

» 5200+ EMPLOYEES

» 19 LOCATIONS

» MIX OF SKILLED AND UNSKILLED LABOUR

## Communication app improves team performance and truly connects staff.

A 5,200+ employee operations group with 19 locations approached iTacit to solve their employee engagement challenges. Their mix of full-time, part-time, and casual staff has complex, role-specific communication needs with a diverse range of hourly labour to highly skilled teams.

### CHALLENGE

Front-line workers were mostly reached by paper, physical bulletin boards or in-person by managers. With communication being limited to day-to-day messages via inefficient methods, feedback was disconnected, irregular and inaccurate.

Managers lacked an effective way to reach and hear employees, and employees were left without a practical way to connect with their colleagues.

### SOLUTION

With the help of iTacit, the group was able to build a central place for employees to engage with content in a natural way, on their own device, on their own time.

The internal communication team focused on improving the company culture and engagement. They gamified employee participation, creating playful competition among teams. They recognized employee contributions for non-profits, as well as posting social events and volunteer opportunities.



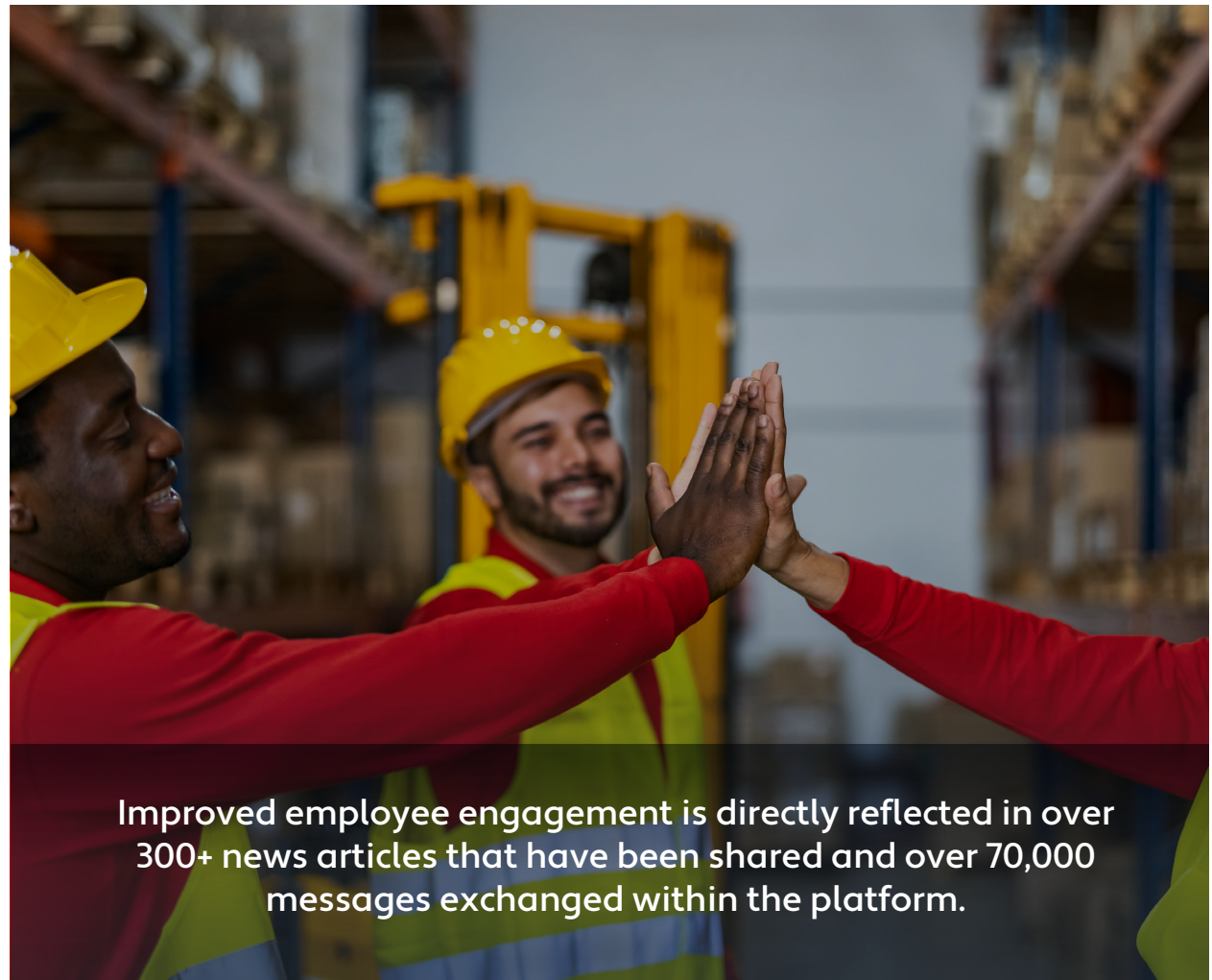
## RESULTS

### + Engaged and Connected Employees

iTacit gave staff a platform to connect in an authentic and natural way. Using Notice Board, employees truly connected through playful competition across teams and shifts. Employees now have a practical way to connect with their colleagues who work different hours or in other locations.

### + Employee Feedback Loop Increased Visibility

Using surveys distributed through the app, employees were able to give feedback through shared computers or on their device. Managers now have a 360-degree view of each location and clear visibility of trouble areas. Response to the input was easy with the communication tools confirming through selected messages that “we have heard you”, and they used the responses to drive change.



Improved employee engagement is directly reflected in over 300+ news articles that have been shared and over 70,000 messages exchanged within the platform.

