

Centralizing Internal Communications for Frontline and Desk Workers

INDUSTRY
Healthcare



A healthcare company with over 10,000 employees - from full-time staff and affiliates, to contractors and students - was looking to differentiate their intranet and make it valuable across a wide array of employee needs.

Challenge

Investments in systems - from the company intranet to the IT Help Desk - use valuable time and resources. But they are not always designed to effectively benefit all employees. Due to a diverse workforce, a healthcare company was facing challenges communicating with a mix of desk and deskless workers.

Solution

Transforming the Intranet to a Digital Workspace

The healthcare company chose to implement the AI Assistant to enhance and differentiate their company intranet. To accommodate both the frontline and desk workers, the AI Assistant offered a solution that connects employees with business applications and information across the digital workplace regardless of their style of working. Implementing the solution helped reduce digital friction for employees by combining data and notifications from various systems into one unified stream, so employees could access the things that require their attention from the intranet - whether they are on the go or at their desk.

The customer started with the following use cases to help streamline workflows:

- Training Reminders
- Time Off Balance
- IT Help Desk

Training Reminders

With numerous compliance trainings for employees, the company looked to automate workflows and processes by connecting the AI Assistant to their Learning Management System, Workday. Reminders for upcoming trainings seamlessly arrive to employees, directing them to what needs their attention right from the intranet - ensuring that required tasks are completed and reducing extra steps required to login to Workday.

30% of the workday

about 2.5 hours, is wasted searching for necessary information.

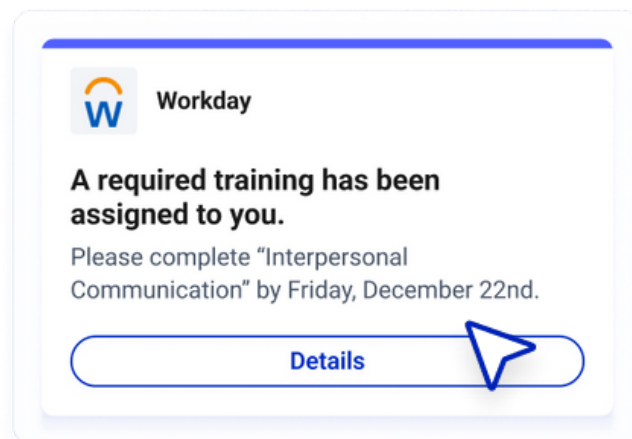
Source: "IDC, "Bridging the Information Worker Productivity Gap: New Challenges and Opportunities for IT"

Time Off Balance

On-demand access to system based information such as time off balances make it easier for employees to access their benefits within the flow of work. In just a few clicks they can get information at a glance, and get back to the task at hand.

IT Help Desk

With the IT Help Desk app, the business could connect employees to existing business investments without adding extra login steps. Employees can quickly check the status of IT tickets and automatically receive notifications of status changes on the intranet so they can effectively keep track of help desk tickets without having to spend extra time searching for the information.





70%
of users

Reported they were interested in accessing information stored in another system through the intranet.

Creating positive experiences with a people-first mindset.

With the Workgrid AI Assistant, employees are able to quickly find information, saving them time and helping them focus on more strategic initiatives.

