



DoZen Transforms the Digital Workplace for a Top Global Defense and Aerospace Company

Case Study | www.dozen.ai

A global defense and aerospace company with 50,000 employees replaced 20 employee facing systems with DoZen. DoZen helped deliver personalized corporate content and news to employees through more channels, consolidated tasks from the different employee systems and accelerated employee onboarding all while leveraging existing investments made in their enterprise ecosystem, leading to an increase in savings, time, and happier and more engaged employees.

20

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DoZen is an enterprise solution built on Sitecore®, the leading digital experience platform, that delivers clear ROI through a digital workplace, comms tool, employee experience, and self-service unification.

After recognizing shifts in the way their teams work, this defense and aerospace company, with a multi-billion dollar annual revenue, searched for a new solution to support their 50,000 employees. 21% were not at their desk, 36% worked from home, and 71% didn't have mobile access to email. At all levels, employees expressed a demand to increase communication. This became progressively important as the pivot to remote work raised the need to connect seamlessly across platforms and tools. Local communications were fragmented and not integrated into a single location. This resulted in siloed information and ineffective overall communication.

After DoZen helped replace 20 existing systems with one employee-centric solution, the

platform brought this publicly-traded company's seamless workplace vision to life.


Before DoZen, a plethora of collaboration platforms and communication tools resulted in an unreliable and unpredictable user experience. Apps didn't integrate well and communication and messaging could be disorganized. The company expressed concerns over an increasing demand to communicate, but limited methods to disseminate information.

The CEO said, "Communication about our future strategy and direction—not just as a company, but also at the segment, sector, division and local-level—is one of the areas where you've told us that we can improve."

DoZen heard the company's concerns and delivered a beautiful, user-friendly digital workplace that encouraged employees to share expertise and content with their teams. It eliminated the need to switch between platforms and browsers by integrating apps and incorporating intuitive new features.

Today, employees can access a productivity solution from multiple devices and efficiently retrieve all the tools they need for their respective positions. Depending on their role within the company, employees may derive value from differing newsfeeds than those of their colleagues. This is why DoZen provides a personalized and customizable experience

that finally meets employees' specific needs. It's the all-in-one intranet solution that incorporates an employee hub, enterprise search, enterprise social, and a mobile intranet and news app.



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- The CEO-

Everything an Employee Needs

Digital Workplace

In DoZen's digital workplace, employees have access to interactive and personalized content. All employees are able to customize their news experience to what's relevant to them.

It wasn't always this way. Employees reported feeling constantly overwhelmed and found it difficult to find information. 54% felt the news and content they were seeing wasn't relevant to them. Function pages didn't provide what employees needed. Before DoZen, just 61% of employees knew where the search bar was located on the last platform. There was also general distrust they'd be able to find the information they were looking for.

With DoZen's digital workplace, employees can crowd source, locate experts and colleagues across the organization, and share knowledge, all while staying mobile.

Communications Tools

Before DoZen, employees complained of having to use too many tools and wasting time copying and pasting between their intranet and newsletter. The cumbersome intranet required employees to use VPN, which they simply didn't open anymore. Because of irrelevant, nonspecific content and an ineffective search tool, engagement stagnated and employees couldn't access what they needed. The company also had only a rudimentary understanding of employee engagement and behavior.

DoZen's comms tool delivers personalized and targeted content. It provides insights and analytics, targeted broadcasting, and an intuitive CMS. DoZen's comms tool also gives employees access to creating email campaigns.

Employee Experience Platform Self-Service Unification

The employee experience platform is a comprehensive tool that can be used to track employees' journeys and engagement, as well as access communities, employee resource groups and other employee resources. The platform enriches key employee milestones such as onboarding, becoming a new manager, or even becoming a new parent.

In the past, the company's employees asked for more app integration. With DoZen's self-service unification, they managed to consolidate tasks and workflows from Oracle HCM, ServiceNow, Document Signing System, SAP, Concur, Vacation Request System, as well as Office 365 GCC High. By connecting business apps, DoZen offers personalized quick tools, app widgets, and business process flows.

