

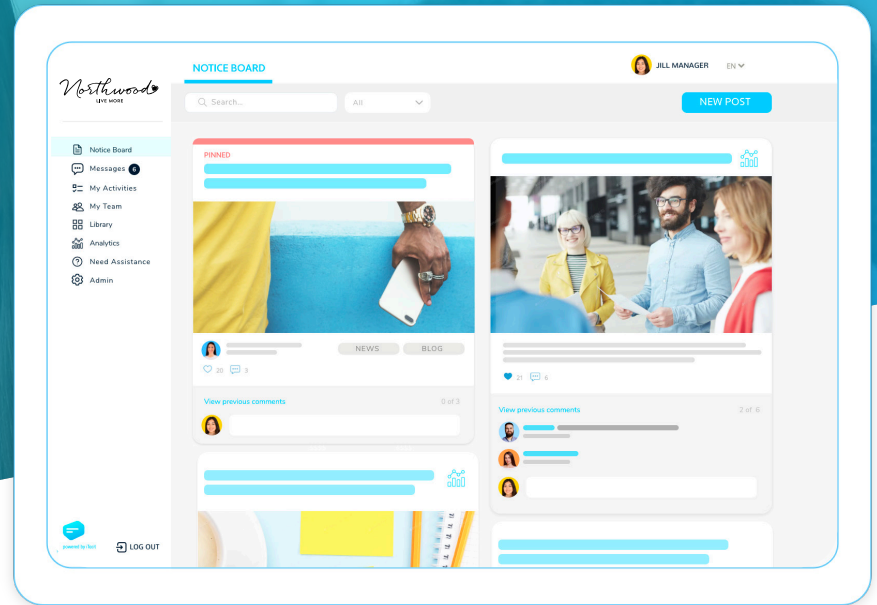


- » 2000 EMPLOYEES
- » MULTI-SITE OPERATION
- » 500+ UNIQUE EMPLOYEE ROLES

iTacit connects Northwood's employees and amplifies their voice.

Northwood is a leader in continuing care. They aim to build meaningful relationships with their clients and make a positive difference in local communities.

With an operation spanning multiple facilities and care levels, Northwood is committed to innovation and change.



CHALLENGE

Northwood's staff wanted to be consulted regularly. But working in such a complex environment made it difficult to establish effective dialogues.

The organization needed to find the balance between professionalism and fun - to maintain their quality standards while allowing their 2000 employees to connect freely.

Northwood recognized the need for a modern employee hub that can track training compliance and also serve as a functional environment for employee engagement.

SOLUTION

After a successful phased roll-out of the iTacit hub for employee compliance and education, Northwood continued to develop their digital employee experience with the introduction of the iTacit Notice Board.

iTacit Notice Board is the exact type of employee hub that the team had been looking for. Whether it's posting updates, important announcements, or policy changes, the organization and its staff can rely on their new social base for communications.



RESULTS

+ Communication and ‘the pulse’

Staff can be as interactive as they want, whether it's by ‘liking’ a post or sharing something they find. Thanks to their Notice Board, they also benefit from the additional transparency and feedback loop.

+ Informed and Engaged

Designed to keep employees informed and engaged, targeted Notice Board posts and polls reach employees with content that's relevant to them and their role. CEO messages, time-sensitive posts, and important announcements reach the audience more effectively than before thanks to push notifications.

+ Enhanced Employee Learning

Northwood employees now have a central, digital platform to discuss internal committees, workshops, and events. Whether working remotely or in different regions, they engage in conversations – all within an easy to use and intuitive social space.

“We are thrilled with the positive impact iTacit has had on our organization. We have a complex set of roles and requirements, but iTacit brings everything together in a way that is both robust but easy-to-use. Their support team is second to none.



Tasha Ross
Quality Associate, Northwood

Improved communications and transparency has enhanced Northwood's employee engagement. Teams are now better connected and more engaged, experiencing the positive effects first-hand.

