

Our AI platform helps companies meet the needs of the evolving workplace at scale



Discover Your Success Enablers →

Problem

A large enterprise software company invested in assistive technology, accessibility solutions, wellness programs and mental health support to enhance the employee experience. However, their employees did not know how to find the support they needed or even navigate to the support anonymously. Other key areas of focus included:

- 1. **A more efficient feedback loop.** The current static wiki page was difficult to maintain and lacked a continuous feedback mechanism to assess the value and effectiveness of the provided benefits and accommodations.
- 2. **Streamlined interactions.** The existing process involved redundant interactions across multiple teams, necessitating a centralized source of truth to reduce repetition.
- 3. **A balanced focus on the social and medical model of employee support.** While the medical model focuses on disability-related treatments, the company aimed to also prioritize the social model, which emphasizes environmental accessibility and long-term employee success, as they felt it better aligns with their employees with disabilities workplace needs.

Goal

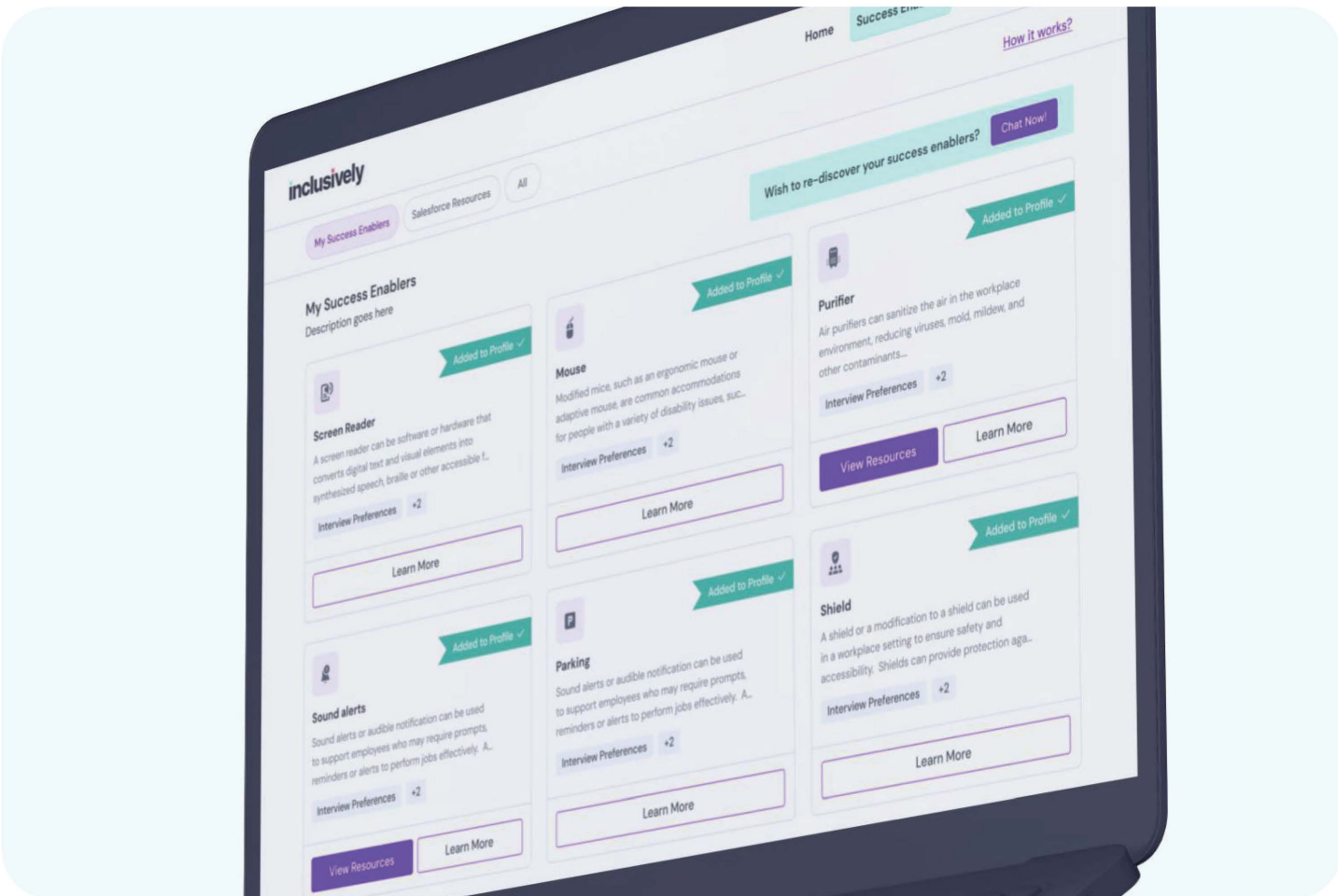
The company aimed to optimize their investments in employee support by creating an accessible, centralized platform. This solution would streamline the process, reduce redundant interactions, establish a feedback loop for continuous improvement, and prioritize a social model approach to benefits and accommodations. The goal was to develop a user-friendly, one-stop shop solution that maximized the impact of their investments in enhancing the employee experience.



