



## Case Study: Global Financial Institution

# Confidently Welcome Your Employees Back to Office Life with a Workplace App

Realizing the advantages of empowering employees with a mobile workplace app, a major financial institution tried building its own in 2018. After struggling with this initiative, it called upon the agile MODO platform to develop and launch a MODO-powered employee app in 2019.

The main driver was to support facilities management and assist employees as they navigated offices around the world. This included finding colleagues and reserving rooms. When Covid-19 hit, the firm's executive leadership seized the opportunity to pivot its existing mobile app to enable its return-to-the-office strategy.



# Global Financial Institution Delivers a Digital Experience to Safely Transition Back to the Office and Empowers Employees

## KEY IMPACTS

Seamlessly supported and enabled return-to-the-office plan and model to stagger in returning staff

Adapted existing workplace app to prepare employees for what to expect, built confidence and trust

Quickly scaled from 4 locations to 39 countries

Used by approximately 40,000 employees globally

## BEST PRACTICES

Align app modules with the return-to-office strategy

Inform employees on what the new normal looks like and use the app to motivate desired behaviors

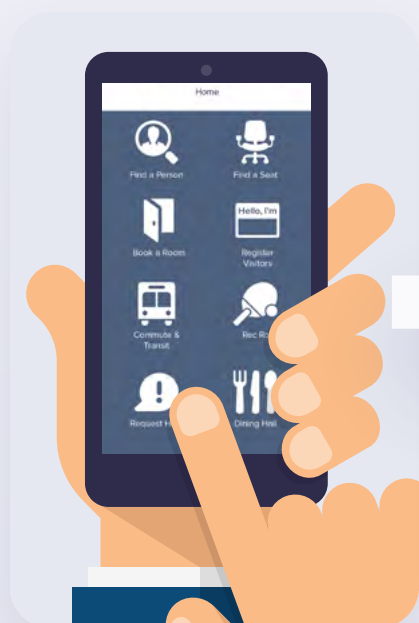
Carefully consider and address returning employee needs

Internally promoted the app via multiple channels

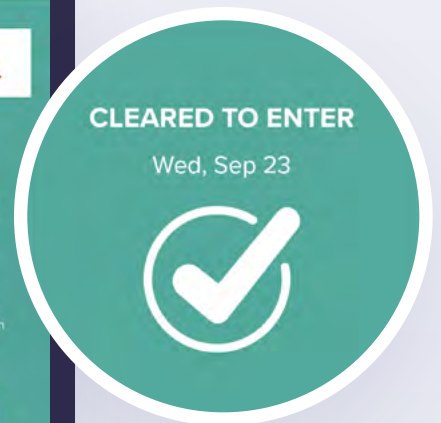
While the company began its mobile app initiative by gathering employee input, the executive team took charge for the sake of time. As a first step, this steering committee categorized different types of experiences or use cases a mobile app could enable. It then prioritized these based on importance to its employee base, and then determined needed integrations and content requirements for each. Finally it prioritized the list by essentials and nice-to-haves. The result was a plan for a digital experience centered on five must-haves.

Hand in hand with this, the institution modified its existing Modo-powered mobile app to support its employees in the new normal. Initially launched to support four key locations, the app is now mandated for all employees in 39 countries around the world. In fact, employees must use the app to get clearance for entering an office.

Original mobile workplace app →



← Enhanced return-to-the-office app



↑ Health assessment check-in



## Harnessing a Thoughtful Approach and 4 Core Pillars

The firm's return-to-the-office strategy centers around employee health and safety as the number one priority, and is built on the following four core pillars:

### MANAGE STAFF STAGGERING



- Notify In-Office Team
- Track Shuttle/ Reserve Seat
- Real-time Parking Availability
- Check-in Screening

### MAINTAIN SOCIAL DISTANCE



- View Floor Density Map
- Book a Safe Desk
- Schedule Virtual Meeting
- Digitally Engage Colleagues

### KEEP ALL INFORMED & SAFE



- Localized/Personalized Info & Alerts
- Up-to-Date Policies & Protocols
- In-Office Dining
- Remote Working Resources
- Virtual Office Tours

### STAY HEALTHY



- Schedule Wellness Check-in
- Request Station Sanitization
- PPE: Locate or Log a Ticket
- Polls to Nudge Actions

# Harnessing a Thoughtful Approach and 4 Core Pillars

## Manage staff staggering.

First, it needed a way to manage staff staggering and prepare people for the new office experience. In its app, the firm accomplished this with notifications to those who are expected in the office, complemented by a health check-in screening. For this pillar, the app also provides the ability for employees to track shuttles, reserve seats, and see parking availability in real time.

Through a self-attestation, employees are cleared to enter the office. Once confirming they are members of the group scheduled to be in the office that day, employees answer a set of questions customized by location in line with local government regulations.

