
Industry	Healthcare Technology
----------	-----------------------

Founded	2011
---------	------

Headquarters	Yakima, WA
--------------	------------



VitalWare boosts employee alignment amidst rapid growth



Amidst such rapid company growth, Simpplr helped us minimize chaos, speed up employee onboarding, and connect employees with each other.

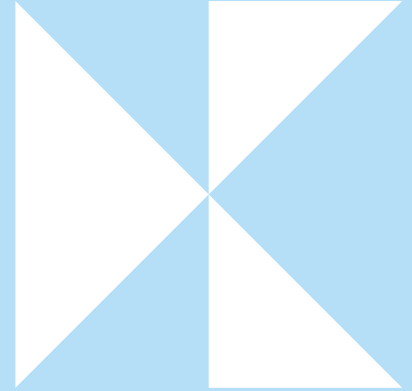
Leslee Paganelli

Ambassador, Company Culture
and Communication



The Challenge

A Vital connection with distributed employees



Rapidly growing workforce

Maintaining a startup culture

50% of employees work remotely

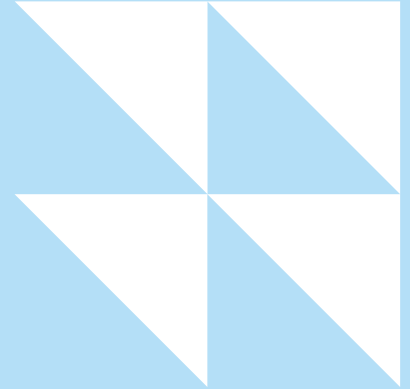
Kerry Martin, VitalWare's president and CEO, has made company culture a top priority since day one. To show his commitment, he created the role of Company Culture Ambassador, independent of HR, with a charter to immediately surface cultural issues.

In just six years, VitalWare has grown tremendously. It has appeared on the Inc. 5000 list of fastest-growing private companies for the past three years. With such explosive growth, disconnection was inevitable, and the company had to adapt communication protocols to keep all employees engaged, productive, and collectively in the loop. Furthermore, VitalWare grew with a more distributed workforce. Over half of employees are remote, and ensuring that they feel connected is vital.

By the end of 2014, Martin and his leadership team realized that VitalWare needed a modern intranet. After reviewing a handful of solutions, VitalWare chose Simplr because it was intuitive to use, fit into the company's budget, came highly recommended, and integrated well with Salesforce.

The Solution

A place to work and play



Four-week implementation

Deployed with no IT resources

Over 90% of employees log in daily

The Simplr implementation went live in less than four weeks, with the lion's share of time spent developing initial content. This was VitalWare's first intranet. The in-house team members managed the entire project under the supervision of one project manager and did it without any technical IT resources on their end.

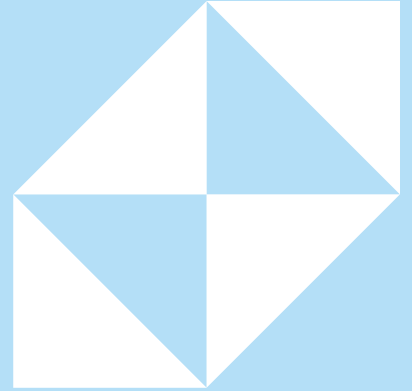
The Simplr intranet, internally branded VitalConnect, immediately established itself as the company's virtual watercooler. Employees are trained to log in and enjoy the site with their morning cup of coffee. It's where they announce new sales, call out employee wins, celebrate anniversaries, and broadcast critical company-wide announcements. Employees noted a stronger sense of community and began to understand how their contribution fits into the bigger picture

VitalWare has been able to distribute the intranet's maintenance by spreading site ownership across departments. This has helped improve the company's interdepartmental transparency. The company also administers mandatory HIPAA training and updates through a Simplr site. Additionally, Martin stays connected to the growing employee base with his site, Kerry's Corner. He's able to share his perspective on the market, congratulate teams on their hard work, and give employees insights about how he's spending his time.

VitalConnect also offers employees a popular "non-work related" site, the VitalWare Playground, where users can engage and connect through activities such as sharing recipes, posting family photos, and even running fantasy football pools. VitalConnect is among VitalWare's most successful and critically used software deployments. More than 85 percent of employees use the site at least weekly.

The Results

World-class employee engagement



Remote employees feel
“in the office”

Improved employee onboarding

Company-wide emails eliminated

VitalWare has nearly eliminated company-wide emails. Remote employees have noted, unsolicited, that VitalConnect actually makes them feel as if they’re in the office. The intranet has also greatly helped with the onboarding process by giving new employees a starting place to ramp up and connect with others across the organization.

VitalWare has changed a lot since 2011. It has a lot more employees and hundreds more clients. However, one thing endures—VitalWare has maintained its strong company culture. Employee attrition is far below industry averages. Employee engagement scores are consistently world-class. VitalWare’s Glassdoor ratings are above 4 out of 5.

About VitalWare

Established in 2011, VitalWare was founded to help organizations navigate the many regulatory changes taking place in today's healthcare environment. VitalWare makes the business of healthcare easier for providers by delivering intuitive cloud-based technologies to help with revenue integrity, health information management, and compliance.



About Simplr

Simplr is the leading AI-powered employee experience platform. Organizations use our forward-looking, adaptable products to deliver personalized experiences that inspire and engage their employees. Wherever people work, Simplr enables them to flourish.

Trusted by more than 500+ leading brands, including Zoom, Snowflake, Moderna, Eurostar, and AAA, our customers are achieving measurable productivity gains, increased employee engagement, and accelerated business performance.

Simplr is headquartered in Silicon Valley, CA with offices in the UK, Canada, and India, and is backed by Norwest Venture Partners, Salesforce Ventures, and Tola Capital. Learn more at simplr.com.