

Nutanix proves ROI with Simppplr



NUTANIX


50%

reduction in new hire
onboarding time


77

average point increase in
employee NPS


Improved

FTR (First Time Right)
metrics

Industry:

Technology

Founded:

2009

Headcount:

7,000+

Headquarters:

San Jose, CA



We chose Simpplr because it was easy to use for both end users and the IT team and offered simple — but powerful — features. It was clear that Simpplr made it easy for anyone to create content, which reduced the budget and effort required for our IT team to support it.



Amit Bhatnagar

Senior Director of IT Applications,
Nutanix

Why Nutanix chose Simpplr

Nutanix was founded in 2009, went public in 2016, and now has more than 7,000 employees and counting. A builder culture by nature, the company succeeded in its early days by moving fast, decentralizing control, and finding quick solutions to complicated problems. But it didn't take long before those organic methods were no longer working at scale.

Navigating hypergrowth and information chaos

Employees struggled to find answers to key questions across a growing number of channels. Knowledge owners repeatedly fielded the same one-off requests — most visibly across HR, Legal, IT, and support functions. With information scattered across wikis, Google Drive, and departmental drives, global policies and other essential documents were inconsistent and hard to locate.

Nutanix needed a single source of truth where employees could find reliable information.

But some internal stakeholders were skeptical. They had poor experiences with intranets in the past or were wary of the perceived IT overhead on such deployments.

The team considered several solutions. Eventually they selected Simpplr to participate in a pilot program because the platform offered ease-of-use and advanced capabilities, including search, newsletters, org charts, and integrations.

Proving the value of a modern intranet

Before the organization would commit to a complete rollout, Simpplr needed to prove itself on two fronts:

1. Employees could find the right information more quickly than before
2. Running and managing Simpplr was more efficient than legacy platforms

The Nutanix team put the Simpplr platform through a series of tests.

TEST 1: New hire onboarding

With hundreds of new hires onboarding every month across multiple U.S. and international locations, time-to-productivity was a major focus.

The first test assessed two groups of new hires — some without access to Simplr and some with access — to see if the second group could retrieve onboarding information faster and with more accuracy than the first.

	NPS SCORE	ACCURACY	AVERAGE TIME
Test Control Group A No intranet • 64 surveys (45 responses, 70%)	+7	83%	41 min
Test Control Group B Simplr access • 65 surveys (46 responses, 71%)	+76	93%	23 min

Result: Those with access to Simplr retrieved information in about half the time — and with greater accuracy — than those without access.

TEST 2: Content creation without IT

The organization needed to show that subject-matter experts could own their content without consuming IT resources. Nontechnical employees from seven functions were asked to create and upload content with minimal training.

LEGAL	HR	TRAVEL	INTERNAL COMMS	ENGINEERING	SALES ENABLEMENT	IT
35 min	26 min	21 min	5 min	5 min	25 min	28 min

Result: All team members were able to create and upload content in under 30 minutes. Content creator NPS was +86.

Participants cited four reasons for the high score: the platform was intuitive, made it easy to create content, didn't take much time, and required no technical skills.

TEST 3: The skeptics

Nutanix actively sought out tenured employees with strong opinions — people most likely to resist a new system. This group of 100 was split into two groups and given the same scavenger hunt: one with Simpplr access, one without.

	NPS SCORE	ACCURACY	AVERAGE TIME
Test Control Group A No intranet • 64 surveys (45 responses, 70%)	-43	84%	24 min
Test Control Group B Simpplr access • 65 surveys (46 responses, 71%)	+43	98%	13 min

Result: The group with access to the intranet was able to locate resources in about half the time and with 98% accuracy. The team also found a remarkable 86-point difference in NPS scores among those with access to the intranet and those without.

Feedback from the B group cited effective design, strong search, and ease of information access. Simpplr put Nutanix information at their fingertips.

Sparking engagement with creativity and innovation

With the ROI case established, Nutanix used the platform to drive broader employee engagement. In 2022, the team ran an internal talent contest where employees uploaded videos of themselves singing, dancing, juggling, doing card tricks, and more.

The goal was 40 entries. They received 130.

Simpplr played a key role in the initiative's success: Employees voted using "likes" in the platform's built-in social features. Newsletters drove awareness. Native Video made it easy to upload content.

Employee engagement climbed **from 73%** before the contest **to 82%** in the months following. The post announcing winners became the most-viewed nonpolicy content in the history of the intranet.



We're always looking for ways to boost employee engagement. The Simpplr platform gives us all the tools we need to succeed — and to measure that success as it happens.



Jacquie Garces

Senior Internal Communications Manager,
Nutanix

A mindset shift

Nutanix's early success was driven largely by its ability to position the intranet as a productivity investment rather than a communications expense. Since then, the company has taken its employee engagement strategy to new heights, driving record-breaking experience metrics during a time of rapid growth.

Nutanix has recognized several ways in which the intranet contributes value to the organization:

01

Faster ramp time

With hundreds of new hires onboarding monthly, even modest per-person time savings compound quickly across the organization.

02

Improved FTR (First Time Right) metrics

Higher accuracy means fewer repeated questions, less time lost to correction, and higher employee trust — a lean concept Nutanix applied directly to knowledge retrieval.

03

Lower operating overhead

Subject-matter experts manage their own content domains without training and without consuming IT time.

04

Higher employee satisfaction

Less friction finding information translates directly to a better daily work experience, independent of any engagement program.

About Nutanix

Nutanix is a hybrid multicloud computing leader, offering organizations a unified software platform for running applications, deploying enterprise AI workloads, and managing data anywhere. With Nutanix, organizations can simplify operations for traditional and modern applications, freeing them to focus on business goals. Trusted by more than 30,000 customers worldwide, Nutanix helps empower organizations to transform digitally and power hybrid multicloud environments consistently, simply, and cost-effectively. Learn more at nutanix.com.

About Simplr

Simplr is the [AI-powered intranet](#) for unifying the digital workplace. It brings people, trusted knowledge, apps, and agents into a coherent digital experience. Powered by a proprietary EX Knowledge Graph, Simplr synthesizes signals and context across connected systems to deliver personalized information and actions. The platform serves as a digital hub supporting communications, engagement, employee services, and work. With low-code extensibility and enterprise-grade security and governance, Simplr enables confident operation at scale. More than 1,000 organizations — including AAA, the NHS, Penske, and Moderna — trust Simplr to keep their workforce informed, aligned, and productive. Learn more at simplr.com.

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