## Maintain social distance.

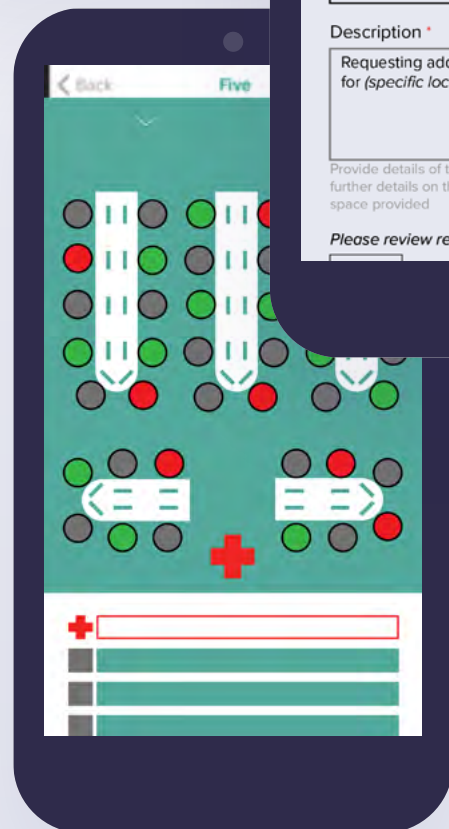
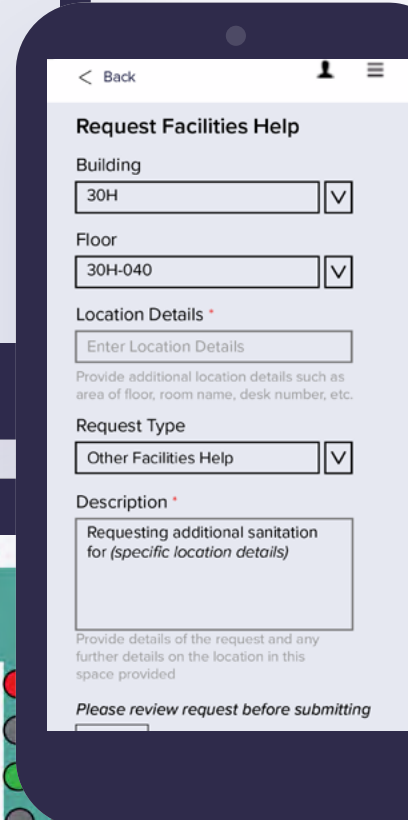
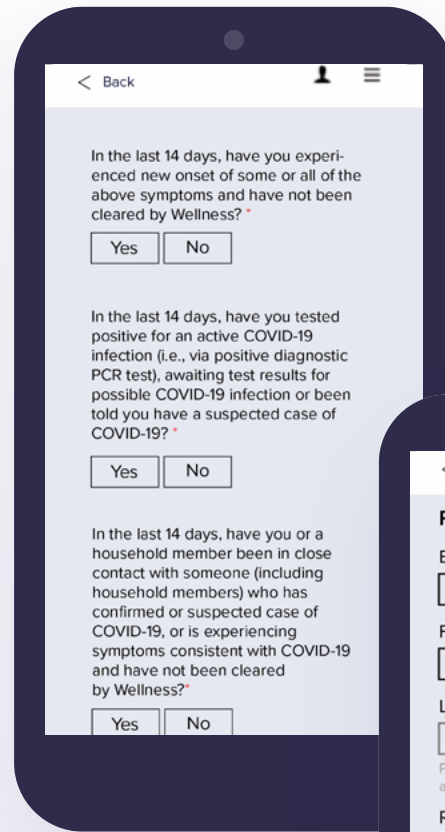
Next it was essential to drive social distancing. To this end, the app shows floor density maps and seat availability so employees can make informed decisions on where to sit to maintain social distancing. Employees can also easily schedule virtual meetings and digitally engage colleagues via the app.

