

Enterprise Communication & Collaboration

What....Why....How...

Mission Statement:

Enable and empower employees to connect and form relationships across the enterprise for the purpose of sharing feedback, solving problems, vetting ideas, and capitalizing on value-creating opportunities

Evolve into an adaptive “working out loud” organization where employees have a multitude of pathways to communicate, share knowledge and collaborate

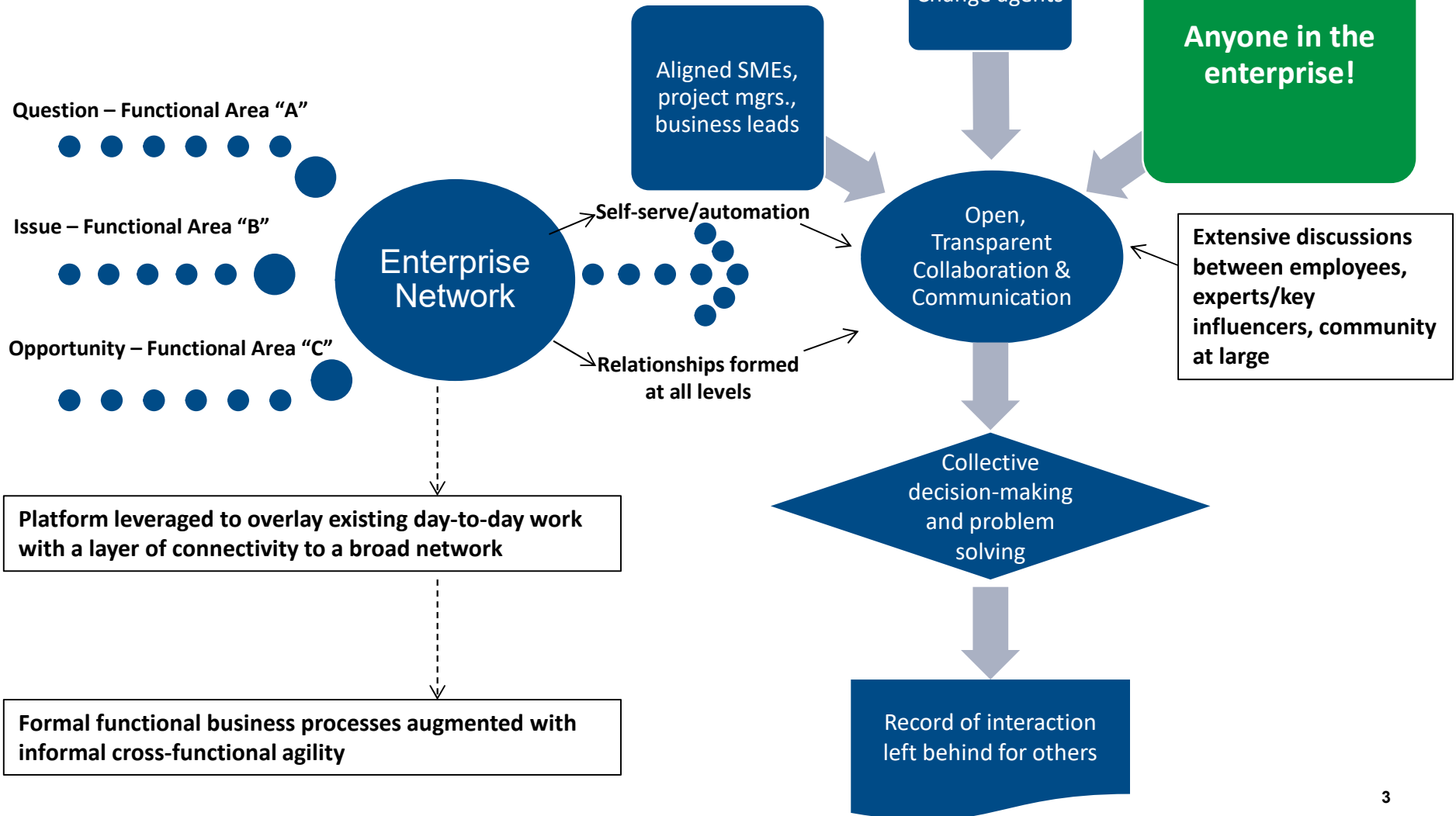
Any employee who wishes to share knowledge, information or expertise, and those seeking access to these intangible assets, are supported by a process that facilitates the capture and reuse of those assets as a normal course of doing business, and in ways that move business and personal goals forward while minimizing risk to the organization

Enterprise Communication & Collaboration – Employee Centric Solutions



Enterprise Communication & Collaboration - State of Play (Future)

Questions, issues, opportunities raised by employees across multiple functional areas and/or locations



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“Raise Your Hand” Engagement Use Case: Defined

Opportunity Statement

Information, knowledge, and insights are scattered and siloed across the enterprise. Failure to facilitate scalable connections results in missed opportunities and lower productivity

