

Industry	Education
Founded	1966
Headcount	1000
Headquarters	San Francisco, CA

WestEd 



WestEd connects  
its distributed  
workforce with  
Simplr



---

We initially selected Simpplr because of our shared vision of what an intranet should be like. What we did not realize back then is how much Simpplr would transform the way we work and collaborate.

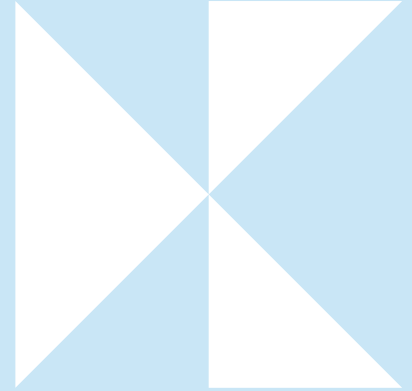
**Yvonne Gemmell  
Keene**

Chief Information Officer



## The Challenge

# An intranet for employees dedicated to learning



Outdated, hard-to-use intranet platform

Highly distributed workforce  
(30% home office)

Limited IT resources to manage intranet

WestEd employs approximately 1,000 full-time and part-time employees, across 16 offices in the US. Furthermore, more than 30% of its staff work from their home office, and at any point in time, WestEd is involved in 450-700 active projects. WestEd had been relying on an outdated, homegrown intranet to help connect its distributed workforce.

After an evaluation process that included multiple vendors, WestEd selected Simplr because of its ease-of-use, hassle-free implementation, and strong integration with the other enterprise systems WestEd was already using (e.g., Salesforce, Box, Slack).

WestEd was looking for a modern intranet to accomplish three things:

**1**

Allow everyone to find the information they need

**2**

Enable all employees to easily collaborate on projects

**3**

Easy to implement with limited IT resources

## The Solution

# A site designed with the user in mind



3-person team to maintain updates/news

All 3rd party apps accessible via Simpplr

90% of employees logging in weekly

Once WestEd selected Simpplr, they assembled a team to roll out Inside WestEd (WestEd's Simpplr implementation). The team focused on re-purposing and organizing WestEd's existing content from an end-user (vs. department) perspective. User experience was central to the entire project and the team included an in-house user interface designer who helped design the layout and iconography of their new intranet.

## The Results

# Employees empowered to connect, collaborate, and bond



Reduced email volume

Decreased IT and HR helpdesk support tickets

Increased efficiency and collaboration

Simplr has helped WestEd's distributed workforce find the information they need and collaborate on projects. Since implementing Simplr, WestEd has shut down many email distribution lists to reduce its overall email volume, since both the content and communication now resides within Inside WestEd.

Today Simplr is supported by a virtual, decentralized team of 3 part-time employees that update and maintain the company-wide news and relevant information.

In addition, both IT and HR helpdesk support ticket volumes are decreasing, as employees are now able to find the information they need without any human assistance. Furthermore, WestEd now has a real-time feedback mechanism, empowering its employees to ask questions and provide immediate feedback.

From company-wide announcements and HR and IT support, to new employee onboarding and collaborating on projects, Inside WestEd is the digital workplace where more than 90% of all WestEd employees log in weekly. Leveraging Simplr's flexible architecture, WestEd has connected all the 3rd party applications its employees use (e.g. timesheets, help desk, etc.).

In addition, employees have created affinity groups (e.g., research, knitting, end-user peer support for one of WestEd's enterprise applications) that are further driving adoption and an increased sense of community among its employees.

What has been most transformational is the empowerment WestEd employees have to do things they could not do before. Whereas project collaboration used to take place in an ad hoc, disconnected way, today employees use Inside WestEd to collaborate on projects, thus increasing overall efficiency and quality.

# About WestEd

WestEd, a nonpartisan, nonprofit research, development, and service agency, works with education and other communities throughout the United States and abroad to promote excellence, achieve equity, and improve learning for children, youth, and adults. In 2016, WestEd celebrated a half-century milestone, marking 50 years of improving learning and healthy development at all stages of life.



## About Simplr

Simplr is the leading AI-powered employee experience platform. Organizations use our forward-looking, adaptable products to deliver personalized experiences that inspire and engage their employees. Wherever people work, Simplr enables them to flourish.

Trusted by more than 500+ leading brands, including Zoom, Snowflake, Moderna, Eurostar, and AAA, our customers are achieving measurable productivity gains, increased employee engagement, and accelerated business performance.

Simplr is headquartered in Silicon Valley, CA with offices in the UK, Canada, and India, and is backed by Norwest Venture Partners, Salesforce Ventures, and Tola Capital. Learn more at [simplr.com](https://simplr.com).