Group of four diverse workers standing at a table in an office setting.

Solution

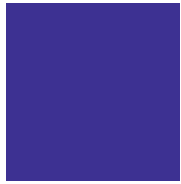
The company plans global adoption of Inclusively’s workplace personalization product, **Retain**, which handles accommodation and workplace personalization requests at scale, and merges advanced AI with a self-service employee discovery and experience platform. In other countries, the work in disability inclusion lags behind the U.S., and the company plans to ensure employees can access the platform no matter where they reside. The company opted for an initial pilot to gauge interest and benefit.



Inclusively in-platform view of Success Enablers menu.

Success of the Pilot

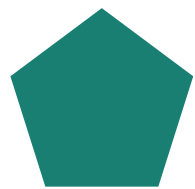
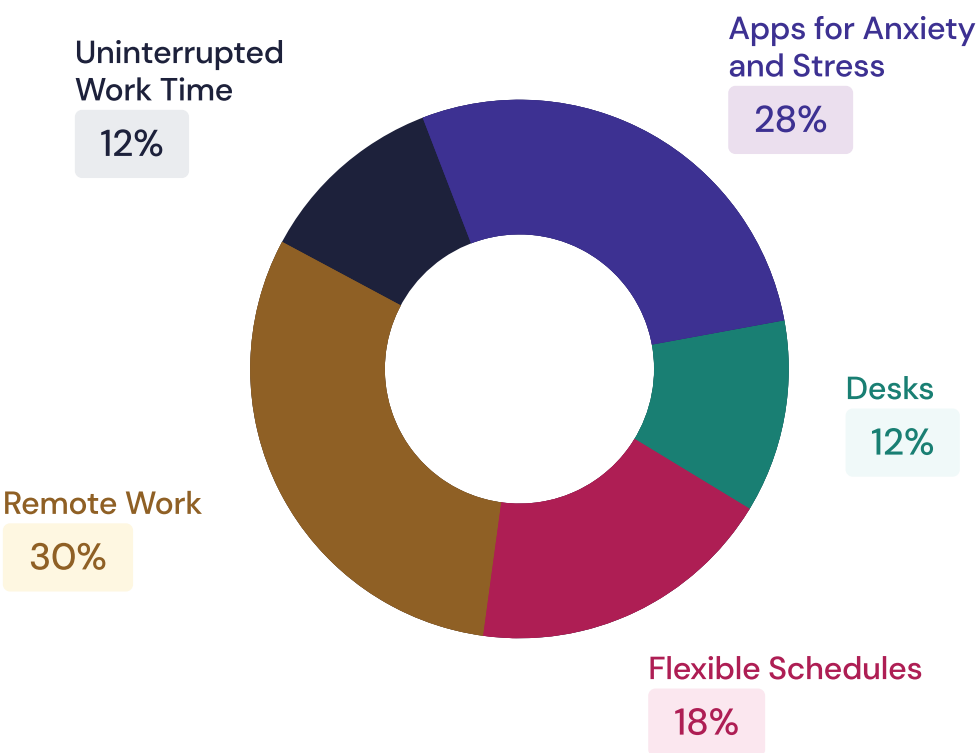
With the company now rolling out Inclusively’s Retain Platform to 42,000 of their employees, the pilot revealed that Inclusively:



Delivered a framework to support a social model.

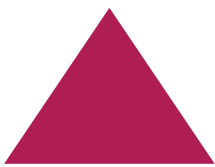
Retain helped automate 80% of self-service requests so that all accommodation requests were not going through an IAP and therefore reducing redundant interactions.

The majority of requests cost \$0



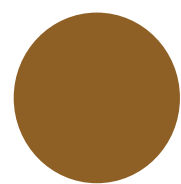
Implemented the solution in record time.

- Framework built within two weeks, incorporating best practices from Inclusively’s team of principal consultants and their proprietary data
- Passed the company’s AI privacy and security standards
- Successfully launched the program across teams
- Generated positive buzz among existing employees and demonstrated the company’s commitment to employee success
- Stakeholders across various teams participated in the initial launch and found value in the solution for different reasons



Gathered and managed extensive, higher quality data on accommodations compared to prior efforts.

- Tapped their own employee data
- Provided visibility into which offerings were worth investing in and which weren’t based on employee usage and feedback
- Allowed benefits teams to make more informed, data driven decisions than before



Provided a feedback loop to address employee concerns.

Employees shared positive feedback about their experience and rated Retain **4 out of 5 stars**, praising its ability to reduce redundant interactions across their entire ecosystem. They valued providing employees with a private self-advocacy tool to access resources for success.



“What I like the most is the opportunity to read the feedback we receive and optimize the processes based on that. In addition, the “Retain” tab can provide us with real-time response statistics, which I find incredibly valuable. I also liked the ease of use when finding Success Enablers/accommodations.”

PWD Hiring, Education and Awareness, Inclusive Recruitment at the company

Book your demo today at inclusively.com/request-demo or contact us at sales@inclusively.com