

Customer Success Stories



StepAhead was founded with the vision of developing innovative and integrated analytics software to enable companies and organizations to overcome challenges caused by communication overload.

We are pleased to present you with some of our clients' success stories.

Our team will be happy to provide you with additional examples that match your organizational goals.



Customer Success Stories



Confidential name

Finance - Bank

Local - Georgia

Goals

Increasing collaboration between the headquarters and branches

Tools

Counting interactions in emails and appointments + one time survey

Process

1. Structure changes - Analyzing the network - exposing the obstacle to a flowing communication such as bottleneck;
Making a decision about the new structure;
Identifying the change agents and the internal champions;
Tracking the changes over time - comparing the connectivity level before and after.
2. Promoting organizational change processes through employees who have been identified as "connectors" within corporate communication network
In order to accelerate the implementation of the change and increase the chances of success

Results

1. More efficient hierarchic structure;
2. The right people in the right roles ;
3. Changes in the organizational culture;
4. Better collaboration between headquarters and branches, the information pass in a more effective way.

Customer Success Stories



Confidential name

Finance - Bank

Local - Israel

Goals

Identify internal organizational collaboration obstacles to improve knowledge transfer and work across interfaces.

Tools

Counting interactions in emails and appointments

Process

1. Better understanding the information flow - analyzing escalation path; Identify different collaboration phenomena such as - bottleneck, bypass managers; Looking on anomalies in the network over time.
Making decisions about the necessary changes in the way of work; Tracking after the result of the changes.
2. Better work time balance - giving permissions to each manager to see his department; Analyzing the causes of time spent on emails - Cc, Bcc, forward, spammers, etc
Reduce the overload by changing the organizational culture of working with the emails; Tracking the changes over time.

Results

1. Creating more efficient work procedures.
2. The right employee in the right place - More suitable placement of the organization's employees according to their role in the network.
3. Organizational efficiency - Decreasing communication barriers.
4. Increase Productivity - reduce the time spent on communicating via email

Customer Success Stories



Lycord

Food Industry

Global

Goals

Analyzing why management decisions are not being executed

Tools

One time survey

Process

1. Changing in the way of work. Part of that was improving collaboration for a better execution - Run the survey among senior and middle managers of the organization.
2. Analyzing the data; giving to the organization detailed personal and organizational reports.
3. In-person meetings with all managers how to take part in the decision-making process
Discuss and analyze ways to change and adapt work procedures to the organizational network.

Results

1. Personal changing in the company management team.
2. Shortening work processes and making them less hierarchical and more effective.
3. Adjust management's decisions for optimal execution according to the de facto network structure.
4. Cultural Change - A new look at the way tasks should be performed when they assign.

Customer Success Stories



Elbit

Defense

Global

Goals

Resolving conflict between two divisions

Tools

One time survey

Process

1. Structure change - running a survey in two divisions;
2. Analyzing the data; giving to the organization very detailed personal and organizational reports.
3. Making decisions about the right hierarchic structure for better collaboration between the two VP'S.

Results

1. Elbit's executive team decided to implement necessary changes to both the organizational structure and culture in order to improve collaboration dynamics within the division.
2. Return on Investment:
Within 1 month Elbit received feedback on social and professional dynamics between employees, previously assessed subjectively by HR personnel. The data and insights provided reflect not only time-save but also information that otherwise could not be obtained.
 - Allowed executive to confidently lead change based on informed decisions
 - Employee performance evaluation validated by quantitative data.