

# Connected, committed and collaborative: How an engaged workforce drives success

*Transform your business with IBM Connections Engagement Center*



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**Are your employees engaged with their work?**

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**Focus on productivity**

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**Promote participation**

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**Strengthen the power of your people**

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**Engage to grow your business**

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## Are your employees truly engaged with their work?

**Only 24 percent of global employees are highly engaged.<sup>1</sup>**

Engagement is essential for attaining major organizational goals and for achieving the thousands of daily successes that add up to positive business outcomes for your company. Engaged employees are absent less often, make fewer mistakes and have lower turnover rates.<sup>2</sup> All of that leads to higher productivity, improved safety and greater customer satisfaction.

However, increasing the level of engagement and collaboration in an organization is no trivial matter. How do you create an employee environment for engagement,

productivity and growth that can span all of the different departments, types of workers and preferences involved? And with content proliferating as employees contribute and participate every day, **how do you make sure that must-read content is front-and-center for those who need it?**

Technology is becoming very sophisticated, but often business productivity levels aren't keeping up. As organizations, we don't always adapt our processes—including internal communication processes—to take advantage of new technologies, resulting in a productivity lag and lost opportunities to improve efficiency.



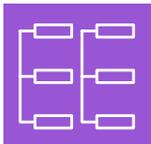
<b>1</b> Are your employees engaged with their work?	<b>2</b> Focus on productivity	<b>3</b> Promote participation	<b>4</b> Strengthen the power of your people	<b>5</b> Engage to grow your business
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What's more, existing employee communication and collaboration solutions often miss the mark, creating a variety of problems. **Do any of these sound familiar?**



**Disconnected information:**

Employees must navigate to too many places to find news and important information. New HR policies, changes in strategic direction, sales numbers—all are created and shared in different ways and in multiple places.



**Generic, irrelevant or duplicate content:**

Good content can become buried under inaccurate or outdated content. Employees often end up with

competing versions of information and don't know which to trust, or they find out-of-date content and don't realize there is updated information posted elsewhere. When workers can't find the content they need, they may waste time unnecessarily creating new materials.



**Complicated processes:**

Authoring content can involve complex, multistep processes, requiring that anyone who wants to author content be trained on the systems involved. Sharing information and participating in conversations take place on separate systems, and mobile workers are often left out.



**Time-consuming implementation:**

Deploying new platforms for intranet communication can be

complex and costly. Time-consuming setup and customization processes discourage employees from adopting new tools, sending them back to their “old ways” of email, unsupported messaging apps or siloed content stores. Without a solid understanding of how to use the available features, workers will fail to see the value of the platform—or why they should use it.

If you have these types of barriers in your organization, **you need to rethink your internal information-distribution processes and embrace a new way of working.**

## The new way to work: Building the fully engaged organization of the future

 <p><b>Old way:</b> Company is a hierarchy, with hierarchical decision rights, structure and leadership progression.</p> <p><b>New way:</b> Company is an agile network, empowered by team leaders and fueled by collaboration and knowledge-sharing.</p>	 <p><b>Old way:</b> Managers lead by direction and employees advance through defined tiers.</p> <p><b>New way:</b> Managers lead by orchestrating people, knowledge and tools; employees advance through multifunctional experiences and leadership opportunities.</p>	 <p><b>Old way:</b> People become “leaders” through promotion.</p> <p><b>New way:</b> People gain and nurture followers to grow networks and influence.</p>
 <p><b>Old way:</b> Organizational structure based on business role with functional leaders and global task groups.</p> <p><b>New way:</b> Organizational structure based on work and projects, with teams focused on products, customers and services.</p>	 <p><b>Old way:</b> Culture is mentioned on the company website, but not defined, pervasive or measured for success.</p> <p><b>New way:</b> Company uses tools and behaviors to align and improve organizational culture by making information and management access easily available during changes, M&amp;A activities and other major initiatives.</p>	 <p><b>Old way:</b> Employee “self-service” tools consist of piecemeal technologies focused mostly on HR transactions and basic reports.</p> <p><b>New way:</b> The employee engagement platform is strategically designed; mobile-friendly; and includes applications, role-based content and ongoing communications to support, inform and inspire workers in all roles and locations.</p>



