

Unified Employee Experience with Social Intranet

See how a leading Indian urban co-operative bank, with over 81 branches nationwide, leveraged a secure on-premise Creative Social Intranet for its 2,500 employees. This solution replaced SharePoint, boosted employee engagement, catered to diverse workforce needs, and maintained robust security.

A Quote from the Client

"Creative Social Intranet has been instrumental in fostering a more connected and collaborative work environment at our bank. Our employees feel empowered to share ideas, access information, and contribute to the bank's success," says Ms. Shweta Rao, CEO, Urban Cooperative Bank.

In the bustling streets of urban India, cooperative banks play a vital role in providing financial services to local communities. Among these institutions, the need for efficient communication, streamlined operations, and enhanced employee engagement is paramount for sustained success. Creative Social Intranet, a leading intranet solution, empowered an urban cooperative bank in India to overcome its operational challenges and achieve remarkable improvements in efficiency and collaboration.



THE CHALLENGE

A unified platform for all employees

- ✓ Disparate communication channels: Important updates and policies weren't reaching all employees consistently.
- ✓ Slow Onboarding: New hires faced difficulties navigating the bank's resources and procedures.
- ✓ Absence of a centralized platform: Collaboration between branches was hindered by a lack of a centralized platform for sharing best practices.
- ✓ Declining Employee Engagement: Disconnected communication channels hampered employee morale and a sense of belonging.

20%

20% reduction in time spent searching for information

35%

35% faster onboarding process for new hires

15%

15% increase in employee satisfaction

THE SOLUTION

Empowering Collaboration by bridging the gaps with Creative Social intranet in growing urban cooperative banks.

A comprehensive solution to bridge communication gaps, foster a collaborative work environment, and empower its growing workforce. After evaluating various options, they implemented Creative Social Intranet as their central communication platform, catering to their 2500 employees across all branches.

Creative Social Intranet provided with a robust set of features designed to streamline communication, enhance collaboration, and empower employees:

- ✓ Multi-level Content Management System (CMS): a centralized repository for company news, announcements, policies, and documents, ensuring everyone has access to the latest information
- ✓ User Management with Active Directory Integration: Streamlined user account creation, editing, and access control for the bank's 2500 employees.
- ✓ Social Networking Features: Discussion forums, groups, and employee profiles fostered knowledge sharing, collaboration, and a sense of community.
- ✓ Knowledge Base Management: A dedicated knowledge base section allowed employees to easily access frequently asked questions (FAQs), best practices, and internal resources.
- ✓ Download Management with Access Controls: Secure file sharing with permissions ensured only authorized employees could access sensitive documents.

Key features Implemented

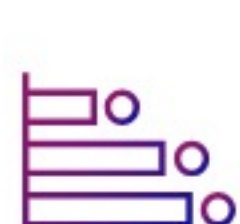
Employee Features for Improved Engagement

Additional Personalized Features Tailored to the Bank Needs

- ✓ Login and Manage Profiles: Employees could personalize their profiles and access relevant information.
- ✓ View Company News, Announcements, and Events: Stay informed about important updates and participate in bank events.
- ✓ Access Employee Directory: Easily locate colleagues across different branches for better collaboration.
- ✓ Download Files (depending on access rights): Access essential documents and resources for their daily tasks.
- ✓ Participate in Discussions and Social Features: Engage with colleagues, share ideas, and build connections.

- 1 Customizable Dashboard**
Users can personalize their dashboards with widgets.
- 2 Admin Dashboard**
Admins can access reports, manage content visibility, and configure settings.
- 3 Intranet Analytics**
Track user activity, popular content, and search terms.
- 4 Security**
Enforce strong password policies and secure login protocols.

Outcomes: A Connected and Collaborative Workforce



Improved Information Flow

A centralized platform ensures everyone has access to the latest information, leading to faster decision-making. i.e. 20% reduction in time spent searching for information



35% faster and Streamlined Onboarding

New hires can now access comprehensive training materials and resources, accelerating their integration into the bank's operations.



Enhanced Knowledge Sharing by 70%

The intranet facilitates knowledge exchange between branches, fostering a culture of continuous learning and innovation.



2x Increased Employee Engagement

Interactive features and recognition tools have boosted employee morale, motivation, and a sense of belonging within the community.