



# TRANSFORMING THE EMPLOYEE EXPERIENCE – FOR TODAY AND TOMORROW

## Company At-a-Glance

Industry: Financial Services  
Founded: 1988  
#/Associates: +49,000  
Headquarters: McLean, VA  
SF of Location: +2MM

## THE CHALLENGE

Like many future-focused organizations Capital One is creating a digital workplace that increases employee engagement and experience, while also boosting productivity and retention. With tens of thousands of associates spread across a vast variety of locations, they quickly recognized the need to implement a unified mobile workplace solution to connect its employees with essential business applications and location-based services. Initial requirements included

the need for employees to navigate a vast network of locations and buildings, report facility problems and find amenities, dining options and transit services. Just as importantly, they required real-time, actionable information and communications about critical company issues. Yet, like most large corporations, the company struggled to source the internal IT resources required to develop an enterprise-wide workplace app – that met current and future needs – all in a realistic timeframe.

## THE SOLUTION

The company's Workplace Solutions group set out to find a solution that would simplify the employee workday by mobilizing important functions like finding building and room locations, tracking the company shuttle between locations and choosing among local dining options – all from a single screen. After exploring multiple alternatives, the company determined that Modo Labs offered the ideal solution. With Modo Workplace™ the company was able to deploy a complete workplace mobile app quickly, with limited IT involvement. Out-of-the-box modules made it easy to unify and mobilize existing data sources and business applications — not only shuttle tracking, indoor and outdoor maps, and dining information, but also employee information, directories, corporate news, social, videos, and more.

Furthermore, the company quickly realized that the Modo Labs' solution included powerful features that would allow them to deliver an even more meaningful mobile experience to its employees. In particular, non-technical business owners would be able to quickly create and add modules to the app for any upcoming event or corporate program, without needing to wait for IT to make changes. And perhaps even more significant was the fact that the mobile platform would allow the company to provide different location versions of the app for the company's


extensive corporate holdings, all without duplicating development or branding efforts. Yet, even though the app would be centrally managed, the flexibility of the Modo Labs' solution would empower key employees at each individual location to create and update content in order to efficiently communicate the unique attributes and events available at their particular campus.


Using the Modo Workplace Platform, the Workplace Solutions team built an app that is a communications hub for multiple functions across the enterprise. The team was able to deploy the initial version of the mobile app in just a few weeks vs. months, and its success has exceeded all expectations. It is now being widely used by employees on its major campuses. It has dramatically simplified the workday by providing the ability to easily access critical real-time information.


“  
**Capital One @Work delivers anytime, anywhere access to the tools and resources our associates use most, making it fast and easy to collaborate and get work done.**”


— Alisha Brady, PMP, CSM  
Mobility Product Owner  
Workplace Solutions


The most recent version of the app includes unique locations for each of the major US offices. Each location is seamlessly incorporated into a single mobile solution and all share centralized branding and data. The locations allow employees to readily access valuable information about their particular facility, including features such as:


 Important information about what's available at each location, such as buildings, parking, restaurants, health clubs and local area businesses. This information can be instantly updated by non-developers without requiring resubmission to the app stores.


 Detailed indoor maps for each building. Using these maps, employees can easily search for any amenity such as conference rooms, extinguishers and restrooms. The maps can also be easily updated by non-technical "authors."

 Dining information for each facility, including hours, locations, and menus.

 A facilities module where employees can immediately report issues, such as when something is broken or needs attention. In the first few months, hundreds of facilities tickets were logged using the mobile app, making it easy for the facilities department to plan resources and quickly fix problems.

 Live tracking of shuttle buses and transit services.

 A direct link to the company's Global Security Operations Center (GSOC), giving employees 24-hour assistance with safety and security.

 Real-time data on parking availability, organized by structure and floor.