## Provide everything employees need to be productive—all in one place

Companies are aware that improved employee engagement is an urgent requirement, but acting on that requirement isn't always easy. **In a recent study, 79 percent of executives surveyed named “employee experience” as very important or important, but only 22 percent reported that their companies were excellent at building a differentiated employee experience.**<sup>3</sup>

What does it take to be successful in your employee engagement efforts? You need an all-inclusive, highly functional, easily customized solution that combines information-sharing capabilities with rich collaboration tools on a single platform. You should be able to extend those capabilities to core business processes using open application programming interfaces (APIs). And the solution should provide a full complement of features without requiring additional software or hardware.

## Employee engagement: What is it?

In the digital age, engagement means internal collaboration, digital/social empowerment and advocacy by employees.

- Employees share best practices and develop relationships across departments and geographies.
- The company works to reduce the communications distance between leaders and employees.

- Individuals are empowered to use digital and social channels as part of their existing job.
- Employees amplify company initiatives such as sustainability, innovation or new products on their social media accounts.
- Workers are more likely to endorse the company as a great place to work and refer job opportunities.

Look for a solution that creates a **single point of truth for the entire company**, so employees don't have to spend time and energy moving among platforms to communicate and collaborate. No more searching multiple websites, posting redundant updates or questioning which site has the most accurate information. The goal is to **enable confident decisions with a single digital workplace** that helps data stay authentic, relevant and referable whenever needed.



### Must-haves for a successful employee engagement solution

- ✓ A single destination for both internal communications and enterprise collaboration
- ✓ One content store for all: no content fragmentation across multiple sites
- ✓ Open APIs to extend capabilities to core business processes
- ✓ Mobile access and rich media support
- ✓ Simple to personalize
- ✓ Content authoring and sharing features integrated into activity streams

Today's workforce is more digital, automation-savvy and social media-proficient than ever. At the same time, business expectations, needs and demands are evolving at light speed. While some view this as a daunting challenge, you can turn it into an opportunity by deploying a powerful, employee-focused communications and collaboration platform with tools that will sustain their value over time.

## Promote participation with IBM Connections Engagement Center

**Get the engagement your organization and employees need with IBM Connections™ and IBM® Connections Engagement Center,** a technology suite that allows employees to engage and collaborate within the context of their job environment and professional interests.

Along with consumer-grade collaboration functionality via communities, rich profiles, blogs, wikis and more, this solution encourages adoption across the organization by integrating more tools and functionalities. Online document collaboration, content management, email, calendars and open APIs that can centralize other business applications—all are available within the personalized domain of one's work.



### 3 differences that set IBM Connections Engagement Center apart from other information-sharing solutions

- 1 It combines an intranet and extranet designed for ease of use on top of a collaborative engagement and communication platform.
- 2 It is an extremely customizable solution that can be tailored to industry- and company-specific needs.
- 3 It provides a single source of truth for content, documents and news, which facilitates user adoption and helps take the pain out of effective information sharing and communication.

Contact Kelros for a demonstration of IBM Connections Engagement Centre: Call: 01793 784666 or email: [info@kelros.com](mailto:info@kelros.com)

Connections Engagement Center also makes all of these capabilities accessible and available to your entire workforce. Use it to **create landing pages that assemble content from Connections and elsewhere in a simplified, web-like user experience.** With a familiar interface and no steep learning curve to hamper their use, employees can quickly find what they need, act on that information, communicate with upper-level management and **help their team build forward momentum.**

## Keeping it simple

Unlike many solutions, Connections Engagement Center is simple for even occasional content creators.