## Keep all employees informed and safe.

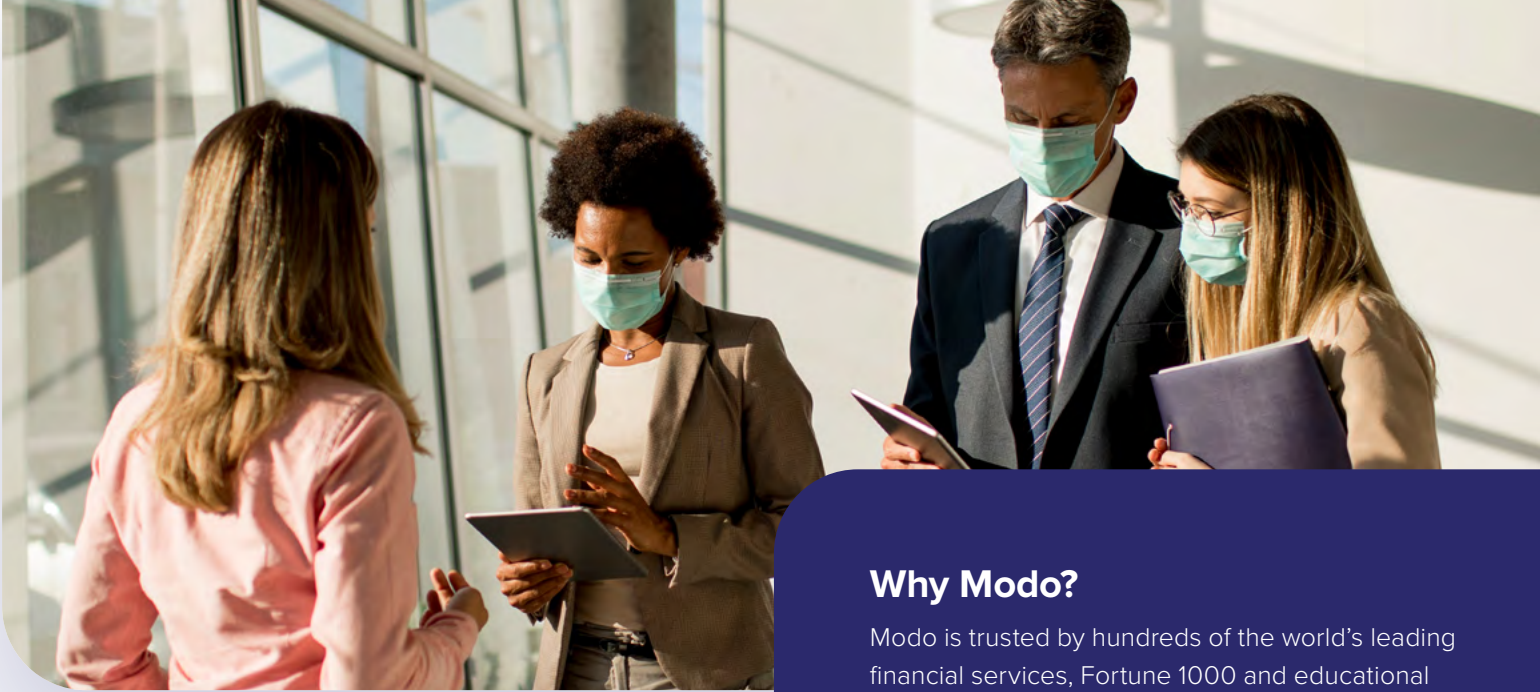
To address the third pillar, the app provides links to safety contacts and sends notifications such as “You can access a new sanitizing workstation on Floor 3.” Via the app, employees can check the status of a building and each floor in terms of availability and population density. They can also easily confirm cafeteria hours, order food for delivery, and arrange to take a shuttle to another nearby office. Moreover, the app delivers push notifications based on geofencing as an employee arrives in office alerting them to changes in cafeteria hours and sanitizing workstation policies.

## Stay healthy.

For the fourth pillar, the firm added the ability to schedule a wellness check-in, request station sanitization and locate personal protective equipment (PPE). Employees can even raise tickets to alert the facilities management team of low hand sanitizer and cleaning wipes. The app also incorporates Quick Polls to nudge actions, such as asking employees how long they should wash their hands and reminding them of social distancing protocols.







## Why Modo?

Modo is trusted by hundreds of the world's leading financial services, Fortune 1000 and educational institutions to deliver their campus and workplace experience. The Modo agile platform is preferred by digital-first leaders because it enables:

- Citizen developers with an easy no-code approach
- IT to spend less time assisting with app development
- Organizations to collaborate and delegate, accelerating app creation and information sharing
- Location-based and personalized communications to keep everyone connected
- The ability to rapidly adapt and evolve the app experience to keep pace with changing circumstances

### Driving Awareness and Usage

To create awareness of the return-to-the-office app and drive app adoption, the firm communicated in its offices through banners and digital signage, and via other channels its employees commonly use, such as email. It also leveraged the agile app building platform to align its app to the company brand and communicate the workplace app's purpose – to serve its employee community and keep them safe, help them succeed, and drive healthy behaviors.

Shortly after the launch of its return-to-the-office app, the firm saw usage of this must-have app spike, with nearly 7,000 active users at a given time — in line with the approximately 25%+ employees that are in office at a given time.

## Empower your employees with a workplace app to safely return-to-office

A mobile app is the most effective tool to keep your workforce connected in real-time. Request a demo to see a workplace app in action and to learn more about this story and others like it.



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