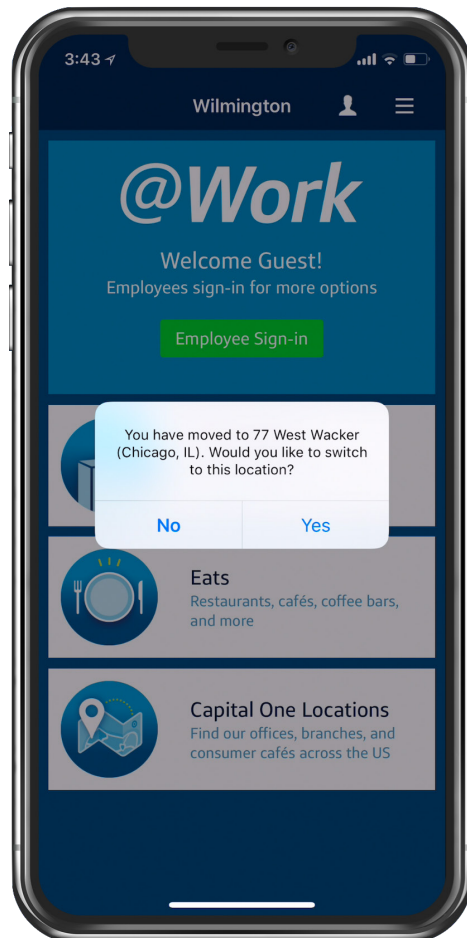
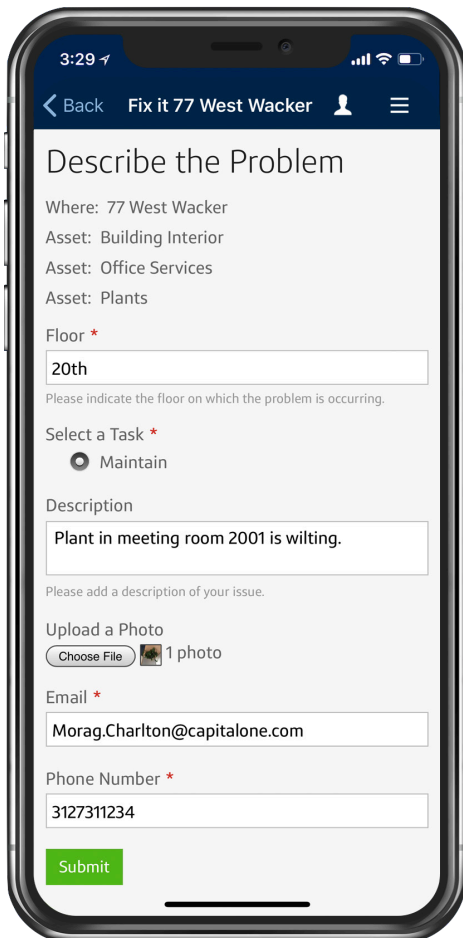
The new mobile app has been a win-win all around. The company is excited to have deployed a centralized mobile workplace solution quickly, inexpensively and iteratively, while avoiding the time and resources associated with a large custom mobile development project.

Line-of-business owners can now effectively deliver critical location-specific information to employees in real-time, and best of all, can do this without technical skills. And finally, employees are delighted to easily access important information that improves their working life while on the go.

**A Facilities module allows employees to quickly report workplace issues and even attach a picture.**

**Different Editions of the app can provide unique information for each location or user role.**

**Indoor Maps make it easy for employees to navigate a vast network of buildings and amenities.**



## THE FUTURE

In the near future, the company plans to expand the app locations. Geo-location advancements, such as wayfinding will be added, so that the app automatically detects the location of traveling employees and provides them with the correct Location version. In addition, the company will add features that allow employees to personalize their app experience, as well as resource modules that provide real-time information on parking availability and more. Employee specific information and communication channels will be further enhanced so that users can always depend on the app to provide the most relevant and actionable information possible when they need it, wherever they are.


The ability to grow the app is a key element in its design and the company will continually expand its role as a central place for business owners to connect with employees. And this can all be done by non-developers, who can create new modules in hours for any event or program, or even if desired, by developers who can tap into the programmable source code to further enhance the app.


The flexibility of the Modolo Labs solution ensures that the company will be able to meet the rapidly evolving needs of its workforce and truly transform the way communication takes place and work gets done – harnessing the power of the enterprise and keeping employees moving at the speed of business.




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