

» 5200+ EMPLOYEES

» 19 LOCATIONS

» MIX OF SKILLED AND UNSKILLED LABOUR

Employee app digitizes and streamlines scheduling and staff coordination.

A 5,200+ employee operations group with 19 locations approached iTacit to solve their internal communication challenges.

Their mix of full-time, part-time, and casual staff has complex, role-specific training needs with diverse workers from hourly labour to highly skilled teams.

CHALLENGE

Facing rapid growth and an abundance of systems, staffing inefficiencies were a key issue. Employee scheduling was shared only on physical bulletin boards, meaning that shift-based employees had to be in-person to get the latest updates.

And while corporate and office staff were connected by email, front-line workers were mostly reached by paper, bulletin boards or in-person by managers.

SOLUTION

With the roll-out of iTacit, including a branded app, the team now has the tools to target distribution of various communications and streamline operations.

They leveraged the Notice Board to target specific roles, groups and locations, dispersing information only to those who would find it relevant, including posting staff schedules by location. They also reduced the requirement for front-line employee email using Messages, simplifying how managers reach their employees.



RESULTS

+ Widespread employee adoption of iTacit

90% of registered employee users have accessed the iTacit mobile app. Teams are engaged and connected. The physical bulletin board has been shifted entirely online with Notice Board which is accessible from anywhere, anytime.

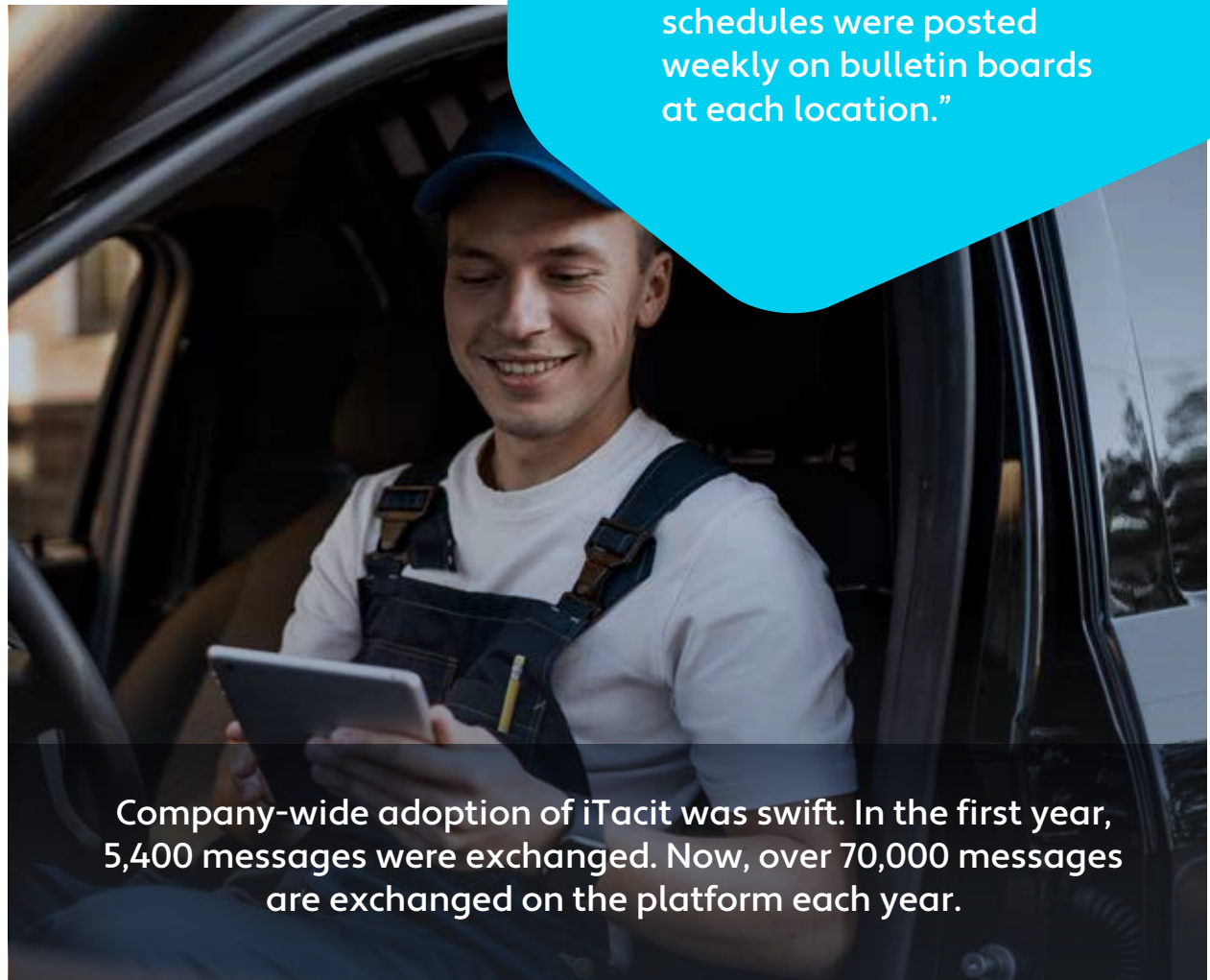
+ Over 70,000 messages were exchanged on iTacit's platform in the last year

Direct messages mean managers can quickly search users, find who they report to and contact them right on their own device. In addition, actions and assigned activities for employees are now managed within the app.

+ Reduced use of corporate email addresses

Everything work in one place simplified and streamlined how their staff collaborates. Instead of conversations being lost in email chains, employees now have a central hub to connect and communicate in real-time.

“Before iTacit, work schedules were posted weekly on bulletin boards at each location.”



Company-wide adoption of iTacit was swift. In the first year, 5,400 messages were exchanged. Now, over 70,000 messages are exchanged on the platform each year.

