

# WestEd connects its distributed workforce with Simpplr



## THE RESULTS



**Reduced email volume**



**Decreased IT and HR helpdesk support tickets**



**Increased efficiency and collaboration**



Industry: Education  
 Founded: 1966  
 Headquarters: San Francisco, CA

### The Challenge

WestEd employs approximately 1,000 full-time and part-time employees, across 16 offices in the US. Furthermore, more than 30% of its staff work from their home office, and at any point in time, WestEd is involved in 450-700 active projects. WestEd had been relying on an outdated, homegrown intranet to help connect its distributed workforce.

WestEd was looking for a modern intranet that (i) would allow everyone to find the information they need (ii) would enable all employees to easily collaborate on projects and, (iii) was easy to implement with limited IT resources.

After an evaluation process that included multiple vendors, WestEd selected Simpplr because of its ease-of-use, hassle-free implementation, and strong integration with the other enterprise systems WestEd was already using (e.g., Salesforce, Box, Slack).



Outdated, hard-to-use intranet platform



Highly distributed workforce (30% home office)



Limited IT resources to manage intranet

## The Solution

Once Simplr was selected, an internal team was assembled to rollout Inside WestEd (WestEd's Simplr implementation). The team focused on re-purposing and organizing WestEd's existing content from an end-user (vs. department) perspective. User experience was central to the entire project and the team included an in-house user interface designer who helped design the layout and iconography of their new intranet.

## The Results

Simplr has helped WestEd's distributed workforce find the information they need and collaborate on projects. Since implementing Simplr, WestEd has shut down many email distribution lists to reduce its overall email volume, since both the content and communication now resides within Inside WestEd.

Today Simplr is supported by a virtual, de-centralized team of 3 part-time employees that update and maintain the company-wide news and relevant information.

In addition, both IT and HR helpdesk support ticket volumes are decreasing, as employees are now able to find the information they need without any human assistance. Furthermore, WestEd now has a real-time feedback mechanism, empowering its employees to ask questions and provide immediate feedback.

“We initially selected Simplr because of our shared vision of what an intranet should be like. What we did not realize back then is how much Simplr would transform the way we work and collaborate.”

– Yvonne Gemmell Keene,  
CIO, WestEd



90% of employees logging in weekly



All 3rd party apps accessible via Simplr



3-person team to maintain updates/news

From company-wide announcements and HR and IT support, to new employee onboarding and collaborating on projects, Inside WestEd is the digital workplace where more than 90% of all WestEd employees log in weekly. Leveraging Simplr's flexible architecture, WestEd has connected all the 3rd party applications its employees use (e.g. timesheets, help desk, etc.).

In addition, employees have created affinity groups (e.g., research, knitting, end-user peer support for one of WestEd's enterprise applications) that are further driving adoption and an increased sense of community among its employees.

What has been most transformational is the empowerment WestEd employees have to do things they could not do before. Whereas project collaboration used to take place in an ad hoc, disconnected way, today employees use Inside WestEd to collaborate on projects, thus increasing overall efficiency and quality.

## About WestEd

WestEd — a nonpartisan, nonprofit research, development, and service agency — works with education and other communities throughout the United States and abroad to promote excellence, achieve equity, and improve learning for children, youth, and adults. In 2016, WestEd celebrated a half-century milestone, marking 50 years of improving learning and healthy development at all stages of life.

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