- Any employee can create a blog post or edit a wiki page without special training.
- Line-of-business (LOB) managers can set up a departmental web page with minimal training.
- Users can easily create both internal and external pages.
- A mobile interface supports employees on the go.

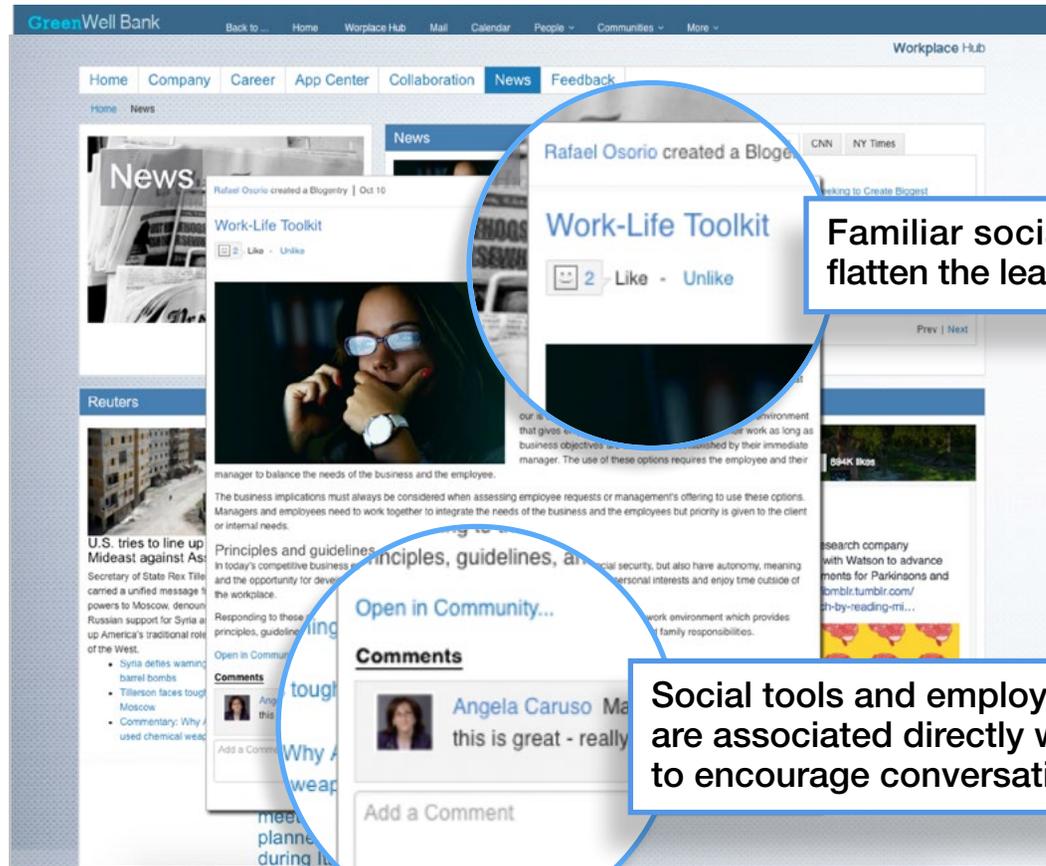
*“After just 90 minutes of training with our department managers, they had all the skills they needed to use IBM Connections Engagement Center to create and maintain landing pages—even those who didn’t have a background in IT!”*

—Alexander Ramseger

Head of business applications and collaboration  
Berge & Meer

### Engage

Setup is simple: just point to your existing IBM Connections installation and construct company-wide or departmental home pages with drag-and-drop ease. Attractive pages quickly entice users by drawing attention to important or new content. Social features and employee profiles are associated directly with articles and posts to encourage comments, sharing and further conversation. Anyone can author content and then automatically publish and promote it through Connections Engagement Center.



Familiar social features flatten the learning curve.

