



FLITE CASE STUDY

Global Telecommunications Leader chose SharePoint Online and Yammer Enterprise over SAP JAM to build an Enterprise Social and Gamification solution that instantly improved global solutions team participation rate by 100%.

Company: KL Software Technologies
Website: www.klstinc.com
Company Size: 50-100 employees
Region: United States, India, Australia
Industry: Information Technology

Software and Services:

- * Microsoft SharePoint Online
- * Yammer

Company Profile:

KL Software Technologies offers end-end Microsoft technology based business solutions that address your critical business challenges and needs. As a Microsoft Partner, KLST has demonstrated expertise with Microsoft technologies and proven ability to meet customer's needs.

Company: Tata Communications
Website: www.tatacommunications.com
Company Size: 8000 employees
Region: India
Industry: Communications

Company Profile:

Tata Communications is a global company with its roots in the emerging markets. Headquartered in Mumbai and Singapore, it has more than 8,000 employees across 38 countries. The \$3.2 billion company is listed on the Bombay Stock Exchange and the National Stock Exchange of India and is the flagship telecoms arm of the \$103.3 billion Tata Group.

Tata Communications has a global workforce of approximately 8000 employees, the majority of whom are solutions engineering teams working at global customer locations. To help its globally dispersed solutions engineering team connect with subject matter experts and respond quickly to customer needs, Tata Communications teamed with KL Software Technologies ("KLST"), a Microsoft Partner and global Systems Integrator, to develop "FLITE", an innovative Enterprise Social all-in-one application built on [ConnectORG](#). FLITE offers an "easy to use", "mobile first" user interface integrated with Skype of Business for "presence-aware" contextual instant messaging and Yammer Enterprise to track private/public conversations as well as provide instant employee recognition using badges and reward points.

Business Needs

Tata Communications, a \$3.2 billion company listed on the National Stock Exchange of India and a global leader in the Gartner Magic Quadrant for Network Services, is the flagship telecoms arm of the \$103.3 billion Tata group. "To enable our vision to provide 66% of the Fortune 500 companies with state-of-the-art solutions, including a wide range of cloud, mobility, network and data centre services, IT works in close partnership with the business" says Anubhav Rajput, General Manager - IT Strategy Planning & Innovation, at Tata Communications.

To help global solutions engineering teams work better together and respond to customer needs via rapid creation of winning proposals, Tata Communications needed to improve its messaging and collaboration tools. While majority of the global workforce connects



through email and collaborates on Microsoft SharePoint Online, the vast majority of solutions engineering team members who are not always behind PCs or at customer locations did not have this option.

“Accessing Subject Matter Experts for quick questions on the go was a challenge for my team,” says Murali Krishnan - General Manager - Solutions Engineering, at Tata Communications. “Our vision is to provide a social collaboration and communication platform that our global solutions engineering team can use to instantly connect, share and solve problems for our customers while being recognized for their contributions **“clearly distinguished elite contributors from the rest”**”

Challenges in email based collaboration meant customer queries and technical issues that are answered via emails are restricted to email recipients only and searching long specific email threads based on keywords can be difficult and time consuming. Tata Communications Solutions engineering team wanted to streamline communications among the different global teams so that a central knowledge base can be maintained along with real-time access to Subject Matter

Experts. “To build a folksonomy driven global knowledge base as a forward-thinking group, we need one mobile-ready application that can meet our messaging and collaboration needs,” says Murali. “But we have SharePoint Online for team collaboration, Yammer for social conversations, Skype for Business for instant communications and Exchange Online/Outlook for email messaging all of which can be very confusing for solutions engineering team members to pick and choose when to use the correct application”

Given the need for the globally dispersed solutions engineering team to be acknowledged, recognized, awarded and rewarded for their contributions, Tata Communications needed to implement a solution that recognizes top contributing solutions engineering teams and individuals via awarding reward points and badges for participating in peering sessions as mentors/mentees or self-profile updates via addition of new skills or certifications or documents. “To promote wider user adoption, having a simple yet robust gamification strategy is a must,” says Murali. “Mentors and Mentees participating in Peering sessions desire recognition in the form of badges and reward points that

clearly distinguished top contributors from the rest”

Solution

In August 2015, Tata Communications contacted Microsoft Partner and SharePoint/Yammer customization specialist KL Software Technologies (KLST) to help envision, design, develop, deploy and support an all-in-one enterprise social application built on its flagship [ConnectORG](#) product developed on **Microsoft Office 365 SharePoint Online that seamlessly integrates with Skype for Business and Yammer Enterprise**. “We help customers globally realize business value out of Office 365 by rapidly developing mobile-first fusion applications built on SharePoint Online without the need to switch between different Office 365 products such as Skype for Business, Yammer, Delve and OneDrive for Business” says Ragav Jagannathan, President & Group CEO, KL Software Technologies.