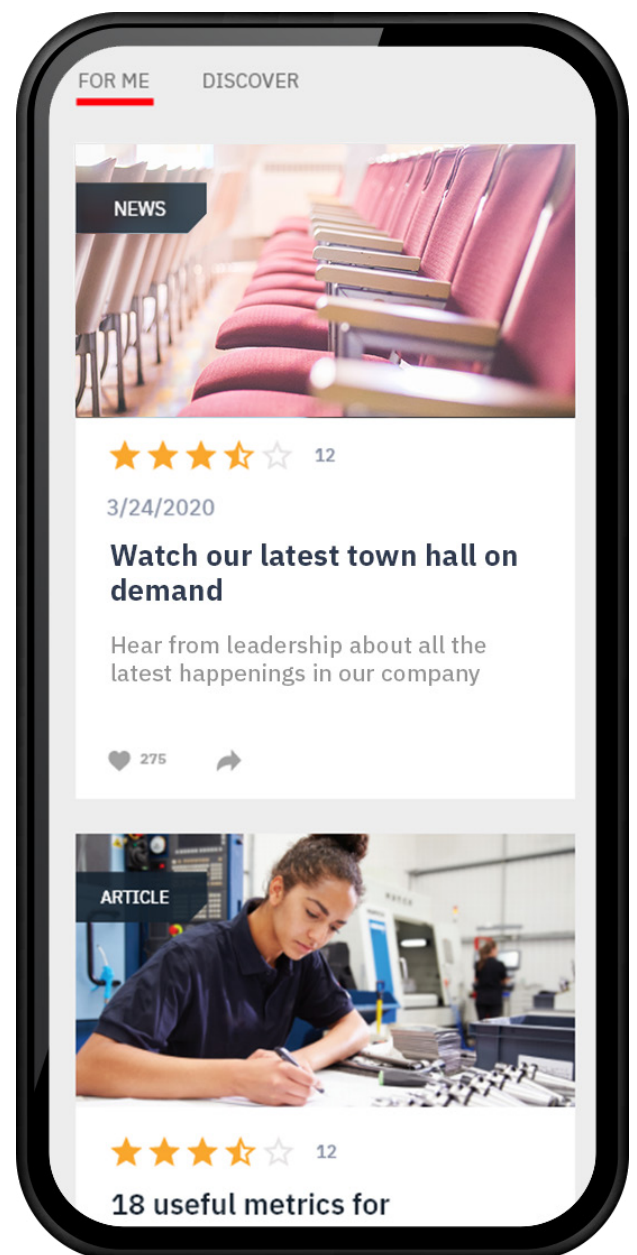
Digital Transformation

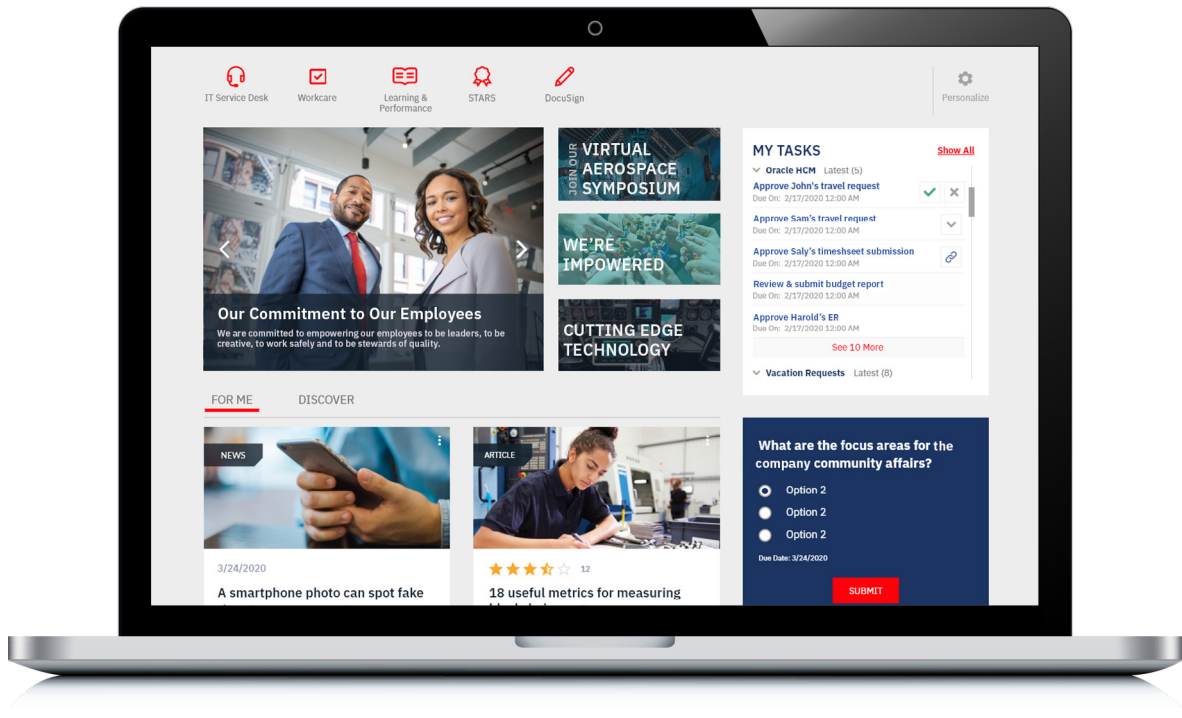
DoZen's solution resulted in the company's digital transformation and provided significant business benefits.

Business Benefits

Some of the new advantages realized by the company after implementing DoZen included lowering total cost, better insights on engagement across its organization of 50,000, and employees that were more engaged and satisfied. The company saved costs with DoZen's single integrated platform, while still utilizing their existing investments, as DoZen integrates with the Microsoft (MS) ecosystem.

DoZen is estimated to have saved 2 hours per employee per month as a result of its task consolidation. DoZen integrates Oracle HCM, Document Signing System, Concur, and Vacation Request System. The single unified interface allowed employees to create content, send emails, and create nurture and marketing automation campaigns.





Employees reported overall satisfaction with the single integrated platform and enjoyed the ability to customize the design and layout. They're now able to personalize their overall experience to match their needs. The powerful extension framework also allowed the company to fully tailor the employee experience to meet its business needs.

Before DoZen, the company wanted to expand its elementary understanding of employee engagement and behavior. With up-to-date comprehensive analytics, the company was able to gain new insight about its employees and increase their overall performance.

Employees were able to be reached through multiple channels including mobile, MS

teams, and desktop. It gave employees new options to reach the content they needed and complete their tasks.

DoZen allowed this company's 50,000 employees to immediately access information across their devices from anywhere. It led to a measurable increase in sharing insights and collaborating on projects in real time. All of DoZen's components added up to an unprecedentedly effective and functional digital workplace for the company. Employees now have access to a new experiential platform that seamlessly integrates enterprise news, local events, employee resources, and more. The integration of DoZen has led to an increase in savings, time, and happier and more engaged employees.



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