Social tools and employee profiles are associated directly with content to encourage conversation.

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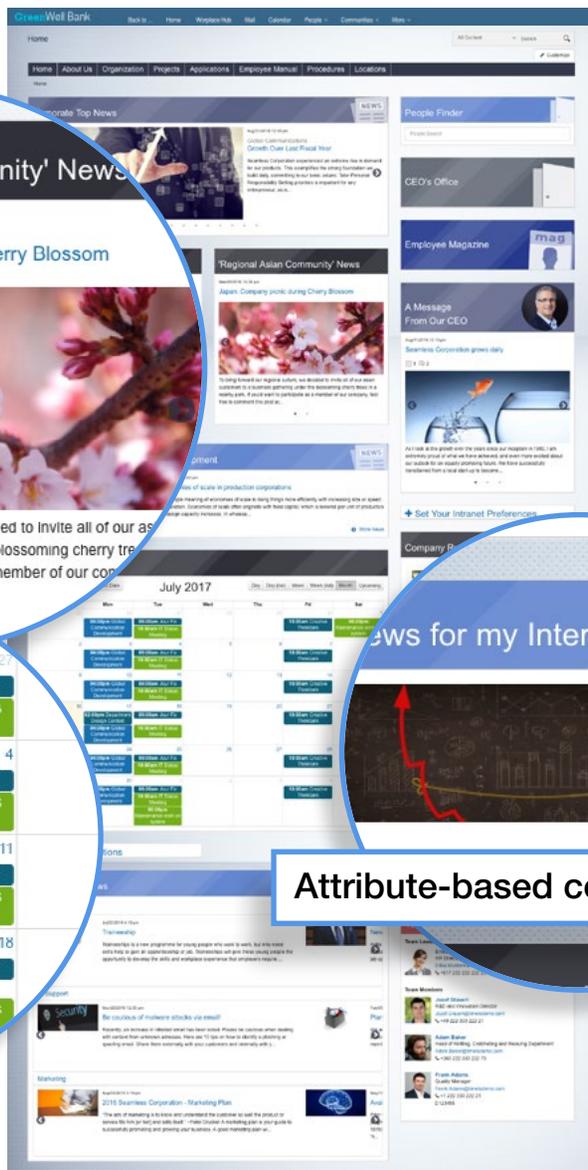
**Connect**

A personalized interface enables employees to get connected and stay involved by aggregating all the tailored content they need. The solution enables department heads, internal communication teams and executives to deliver relevant information to each employee by business unit, location, region, role and other factors. Remote workers have the same access to the latest news and updates as everyone else, making them feel like part of the team.

