Cordelta cures enterprise email overload with tibbr

Thanks to tibbr Cordelta employees email less and collaborate more

Overview

Cordelta is a leading Australia based professional services firm focused on providing transformative business and technical solutions to a wide range of industries with a special focus on addressing the needs of Australia's Federal, state, and local government agencies. The company employs more than 150 employees and operates out of Canberra, Melbourne, Sydney and Brisbane as well as field based home offices. With four locations and operating several different practice groups, Cordelta is well-positioned to provide enterprise level solutions, professional services and country-wide support.

Similar to most companies, Cordelta has enterprise email capabilities to help manage communications and transfer of information and documents. While this seemed efficient, as the company grew and more stakeholders and executive came into the fold, email was having a hard time keeping up with the velocity of business. Important communications and knowledge was not being retained or shared across the organization. "Knowledge is lost in email all the time. It's a classic knowledge management problem. People have a conversation, and the decision quickly disappears. You lose access," explains Matthew Ryan, CIO Cordelta

Designing a Collaborative Culture without Email Clutter

With an influx of new employees and more people needing to be involved with company decisions, the company needed to break away from conventional approaches to decision-making: trying to get everyone in the same room physically; or using email. "Traditional methods are not designed to facilitate or capture rapid conversation between several people to accelerate on the spot decision-making processes," adds Ryan. Another challenge with email was the time and attention it took away from employees while they sifted through email to identify priority emails. The increased email noise created by too many email lists and "reply all" communiqués didn't help matters.

Recognizing that internal collaboration is key to their ability to quickly mobilize and scale to compete, win and support larger engagements, Cordelta wanted to better sustain and foster internal collaboration and allow for visible,

Headquarters

Canberra, Australia

Size

150+ employees

Industry

Professional Services

Challenges

- Break away from email centric communications to enable better sharing and retention of information

- Enable the capture, sharing and transfer of tacit knowledge and expertise across business units and locations

- Cut out conventional approaches to decision-making and enable on-the-spot decision making processes

- Enable better employee collaboration between locations and practice groups and increase the availability for subject matter expertise

persisted conversations that staff could participate in. "The originating need was practice room collaboration, which is creating communities of expertise around key skills like project management, business analysis and key technologies," says Ryan. "We needed some way of getting together and talking about work issues and how we deliver services to customers."

Cordelta needed a solution that would stimulate better internal collaboration while moving the company away from relying on email to communicate across business units and locations. As a Tibco partner, Cordelta was familiar with the tibbr social enterprise platform and initially implemented a pilot solution to serve as a test bed for collaborative processes. Cordelta wanted to fine tune their approach to practice room collaboration as well as speeding up decision making processes and better capture and apply unstated or inferred tacit knowledge from employees.

Better Decisions…Faster

Tibbr integration capabilities enabled the Cordelta team to enable team collaboration around defined topics, files or projects by embedding tibbr within the Confluence internal wiki. The result allows for visible conversations to be integrated alongside business critical content. Embedded interaction panels allow teams working on projects to see the latest updates so they know what is going on right now. The result allows for visible conversations to be integrated alongside business critical content. Knowledge can be divided into explicitly known information and tacit knowledge, which is inferred and unstated. "We use a wiki for most of our explicit knowledge capture, and have had good success with embedded tibbr discussions to cover the tacit knowledge side," adds Ryan.

Decision making is improved and happens faster when using tibbr polling capabilities. Now decision making is aided with a democratic style vote and the ability to add comments and questions in real-time. Tibbr subjects have been set-up to as fulltime private virtual meeting rooms for executive staff to conduct discussions and reach conclusions. The whole process is recorded for future examination and analysis, and overall, creates a more direct approach to a course of action. "Online polls allow Cordelta partners to quickly reach consensus on decisions such as a new position or policy change. Tibbr helps us make partner-

> " *Using tibbr, we've been able to engage our employees at a new level, helping them effectively communicate to work more efficiently and also to be more involved in the company overall.* "
>
> Matthew Ryan, CIO Cordelta

level decisions much more quickly and allows for requesting approval of projects or expenditures without needing to wait for our next partner meeting," adds Ryan.

Connection without the Clutter

As far as reducing email noise and unnecessary communications, Cordelta eliminate dozens of emails lists. "When we implemented tibbr, we were able to say 'No more email lists.' Now there are only 2 lists remaining; One for companywide updates and one for nonemployees," says Ryan.

Reaching subject matter experts on the fly or while on location at a client site has been simplified; Ryan recalls a recent experience using tibbr in the field. "One of our consultants recently ran a client workshop in Melbourne and kept tibbr open in the background for live access to a senior technical lead and a project manager back in Canberra. He could get the right technical and resourcing information while keeping the communication unobtrusive enough to not interrupt the process."

Since implementing tibbr, the company has seen an estimated 30 percent improvement in internal communication, with the biggest impact coming from reducing the time employees spend searching for information. "It's important to maintain the social fabric when everyone is busy and spread out across multiple locations," Ryan explains. "Now, employees participate in everything from identifying new partnership opportunities to planning upcoming company events. More importantly, we keep people involved in the company." Because tibbr allows employees to follow different subjects, crucial information is no longer lost in the email shuffle and business decisions can be made much more quickly.

Benefits

- An enterprise social platform to increase practice room collaboration, availability of subject matter expertise and enable on the spot decision-making processes across locations and business units

- 30 percent improvement in internal communication by reducing the time employees spend searching for information

- Online polls and vital meeting rooms enable executives to accelerate decision making and reach consensus faster

- Reduced email noise and reliance on email to communicate across business units and locations

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