

Leading financial software provider implements Glean to create an enhanced knowledge hub

>3k

Hours saved monthly by employees who used Glean

>\$2.3M

Yearly value of the time saved from greater information access

96.8%

Of pilot participants would recommend others use Glean

The challenge

For this Financial Software Provider's 1000+ person workforce, finding relevant, recent, and accurate information was a widespread challenge. Crucial knowledge was sprawled across over 30+ different software solutions whose search capabilities were mediocre at best. And uncovering an answer was like searching for a needle in multiple haystacks, which left employees in time-consuming endless search cycles with no clear end.

“ In comparison to other enterprise search and intranet tools, Glean is far stickier because it provides users with the information they need instantly. That first-order retrievability has earned Glean its place as the central hub of our digital employee experience. ”

- Knowledge Management Lead

Additionally, despite having access to best-in-breed collaboration tools such as Slack, Confluence, Asana, Jira, and more, cross-functional employees found it increasingly difficult to collaborate effectively. With different tool sets and truth sources for each team, finding alignment required manual effort that was neither cost-effective nor productive.

It was apparent that they needed a solution that would unify their sprawling information, foster collaboration, and return essential knowledge to those needing it most. Additionally, with limited bandwidth and no budget to hire specific search engineers, they needed something that could easily integrate with their pre-existing toolset.

The solution

In March of 2022, after a pilot that resulted in 96.8% of participants stating they'd recommend the product to their internal peers, the Financial Software Provider introduced Glean to the entire organization. They seamlessly connected 33 different data sources into Glean and created a singular trusted knowledge model for employees to seamlessly search within and benefit from.

Immediate feedback was resoundingly positive, and that sentiment remained true as the partnership progressed. Despite only relying on organic growth, **adoption rates for Glean within the Financial Softwares organization hovered above 80%, and 78% of users were active monthly.** Throughout the year, employees indexed over 6.4 million queries within Glean to uncover insights from systems such as Salesforce, OneDrive, Outlook, and more.

"With Glean, you're just a single click away from information," said the Knowledge Management Lead. **"Even when searching for more nuanced content, it rarely took me more than a couple of clicks to find what I needed."** This lighting-fast retrievability enabled users to spend less time searching for answers and more time focused on their tasks at hand. The Enterprise Financial Provider found their ideal solution in Glean, allowing employees to quickly search and uncover information while protecting their valuable time and energy.

About Glean

Glean searches across all your company's apps to help you find exactly what you need and discover the things you should know. Powered by next-generation AI, Glean delivers highly personalized results based on who you are, what you're working on, and who you're working with. With Glean, new hires onboard faster and employees quickly find the answers they need— or the people who can help.

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