



OVERVIEW

INDUSTRY:

Telecommunications

COMPANY SIZE:

10,000+ employees

LOCATION:

Bonn, Germany

SOLUTION:

Jive-n

BENEFITS

- ✔ Streamlined corporate communication
- ✔ Less time spent searching for information
- ✔ Improved collaboration
- ✔ Reduced strain on IT support resources

CASE STUDY

Deutsche Telekom Uses Jive To Streamline Corporate Communication

CHALLENGES

Germany-based Deutsche Telekom's communication strategy couldn't support its global workforce. The company had no central place to communicate, collaborate or get company news. Instead, teams were using several different systems to share information.

The existing communication and collaboration systems they did have were single-purpose and disjointed. Employees had to use multiple logins to access each type of content and share information. As a result, teams were wasting a lot of time digging through information and searching for messages.

Leaders at Deutsche Telekom knew things had to change. They needed a single system to connect resources and knowledge across the organization. That's when they began their search for a modern collaboration platform.

SOLUTION

The team chose Jive because it offered every feature their team needed to communicate more effectively. The platform makes collaboration, networking and document sharing simple for all users.

“It’s easy to use, easy to access and easy to collaborate on. It’s also internationally available and transparent,” says Michael Wand, Business Consultant at Deutsche Telekom.

Within months, the company launched their intranet. Called the Telekom Social Network (TSN), it’s powered by Jive-n. It’s Deutsche Telekom’s first central collaboration platform available for all employees. It allows them to communicate with each other, get information fast and collaborate more efficiently.

Since this is the first time the company has made all their information accessible in one place, users quickly flocked to the platform. Shortly after launch, many of Deutsche Telekom’s employees began using Jive as their go-source for company information.

And this is thanks to Jive PeopleGraph, which makes it easier than ever for users to find content. This feature drives powerful search that puts the information users need right in front of them. This has reduced the amount of time employees spend looking for documents.

Today, TSN has over 90,000 registered users and they’ve created over half a million pieces of content. The platform has enabled transformation at all levels. With the new intranet, management can engage with employees more authentically. Employees can also connect with their colleagues across locations.

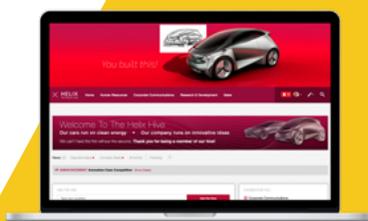
TSN has also made things easier on the IT team at Deutsche Telekom. They’ve been able to retire 12 legacy systems and improve communication inside their own team. It’s also easier than ever to support company-wide communication. Now that everything takes place on a single platform, admin takes less time.

With Jive, Deutsche Telekom was able to completely transform corporate communication. Each team can use the platform to streamline their processes and collaborate more effectively. Now, leaders see the benefits of transparency, connection and engagement across the company.

“

Without Jive, we couldn’t have achieved the transparency that we now have at Deutsche Telekom, and it would be much harder to do our jobs.”

*Michael Wand,
Business Consultant at
Deutsche Telekom*



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