



Industry

Telecommunications

Annual Revenue

\$5.0 Billion

Employees

14,500

Country / Region

Canada

Customer Profile

A diversified communications and media company, Shaw serves 3.3 million cable, Internet & phone customers and operates one of the largest television networks in Canada, Global Television, and 18 specialty networks.

Project Scope



National
Bilingual

The Business Need

Shaw wanted to unify communications, spur internal dialogue and automate transactions across its dispersed bilingual employee population. In the past, they had provided employees with communications through various intranet-type portals, however, there was no one place where they could call home, and the portals did not sustain extended periods of continued use. Furthermore, they did not have employee self-service automation in place. Shaw wanted to provide an online engagement hub to:

- promote the core values of the company,
- increase awareness of current programs and products,
- increase engagement & grassroots collaboration,
- drive increased satisfaction & productivity through automation.

Objectives

- Collapse multiple intranets into one
- Create an engaging, collaborative, social destination point
- Drive awareness of new promotions and product launches
- Drive efficiency through automated transactions/processes

The Solution

The solution to Shaw's needs was the deployment of **Shaw Central** – an engaging destination point for employee communications, social collaboration & employee self-service. It is available 24/7 across the company in the employee's language of choice (English and French).

- Personalized, engaging communications Intranet
- Single sign-on with Shaw internal network
- Bidirectional interface with payroll system
- Employee & manager resources portals
- Our Voice social collaboration platform
- Employee profiles, thanks, My Hub
- Employee self-service
- On-demand employment verification letters

The Results

4 X

traffic increase

(within 2 months of launch)

12-Month Averages

2,908,875 unique logins
475,616 pay statements
10,522 ESS transactions
4,458 letters of employment

Our Voice 3 Month Averages

47,898 Community Visits
3,330 Internal Sales Referrals
2,602 Community Contributions