Improving the Employee Experience by Streamlining the Digital Experience

Workgrid

By implementing Workgrid, a Fortune 500 financial services company sought to create a more effective approach to employee communications, minimize complex, multi-step digital processes, and create a centralized, easily accessible location for employee information.

Company at-a-glance

- **Industry: Financial Services**
- **Number of Workers: 10,000+**

Challenge

The organization recognized that their workforce was not able to operate as effectively as possible due to a siloed and fragmented user experience. Simple, routine tasks were bogged down by complex, multi-step digital processes, there was no centralized location for information, and communications were getting missed due to an overabundance of email. All of this caused a poor employee experience that resulted in significant dissatisfaction and frustration.

The need to fix the situation was clear, so the company identified five core principles they wanted to focus on with their transformation:

1. Improve communication
2. Minimize digital processes and make it easy for employees to take action on important tasks
3. Create a central location for information
4. Influence behavior and encourage action
5. Improve support for onboarding and career development

Solution

Having such a wide variety of goals made it challenging to select a solution because very few options were able to address each of these goals effectively. Once option did stand out however.

Workgrid was chosen as the only solution to offer functionality that addressed each of the organization's goals, including a modern, fully mobile experience that would keep employees engaged and productive. With Workgrid the organization will be able to:

Improve internal communications by making it easy to send tailored messages to employees, elevated outside the chaos of email so important communications are never missed. Event-related communications will also allow employees to add things to their calendars right from the notification. Plus, communications automatically expire when they're no longer relevant.

Deliver a modern, streamlined user experience that focuses on employee intent and eliminates time-consuming, multi-step processes. This will be accomplished through apps that integrate seamlessly with core enterprise systems, abstracting employees from the complexity of interacting with a variety of systems to complete low-value, high-volume tasks. It will also give them a single location to process routine activities such as vacation balances. This initiative will start with reducing the number of steps it takes for employees to request time off and make it easier for managers to see how much time off their teams have. Plans are in place to simplify additional processes at a later date.

Simplify routine tasks by consolidating approvals across multiple systems, including MyServices, Concur and Fieldglass. By simplifying access and creating a centralized location for everything employees needed to know or do, there's no need to toggle back and forth between complex applications which significantly increases efficiency and reduces frustration.

Modernize the intranet by adding a powerful lineup of intelligent features to the existing SharePoint site. The addition of functionality that centralizes access to core systems, personalizes communication and simplifies complex tasks will create a modern experience that engages workers and improves the employee experience.

Benefits

With Workgrid in place the organization will be able to make consistent progress on improving their employee experience, starting with initiatives that will demonstrate early value to workers while continuing to roll out additional features and functionality that drive value over time.

Anticipated Benefits

- **Improved communication** with a central location for contextual, personalized notifications

- **Simplified digital processes** for both employees and managers as a result of a streamlined app for submitting time off requests

- **Central location for information,** making it easy for employees to find the critical information they need to be effective

- **Increased productivity** with fewer steps needed to complete routine tasks

- **Modernized Intranet Experience** that acts as a single, contextual digital gateway that enables employees to connect, find information and take action on key tasks
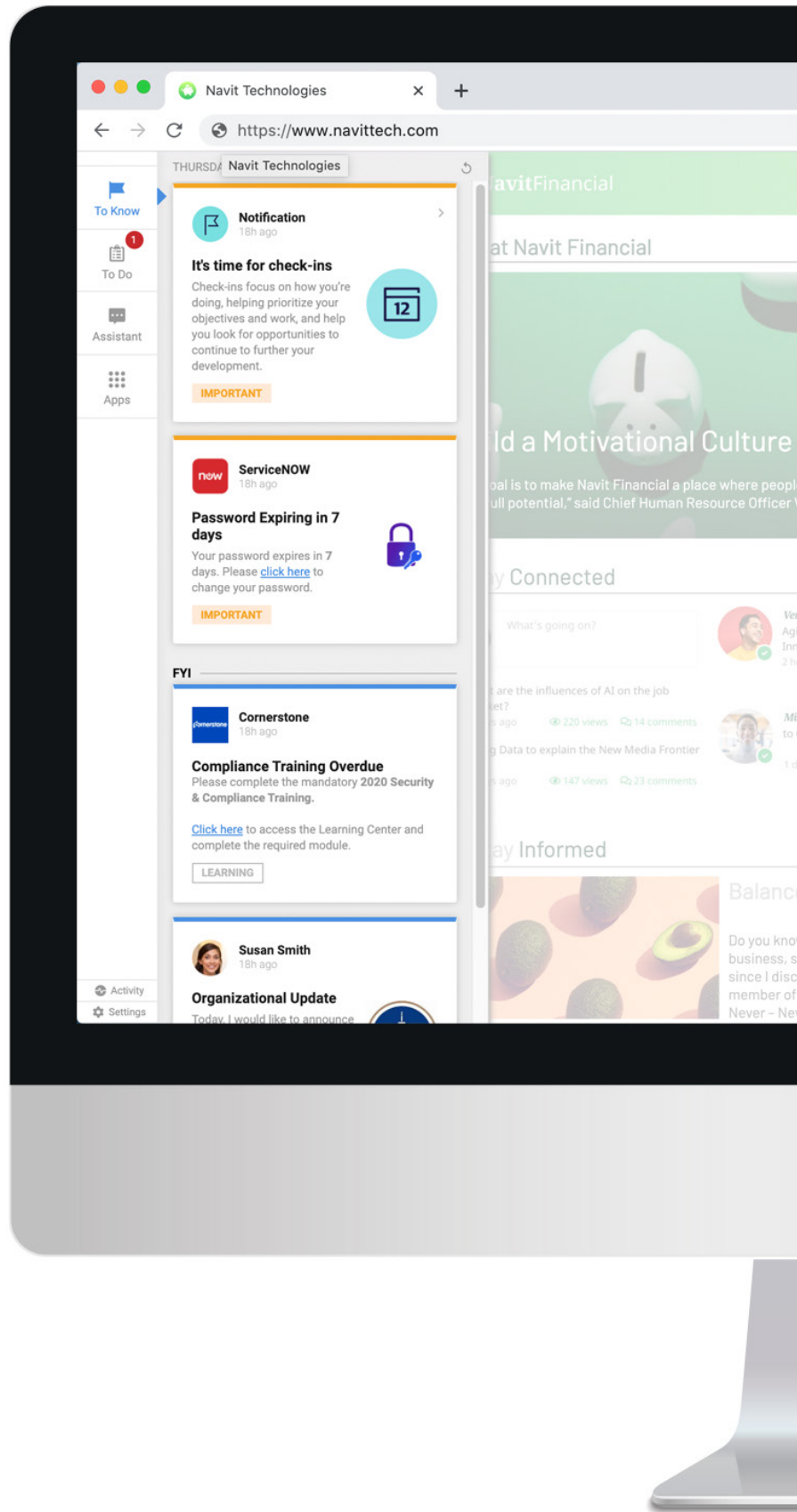
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