Approach

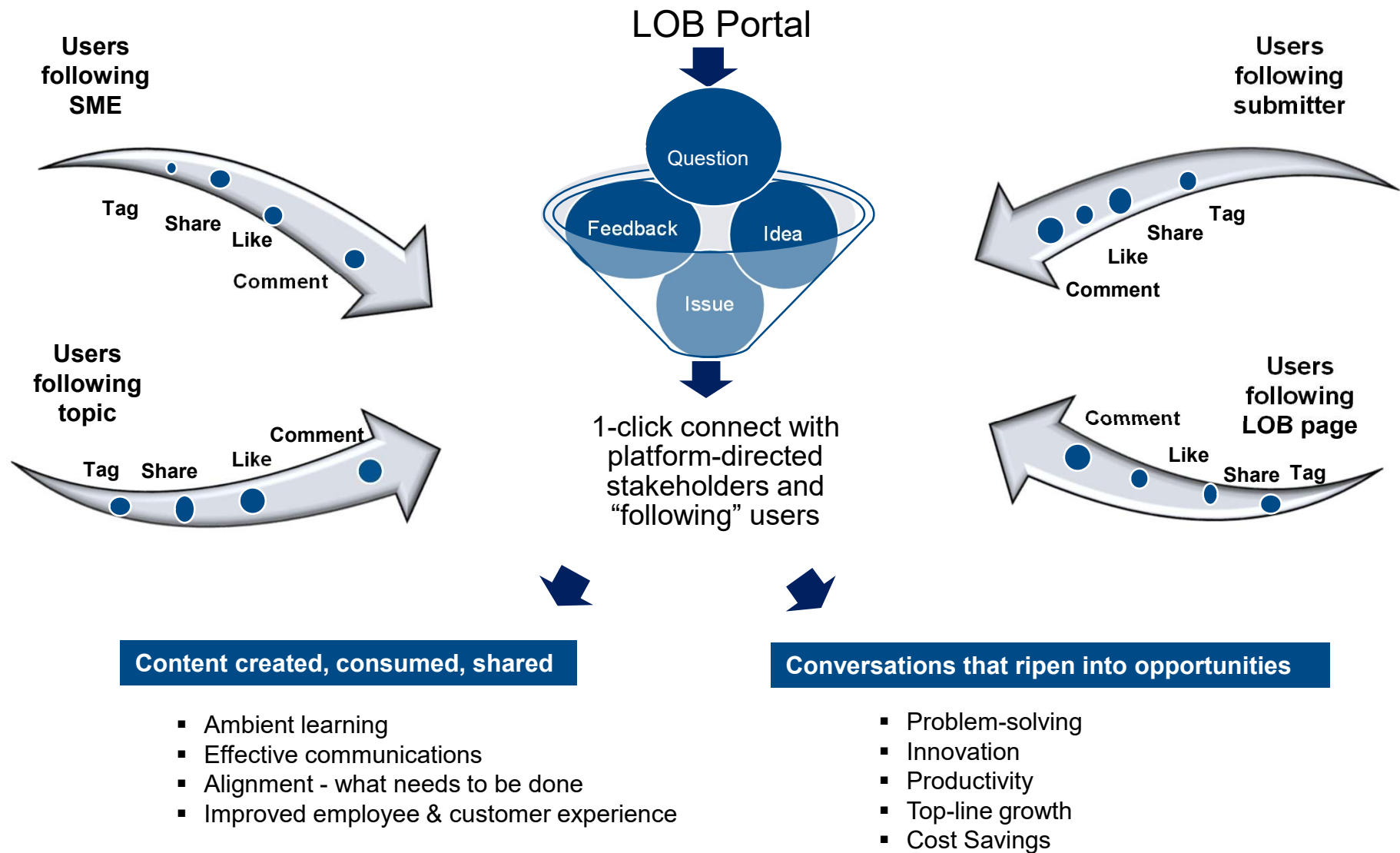
- Lightweight/portable/adaptive
- Top-down, bottom-up push
- Community-driven architecture
- Focus on behaviors, **not** tools
- Autonomous users/self-organizing network
- Deployed globally, managed locally
- Conversations synthesized into conclusions, a call to action

Benefits

- Higher level of employee engagement
- Improved innovation, productivity, agility
- Reduce reliance on email
- Quickly solve problems ("swarming")
- Success stories create virtuous cycle
- Fast-track onboarding of new employees
- Remove static nature of perf management
- Drive inclusive culture
- Evolve into learning organization

