

# RHB increased employee engagement by 40% with Workplace

 FINANCE

 17,000

 APAC



RHB is a financial services provider that is committed to delivering complete solutions to customers through differentiated segment offerings and an environment that provides a quick and easy customer experience. They value having an inspired workforce which helps create lasting relationships with customers.

## Challenges

On an employee's recommendation, RHB's senior management team looked into Workplace as a possible solution. They discovered that it would be able to help them solve over 50% of its current challenges without requiring significant deployment complexity, training and cost. Furthermore, the solution would offer employees a 360-degree approach to feedback and performance evaluations, building a healthy and transparent workplace culture.

## Why Workplace?

Despite having an existing employee portal, employee engagement remained a challenge for RHB. As it solely drove one-way communications, the portal failed to build comradery between the bank's branches and teams across the Singapore operations. The solution: an open communication platform that uses a familiar user experience design — making it easy for employees to adopt without any training.

## Workplace features



Integrations



Live Video



News Feed



RHB strives to be a great place to work and one of the ways to do this was to create a winning and **inclusive** culture. We wanted a way of celebrating together as one company and not as separated teams.



*Luke Diep*

Head of Brand Marketing and Communications, RHB

# Solutions

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## Fostering a strong, cohesive company culture

Through using the News Feed and Live Video features in Workplace, RHB employees now have an open, transparent platform to communicate with their regional peers in real-time. Its familiar interface makes it easy for employees to share photos about the latest corporate events, post live feeds of training activities and organize team-building activities, such as Family Day.

## Building an effective, efficient operating model

Using Workplace Bots, RHB is able to automate and schedule mundane administrative tasks, like the scheduling and booking of meeting rooms. Jobs that were once seen as tedious and time-consuming now require little to no human intervention. Tasks are now error-free and RHB employees can spend their time much more efficiently on areas that affect the bottom-line, like delivering enhanced customer experiences.

## Measuring employee productivity and motivation, remotely

RHB deployed Enboarder – a Workplace Partner – onto their Workplace environment. This move empowered the HR team with the tools to set up and orchestrate regular touchpoints during the on-boarding process and track performance remotely. With the seamless, consistent onboarding processes in place, RHB saw a marked improvement in employee retention as new members of their teams felt welcomed, while there was an overall increase of 40% of existing staff that felt closer to being part of a wider team; and increased employee engagement. Since the launch of Workplace in 2017, RHB has seen employees from different regional offices, departments and hierarchical levels engage more with one another on the platform – breaking down the silo mentality for greater collaboration, cooperation, and communication across the financial institution.

# Results

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**90%**

of RHB employees in Singapore use Workplace each month

**40%**

increase in employee engagement after the launch of Workplace