

Zero email™ Success story

“64% reduction in internal email”



Context

Team and organization

Department with over 280 consultants across UK GBUs

Business Consulting UK&I have been implementing their « Doing More With Less » internal change programme to increase productivity using new tools and working practices.

Benefits observed

Since December this has resulted in a 64% reduction in internal email usage

Demonstrates the zero email vision/ambition with over 200 consultants that can share first

Business outcome :hand experiences with their customers



Testimonial

“This is a fantastic achievement. To me it’s critical that we are seen by the market to make progress with our zero email story. This kind of progress will generate client interest that we can steer towards our 'doing more with less' and 'workforce operations' solutions.”

Lee Timmins, SVP Consulting UK&I



Testimonials



Zero email™ Success story

“GxM keeps it simple”



Context

Global Methodologies (GxM) is the overall suite of tools and methodologies across the domains of Solution, T&T, Costing & Pricing and Project management to win, execute and sustain Managed Services IT outsourcing engagements. Our target group has over 1000 members from around the world. So far we had been using outlook to communicate but it allowed us only to pass the news. We were not able to exchange ideas and share knowledge among this group. **BlueKiwi** seemed to be a suitable solution and we decided to try it out...

Our solution – ‘Keep it simple’

With our space we created an **entry point** with easy access to available data. First of all members can find a roadmap of our community there. Further they can easily access new released documents and give their feedback since the docs are reposted as polls. At the same time they can join ongoing webinars on Global Methodologies domains. Finally they receive GxM newsletter and can comment it instantly. In conclusion, not only do we send the news but also get people’s opinions!



Benefits observed

With this approach methodology-related information is now available easily at one place. People are getting used to bK tools and react positively to this new way of communicating. The GxM team gets immediate response from the business through comments and can discuss globally about improvements. Received feedback enables us to follow current needs regarding trainings and documentation. We expect a much quicker adaptation to our fast changing business and a deeper integration and understanding of methodologies within our Service Line.

Testimonial



‘BlueKiwi offers an incredible opportunity to deploy new smarter ways of working. Global Methodologies MS space on blueKiwi demonstrates how to improve team collaboration using available interactive tools. I strongly recommend to follow the example of standards collected within GxM blueKiwi space to take a full advantage of platform’s benefits.’ Eric Grall

Zero email™ Success story

“Distributed project management – Global SI”



Context

Colleagues in Colombia were looking for Project Management documentation, including report formats and project plan templates. At 16:52, they posed a request via our Global SI Project Management Community bluekiwi site.



Benefits observed

Within the hour, they had received a clear response, including a link, pointing them to exactly the right folder within ‘knowledge.myatos’. This saved our Colombian colleagues from duplicating lots of effort, re-producing their local versions of the documentation.



Testimonial

“Global collaboration saves time, cost and helps to ensure consistency.”

Neil Robson, SI

Zero email™ Success story

“Global roll out of an ESN by distributed project team”



Context To support 3000+ communities during the global roll out of an Enterprise Social Network in a company of 76,200 employees within 6 months. Over 2500 Community leaders (CL) and moderators needed to be trained, supported and advised on how to set up and lead their communities on a daily basis.



Ralph Besselink
(Team lead)

networked across the internal Atos organization to compose a global 20-membered team with local reach consisting of highly motivated, result driven and full time available consultants with social media affinity and a service-minded attitude. Having set a clear team purpose, team members were empowered and engaged by task pull instead of task assignment: presenting a menu of activities and let team members select themselves the ones they like to execute. Most of CSP were *invited* to become responsible for a subtask governing a few other members. This increased connectivity within the team. Stimulated members to co-create their own work by inviting them to modify or identify tasks. Bonding through effective online weekly calls in 2.0 style with room for fun, recognition of efforts and careful listening to individual needs and inputs.



Benefits observed

- High employee satisfaction and fun factor within team, trusted environment.
- High customer satisfaction of delivered advice thanks to leverage of multicultural collective intelligence
- Global 21 hrs per day service to CL worldwide covering all timezones between Argentina to Singapore
- True behavioral change at ‘customers’ (CL) through personal connection with understanding of local language, culture, and way of doing business to give tailor made advice to local needs and challenges

Testimonial



Julieta Chapot



If four years ago someone had told me that I was going to work with a team with members from around the world in a more productive and efficient way, as if they were physically next to me, I would not have believed it. This role gave me the possibility to see how changes in terms of communication, sharing knowledge and work in a collaborative environment make an incredible difference in productivity. I am proud to work and be part of the CSP team, it makes me grow every day.

Zero email™ Success story

“Finance monthly reviews preparation”



Context

blueKiwi usage for monthly reviews with all GBUs and the forecast preparation

Before : a lot of emails to transmit documents

Now : posts on blueKiwi in a global community

Benefits observed



Enhance the communication flow

Reduction of duplicated information

Enhance collaboration between people spread geographically

Testimonial

Antoine Lam, to be done.



Zero email™ Success story

“Zero email process for Incident Management”



Context

After a recent bank holiday the NS&I Incident Management team returned to work to find a planned system outage had overrun. In operations they work from 4 sites including Chennai. In order to co-ordinate regular service performance updates a Collaborative Note was instigated, using regular time slots throughout the period as sections, so that each Site Representative could input their status and keep everyone up to date.



Benefits observed

Over the two days, communications and updates were shared in a controlled manner – **without issuing a single e-mail between the teams.**



Testimonial

“I believe this event was a tipping point for our Operations Leadership Team and showed that we can manage effectively and lead teams through service incidents using BK.”