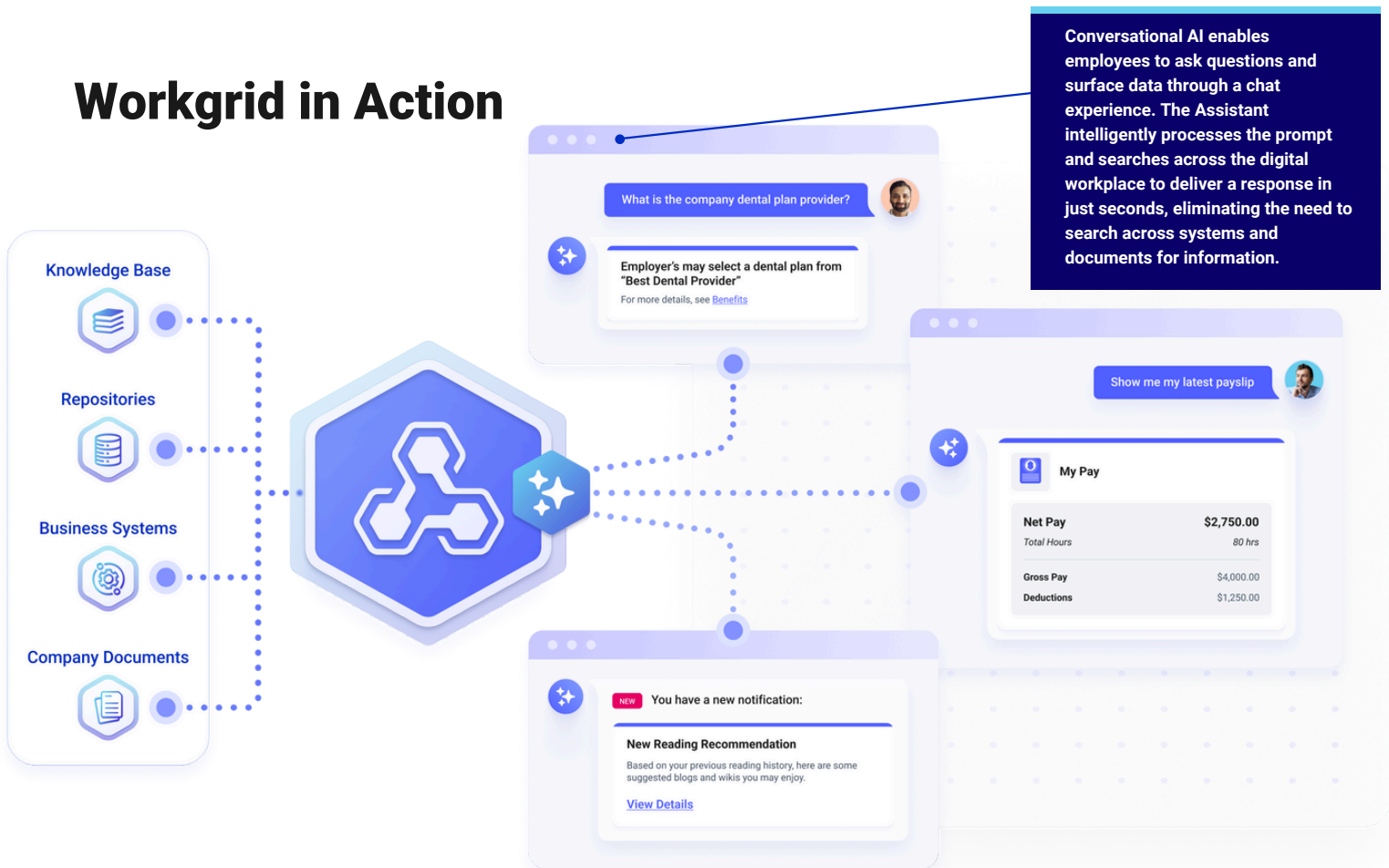
After an initial pilot test of an AI Assistant on the company intranet, survey results showed growing interest in centralized access to information through the Assistant. Users reported that the notifications and interactive actions delivered a more dynamic experience versus a static web experience.

What is my time off balance?

Time Off Balance	
Remaining PTO	80 hrs
Pending Approval	0 hrs
Scheduled	0 hrs
Taken	27.30 hrs
Total Accrued	107.30 hrs

Workgrid abstracts the tasks and information employees need from across the enterprise, delivering it in an easy-to-consume conversational interface that simplifies the work day for employees.

Workgrid in Action



Workgrid's enterprise-grade platform allows you to build conversational AI experiences, create employee journeys, and make digital workplace apps available to employees, all designed to make accessing important information easier.

**To learn more about how the
AI Assistant can support your
digital workplace
request a demo!**



 workgrid.com

 [@workgridsoft](https://twitter.com/workgridsoft)