

# Liberty Mutual Insurance Transforms the Employee Experience with a Modern Intranet



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**

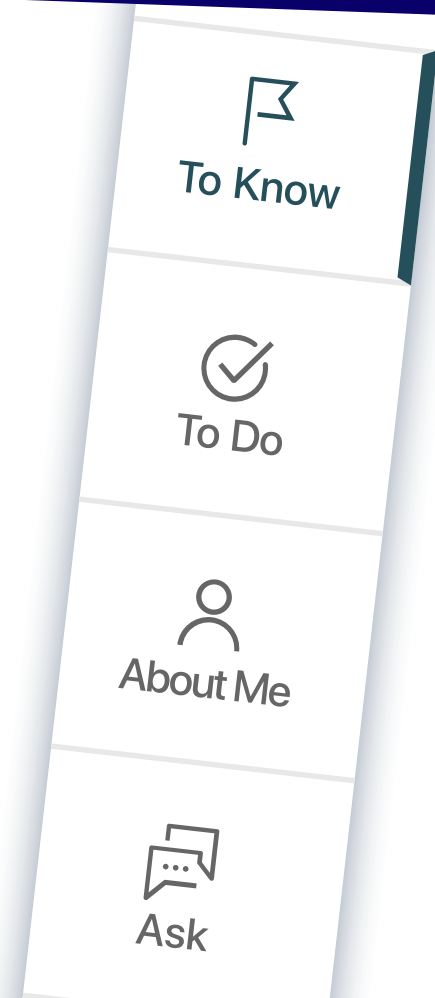
### Challenge

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.



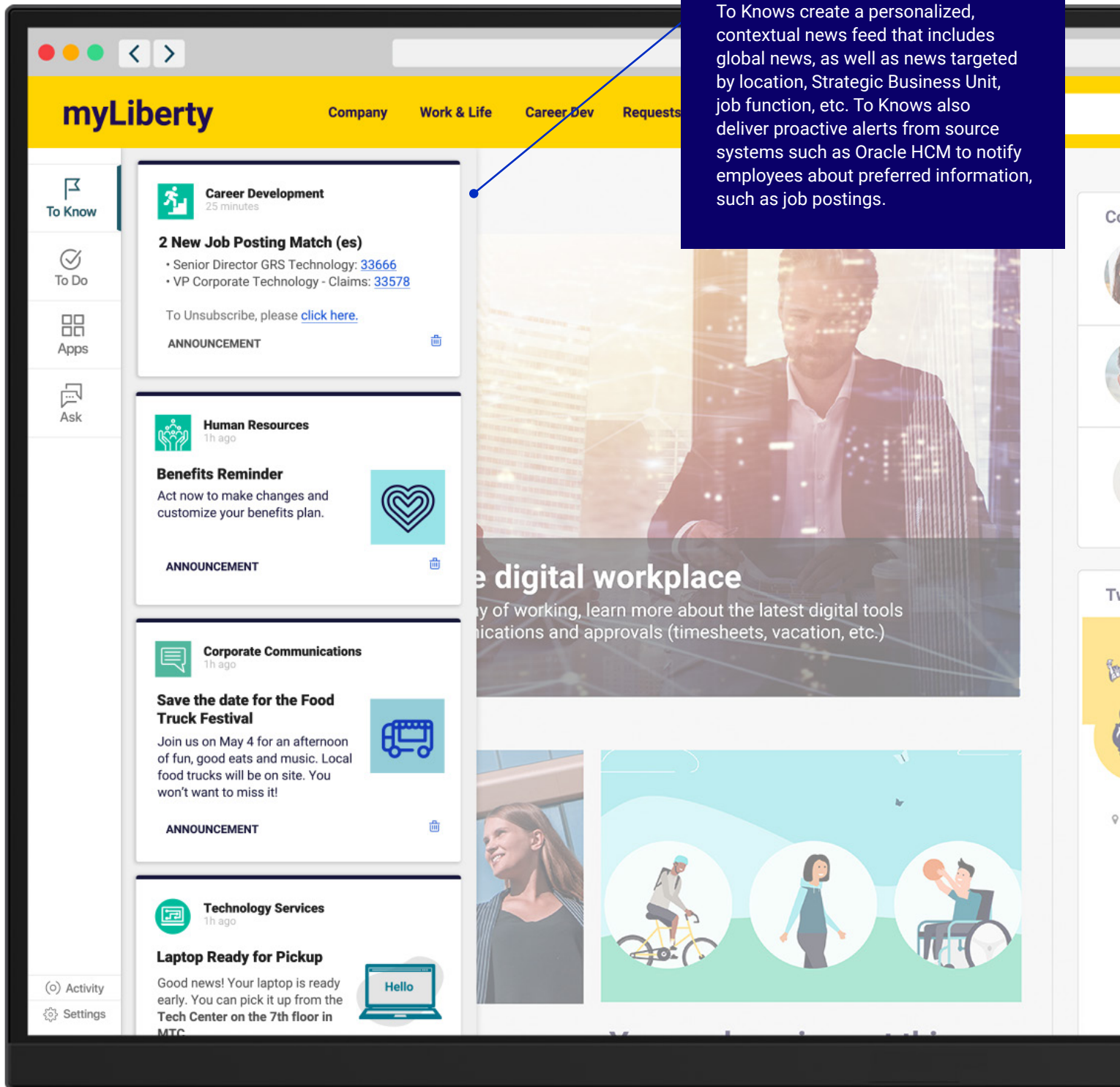
“At Liberty Mutual, we want to provide our employees with the same ease-of-use experience that they have in the broader technology world. We’re watching what people use in their personal lives and thinking about how we can bring it to life at work to create an exceptional digital experience inside the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