**Targeted content**

**Personalized content**

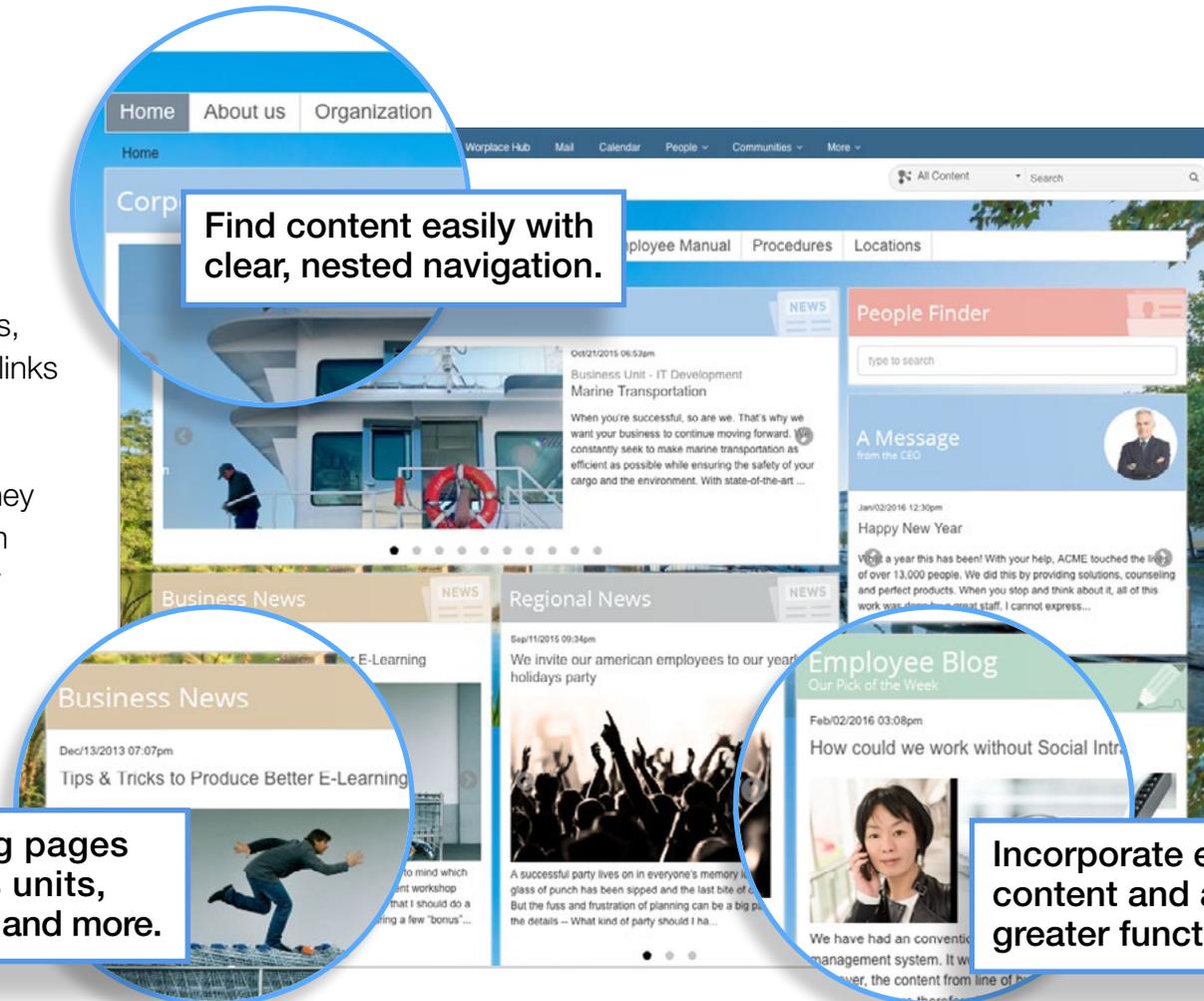
**Attribute-based content**



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**Succeed**

A single content repository simplifies content creation for all with easy access, authoring and sharing. Navigation with links to landing pages from business units, service units, teams and projects gives employees access to the information they need to excel at their jobs. And you can extend functionality by bringing in other existing content and apps.



Find content easily with clear, nested navigation.

Link to landing pages from business units, teams, regions and more.

Incorporate existing content and apps for greater functionality.

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## Strengthen the power of your people

Working in teams is becoming the norm in many organizations, and building and supporting teams is important for ongoing success. **Finding the right solution to help your company benefit from teaming is equally important**—it impacts everyone from executives communicating directly to their workforce, to line-of-business users enhancing productivity among team members, to mobile workers retrieving intranet content using their smartphones.



**IBM Connections Engagement Center can help everyone in the organization work better and smarter. Here's how:**



**Deskless workers** need access to the intranet without cumbersome authentication procedures. They benefit from the automated authentication in Connections for accessing information services, drag-and-drop customization and integrated content. Remote support is also a plus.



**Community and department managers** want to create compelling landing pages that will keep employees up to date on the latest news from both inside and outside of the organization. With Connections Engagement Center, they can easily build, refresh and maintain pages for business divisions, service units and communities.



