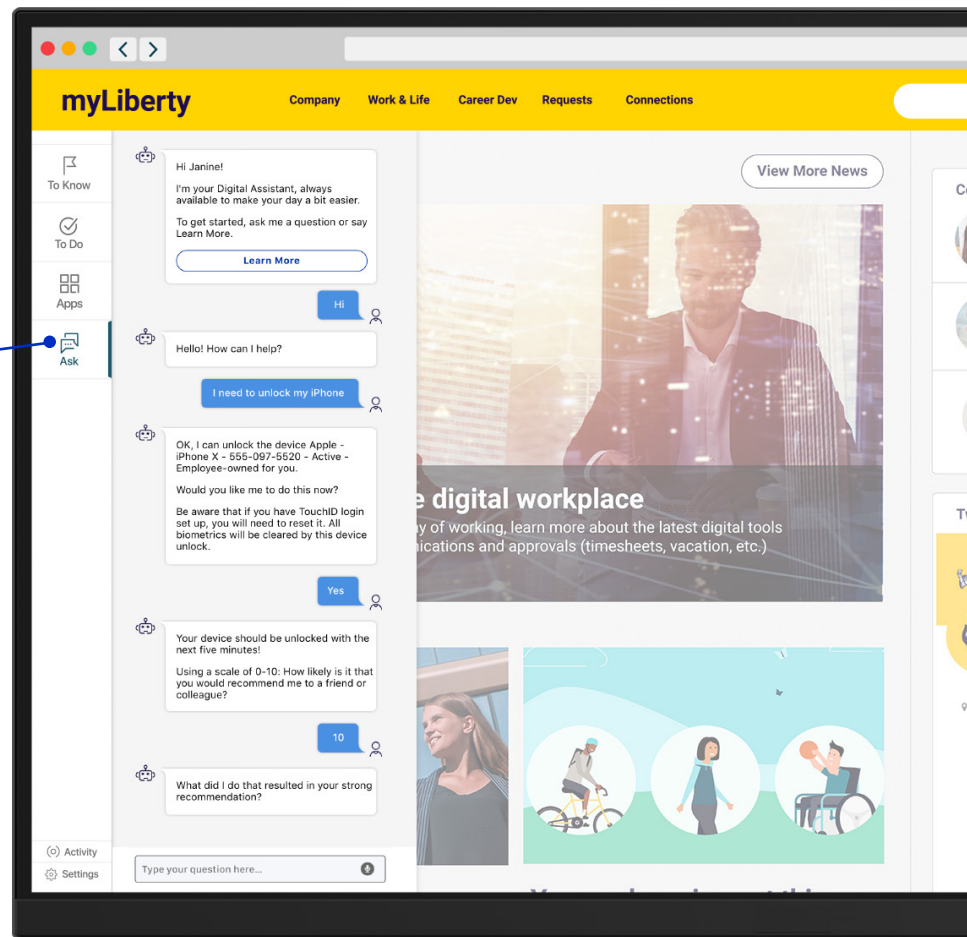
Intranet Web Toolbar

Microsoft Teams

Enterprise-grade chatbot delivers fast, personalized answers to common questions and automates routine tasks, such as submitting support tickets, password resets, and more.

Results

With the implementation of the Workgrid digital assistant, Liberty Mutual saw a major boost in employee engagement, productivity, and satisfaction as a result of the improved intranet 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. The success of this initiative is due in large part to an organization-wide commitment to constantly learning and iterating the solution, delivering a product that is truly focused on the user.

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

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.

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

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

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?

Request a demo!

Workgrid

🌐 workgrid.com   🐦 @workgridsoft