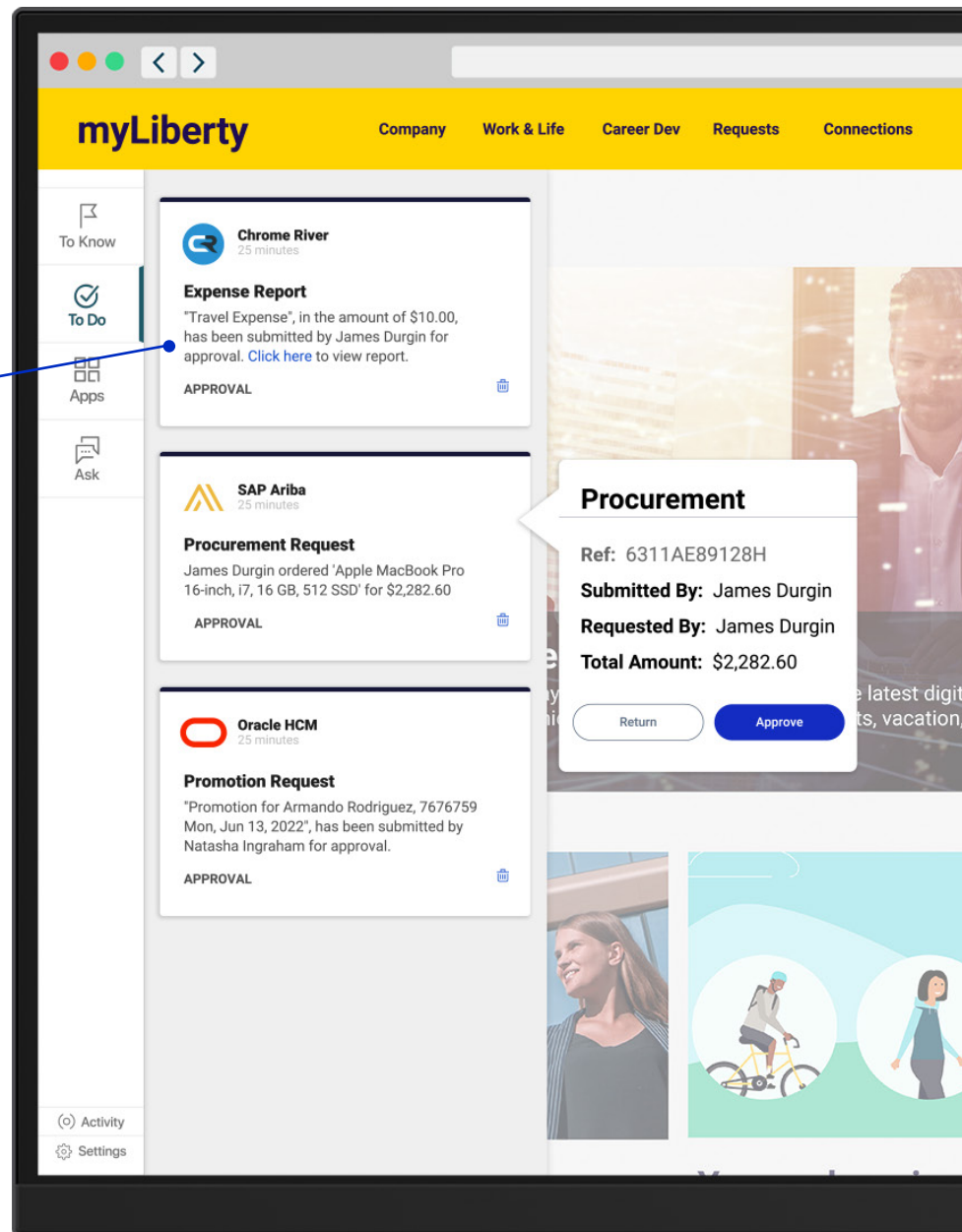
James McGlennon  
Chief Information Officer, Liberty Mutual Insurance

# 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.



Liberty Mutual uses Workgrid to create a unified experience for:

**workforce**  
SOFTWARE

**ORACLE**  
HUMAN CAPITAL MANAGEMENT

**CHROMERIVER**

**SAP Fieldglass**

**SAP Ariba**

**Power BI**

**bmc**

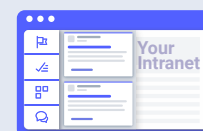


Microapps give employees seamless access to the specific functionality they need from core enterprise systems like Workforce, SAP Fieldglass, and Power BI — right from the intranet. This makes it easy to view payslip and time off data, assign tasks, view talent metric reports and more.