**Customers and partners** require an easy interface for applications, content and collaboration. Connections Engagement Center makes it simple for parties in arms-length transactions to access what they need, and you can integrate Connections with relevant business applications such as M&A, loan securitization, insurance claims processing, supply chain management, customer relationship management and even employee onboarding.



**Knowledge workers** often have the most to gain from enhanced collaboration and knowledge-sharing, as well as the ability to find the right experts within the company at the right time. They benefit from increased company-wide participation in content creation and collaboration generated by Connections Engagement Center, and greater attention through curation of content.



**Senior managers** know that to be effective, their communications can't look and feel like anonymous corporate announcements.

Connections Engagement Center gives them the customization capabilities they need to get attention and communicate directly with authenticity.



**Internal communications specialists** work to increase awareness of the company's internal capabilities and boost participation in programs and events. With Connections Engagement Center, they can effectively delegate content creation and maintenance to LOB contacts, curate content, and better listen to and engage employees.



**Office staff and managers** spend too much time and energy switching among platforms and sites to find the tools and capabilities they need. They benefit from the one-stop ease of integrated collaboration, content and apps enabled by Connections Engagement Center.

**Deliver important business benefits**

With IBM Connections Engagement Center, your organization can overcome disconnected information and complicated processes to create a vibrant online community that contributes to your business success. The tailored experiences enabled by the IBM platform deliver important benefits that can ultimately improve business processes and outcomes:

- **Build teamwork and communication** with a central hub for employee engagement
- **Encourage innovation by** enabling employees from different departments to share ideas
- **Provide a trusted source** of company news, views and processes
- **Deliver relevant content** for every employee, helping people thrive in their changing roles while enabling easy executive-to-employee communication
- **Enable two-way communication** between employees and managers, fostering collaboration
- **Cultivate a productive working environment** that's social, engaged and focused

*“With IBM Connections Engagement Center, we were able to create a user-friendly, organized and visually appealing platform for exchanging information within the company.”*

—**Maike Schrieverhoff**  
Responsible for internal communication  
Ernsting's

## Engage to grow your business

If you're looking to grow your organization in a highly competitive and disruptive environment, you need avenues for engaging and retaining the twenty-first-century workforce. A well-planned, fully functional employee engagement platform can help ensure that your workers feel included and informed.

IBM Connections Engagement Center enables your organization to rise to the challenge:

- **Streamline and improve your internal communications** with a single digital workplace hub
- **Deliver flexibility and future-readiness** to keep up with rapid change

- **Save time and effort** with content authoring and sharing capabilities designed for ease of use
- **Reduce complexity and costs** through streamlined implementation without big, care-intensive integration projects



**Get IBM Connections and IBM Connections Engagement Center now:**

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Produced in the United States of America  
August 2017

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<sup>1</sup> “2017 Trends in Global Employee Engagement,” Aon Hewitt, [www.modernsurvey.com/wp-content/uploads/2017/04/2017-Trends-in-Global-Employee-Engagement.pdf](http://www.modernsurvey.com/wp-content/uploads/2017/04/2017-Trends-in-Global-Employee-Engagement.pdf)

<sup>2</sup> Harter, Jim, Gallup, “Moneyball for Business: Employee Engagement Meta-Analysis,” May 31, 2016, [www.gallup.com/businessjournal/191501/moneyball-business-employee-engagement-meta-analysis.aspx](http://www.gallup.com/businessjournal/191501/moneyball-business-employee-engagement-meta-analysis.aspx)

<sup>3</sup> Bersin, Josh; Flynn, Jason; Mazor, Art; Melian, Veronica. “The employee experience: Culture, engagement, and beyond: Deloitte 2017 Global Human Capital Trends,” Deloitte University Press, Feb. 28, 2017, <https://dupress.deloitte.com/dup-us-en/focus/human-capital-trends/2017/improving-the-employee-experience-culture-engagement.html>



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