[ConnectORG](#) **“fusion application”** approach to develop FLITE meant that Tata Communications solutions engineering teams could use only the SharePoint Online application to connect with Subject Matter Experts, conduct real-time peering sessions, share expertise, drive



business strategies and broadcast accomplishments, without the need to login separately to Yammer or Skype for Business. “We developed a **unique Social and Gamification** experience on SharePoint Online by writing custom SharePoint hosted add-ins to leverage and extend Yammer features such as Groups and Praises. We also built a reward points system to help team members earn points by simply participating in a mentor-mentee based peering session or update their profile with a new skill or certification or just simply liking FLITE conversations or documents,” says Ragav. “Any medium-sized or large enterprise looking to improve customer engagement and drive employee productivity can leverage a solution like FLITE to build a robust tacit knowledge management solution on Microsoft Office 365”

Tata Communications chose over 8000 licenses for Microsoft Office 365. “We chose Office 365 SharePoint, Azure and Yammer to accomplish two key goals,” says Anubhav. “From IT perspective, we wanted to introduce Microsoft Cloud into our Enterprise IT framework so that we are ready to support any cloud initiative going forward. From Solutions Engineering side, we wanted

to build an intuitive, mobile-ready social experience on SharePoint that is personalized to the needs of our solutions engineering team. Our vendor KL Software Technologies played a key role in developing FLITE and provided the expertise to build an integrated social experience on Microsoft Cloud within just 6 weeks. They were instrumental in guiding us away from SAP JAM into the exciting world of Enterprise Social fusion applications built on Microsoft Cloud”

Benefits

With Office 365 SharePoint Online, Yammer and Skype for Business, Tata Communications FLITE is a messaging and collaboration platform that is all-inclusive and intuitive. “FLITE enables spontaneous, anytime, anywhere engagement amongst global solution engineering teams - sparking innovative new ideas for Tata Communications to lead and drive innovative solutions for our customers,” says Murali. **“FLITE instantly improved my global team participation rate by 100% and within just 2 weeks of soft launch”**

Rapid response to Customer needs

FLITE allows the Solutions Engineering team to rapidly find, use and share knowledge

or connect with experts real-time to solve Customer issues and deliver Customer proposals faster. “Creating a Peering session on FLITE means that you will likely get an answer back from team members quicker,” says Murali. **“Improved responsiveness is resulting in greater customer satisfaction”**

Empowers Mobile Workforce

FLITE mobile-ready user experience is designed to adjust perfectly to the employee’s device, making communication, engagement and collaboration happen anytime, anywhere. Solutions Engineering team members can use FLITE on their mobile devices or PCs to connect with Subject Matter Experts, engineers, executives—anyone in the business—and start a peering session. “FLITE Peering sessions can be 1-1 or 1-many and helps us track all team conversations in a centralized repository that can be easily searched on by others,” says Murali. **“My team is excited to be empowered with the ability to share ideas and expertise with anywhere access at anytime”**



Motivate Employees to adopt and contribute

FLITE Gamification features provides users with reward points and badges in recognition of their contribution. “FLITE Gamification features is a key driver for my team to contribute and earn recognition,” says Murali. **“Content is always refreshed and up to date on FLITE since my team members are**

actively interacting and contributing content to earn reward points and improve their reputation”

Platform for Future Improvements

FLITE is built using SharePoint Online native features and Yammer REST API, which means that the application is built as per Microsoft recommended best practices for creating SharePoint hosted

add-ins and can be easily extended in the future. “We are already exploring how to enhance FLITE gamification experience that will allow users to convert reward points to virtual currency and redeeming for physical rewards from our existing Rewards Store,” says Murali. **“Since FLITE is built by KL Software Technologies with extensibility in mind, we have a solution that will adapt to future needs”**