The screenshot displays the myLiberty intranet interface. At the top, a yellow navigation bar contains the myLiberty logo and links for Company, Work & Life, Career Dev, Requests, and Connections. A left sidebar includes icons for To Know, To Do, Apps, and Ask. The main content area is divided into several microapp tiles: 'My payslip' (showing a pay date of Jun 11, 2021), 'My assets' (with a link to view assigned devices & software), 'My time off' (showing 82 hours remaining for Flexible Time Off and 32 hours remaining for Personal Holidays), 'People Search' (with a 'Begin Your Search' button), and 'Time Planner' (showing 0 events scheduled this week). On the right, a detailed 'My payslip' for Jane Smith is shown, including Current Net Pay of \$3,730.75, Payment Date of 6/11/2021, and a breakdown of Gross Earnings, Pre-Tax Deductions, Taxes, and Post-Tax Deductions. A 'Distribution' table at the bottom right shows bank account details and amounts.

Bank Name	Acct Type	Amount
Local Bank	Checking	\$2,798.06
Local Bank	Savings	\$932.69

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.

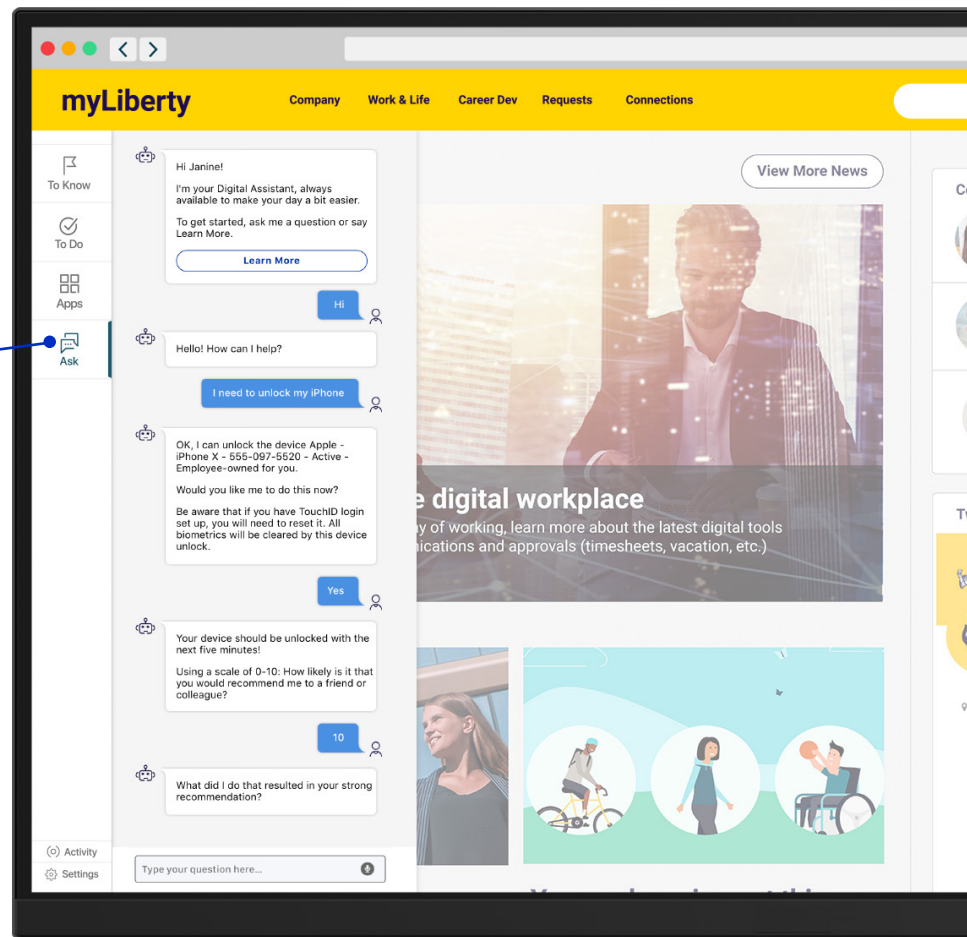


Intranet Web  
Toolbar



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.

## ✓ 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.

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.

## ✓ 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.com](https://workgrid.com)

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