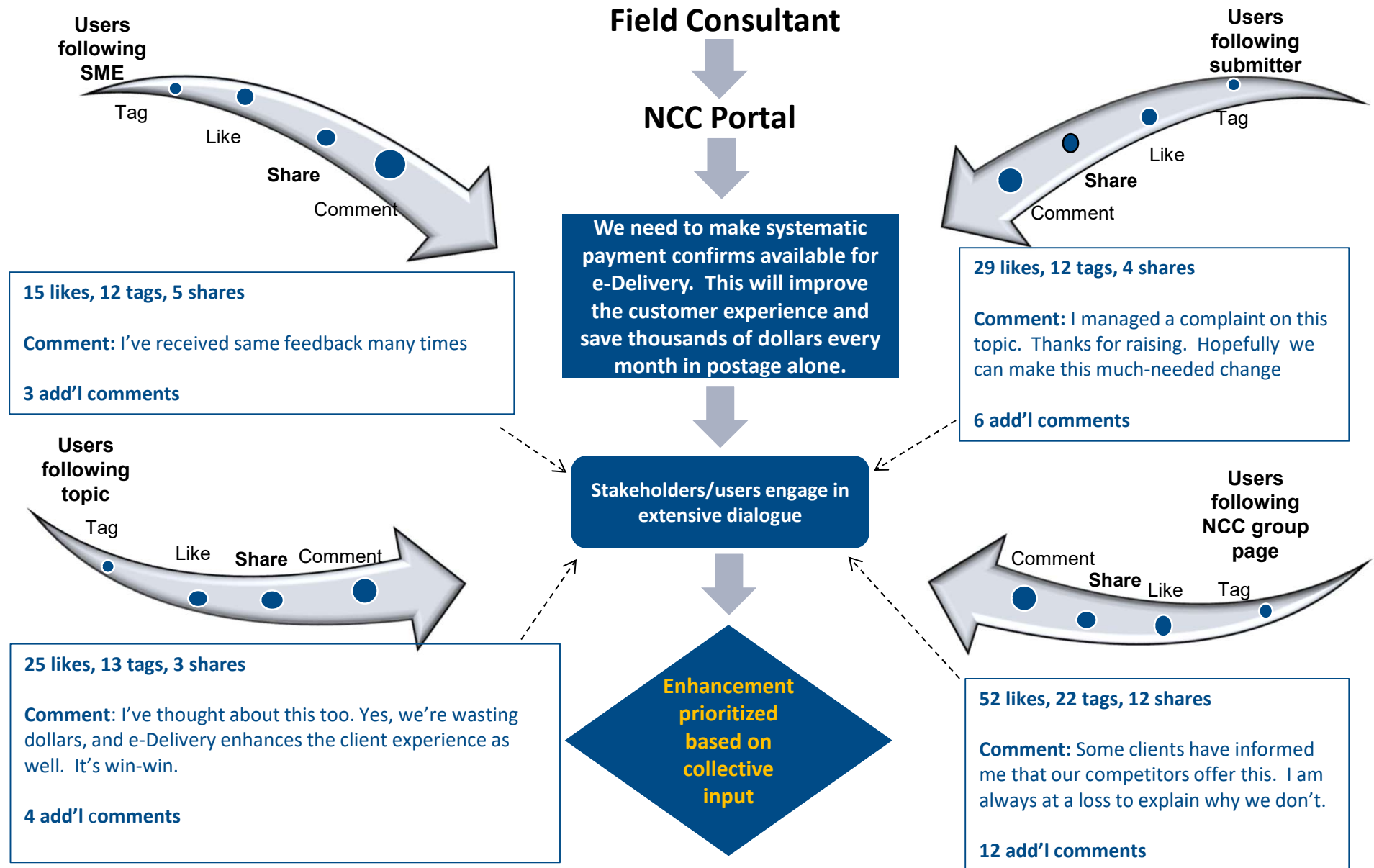
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“Raise Your Hand” Engagement Use Case – Model Snapshot



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“Raise Your Hand” Engagement Use Case – Model Snapshot



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“Raise Your Hand” Engagement Use Case - SIPOC

Suppliers	Input	Process	Output	Customers
Employees need connections, bonds, relationships.....real time, any time access to information and expertise	Lob portal enables and simplifies targeted connections with colleagues and "topic specific" stakeholders....ideas, issues, feedback, questions and other requests for support or assistance	Dynamic search returns related conversations and serves as launching point for dialogue with appropriate stakeholders and "following" community	Problems solved, new opportunities unearthed, higher productivity and innovation, improved engagement, content easily located and reused, reduced reliance on email	Enterprise
Local lobs need an automated, transparent, scalable, cross-functional enterprise solution	Host group page with "on ramp" portal to entire enterprise	Monitor interactions, stir conversations, track and report opportunities/successes, recognize and reward contributions	Higher engagement, resources focused on validated issues/opportunities, close training & comm gaps, new hires quickly brought up to speed	Local workforce
Stakeholders (e.g., SMEs, biz leads, projects mgrs) need transparency to capture collective wisdom of the firm	Teams organized around BCM (Level 1 and 2)	Platform alerts appropriate stakeholders to requests for insights, answers, input, feedback, action	Challenges/opportunities seized, trends inform prioritization and better, more accurate decision-making, reduced content duplication	Virtual communities of practice
Enterprise needs to mobilize expertise	Change leaders mobilized and aligned with topics, stakeholder communities or Lobs	Monitor interactions and participate in those that ripen into a project opportunity	Scope and secure sponsorship of projects	Enterprise