Doug Stein on the NS&I Operations Team



Zero email™ Success story

“Global Bid Support Procurement”



Context

We have a pipeline monthly process to monitor all bids on which Procurement Bid Support must be involved.

Our community collaborates together to exchange knowledge over suppliers, to do internal due diligence and to exchange best practices (tooling, etc.)

Concerns :

- Centralization and versioning of the pipeline
- Finding the expertise on a topic/supplier/material in the shortest time possible.



Benefits observed

- Zero Email helps us to identify better which right tool for which right use.
- Use of OCS reduces time to contact each other and increases informality
- Information is easier to find : folders structure and backbone enable easy reach of the information



Testimonial

« Zero Email helps our community and process to **gain efficiency**. We are using Livelink, OCS and blueKiwi depending either we need to store information, communicate or collaborate. blueKiwi helps particularly to increase the feeling of being a community thanks to the **creation of an identity**. »

Zero email™ Success story

“SRM the Atos Purchase Requisition System”



Context

SRM is the Atos Purchase Requisition System designed zero email™ compliant replacing SPRING. SRM supports the following processes within Atos

- Manage purchase requisition and approval
- Manage purchase order and approval
- Process Receipt Goods/Services



Benefits observed

- This system provides access to any employee in any GBU (Global Business Unit) to create a Shopping Cart (SC) & register a good receipt (GR) Confirmation via the My Atos Portal. Any employee can log into the portal to create a shopping cart or register a GR confirmation by using their DAS ID and DAS Password
- The impact in term of e-mails volumes reduction is : 1.5 million e-mails per annum



Testimonial

Zero Email helps employees and processes to **gain efficiency**, and has a positive impact on the digital pollution

Zero email™ Success story

“Ask SAP experts”



Context

Difficulty in a SAP project within a customer environment
Ask a question when seeking to help you get forward with your problem
Before :

- difficulty to find an expert to answer the question
- response time : approximately 2 days

Now : all experts in a specific community / average response time : 45mn

Benefits observed

The benefit for the user to participate is that they have a platform where they can ask their question and get support in a timely manner when needed. On the other hand it is also about sharing their knowledge, views & insights to help other Atos SAP colleagues. Our expectation is that this becomes a community that will support itself, that is fun to use and that will improve Atos performance by helping each other. The goal we want to achieve to is to help connecting those who need to know with those who know and as such help each other in gain quicker access to SAP Expertise & reduce time to resolution.

Benefit : response time improvement 1 /48



Testimonial

“In March, the Atos SAP Practice launched a new Expert community Ask the SAP Expert on BlueKiwi. Today, we have more than 450 members. People start to find their way into this space and asking the community for help. I would like to welcome and invite all the Atos SAP consultants to join this community. Let us start using it and enhance the social collaboration within the Atos SAP community.” Michel Mertens, SAPCC Director

Zero email™ Success story

“Service Delivery Managers, MS Iberia”



Context

MS Iberia Service Delivery managers create a blueKiwi community. Our major activities are focused on external revenue accountability, project margin and risks control, assure quality, service level and customer satisfaction.



Benefits observed

We have found in BK an information share place to develop our activities cooperatively. Sharing and updating files in a secure way, and reducing mail volumes for this tasks.



Testimonial

“We have achieved to keep our procedures actualized using interactive posts. BK have allowed us remove some task such as file consolidation, or remember recursive milestones. More mails removed! We can use BK as an agile way to work with resource management activities.” David del Barrio Herraiz

Zero email™ Success story

“GDP and blueKiwi: meeting clients’ request super fast”



Context

To integrate blueKiwi effectively in GDP (Global Delivery Platform), the Lead Architect of GDP needed a startup-kit containing 4 big ppt. documents within 3 days only! How to do this in a busy team of 20 consultants spread all over the globe in 11 countries from Argentina to Singapore? The CSP team lead received the request and immediately posted it in the team space on blueKiwi asking people to volunteer to deliver at least 1 ppt. for the start-up kit. Within 45 minutes 3 team members volunteered and committed to deliver the requested documentation within the deadline; with an additional @ mention 2 other experts were found to contribute to the deliverables. The result was that within 48 hours the start-up kit was delivered, making use of the knowledge of different people in the team.



Evgenij Kabukin



THOMAS GOUBIN



Janka van der Heiden



Dennis van Vugt



Chris Shano

Benefits observed

- Effectively and easily allocated the workload between 5 of the 20 team members.
- Provided high-quality deliverables as people volunteered for items that suited them.
- As all input was shared in the same post the team had immediate insight on progress and content and could easily provide feedback to increase quality even more.
- A great team experience to be able to deliver so fast a deliverable like this. Makes you proud to be part of such a team.



Testimonial



Ralph Besselink
(Team lead)



Magnificent! I've put the received input together in the attached 4 files. Thank you so much for your super quick responsiveness and great materials you've returned! And impressed by the way you activated your 2nd degree network to find additional info!

Zero email™ Success story “IT Challenge, Evergreen”



Context

IT Challenge 2013

Project community with Austrian students and Atos coaches

This IT challenge community was selected by the jury for their quality and business potential by Renault as the best App for connected car

Also after the decision of the jury, statistical measures showed that this community was the most collaborative than the other in term of posts, initiative and reactions (comments, like, ratings...)



Benefits observed

Evergreen reduces a cars gas emission and the time the driver has to wait in front of red traffic lights, by suggesting the best speed for phased traffic lights, based on the current navigation route.

Additionally, Evergreen shows the remaining time to wait and notifies the driver as the traffic light is about to turn green again. The reduced fuel costs and time on the road are a benefit for the user, the reduced emissions allow cooperation's with city and state governments. Gathered data helps governments to improve road planning and reduce road building costs.

