glean

Upside streamlined knowledge access with Glean to reduce duplication & boost productivity

>2k
Hours saved monthly by Upside employees who used Glean

>$1.2M
Value of the time saved from having greater access to information

92%
Company wide adoption of Glean search amongst Upside employees

About Upside

Upside is a technology company that increases the financial power of people and businesses in the real world. Their technology has helped millions of people get more purchasing power on the things they need, and tens of thousands of brick and mortar businesses earn measurable profit. Billions of dollars in commerce runs through the Upside platform every year, and that value goes directly back to retailers, the consumers they serve, and towards important sustainability initiatives. Visit upside.com for more information.

The challenge

In early 2021, Upside entered a period of hyper-growth that resulted in a highly dispersed workforce relying heavily on digital applications. As the company grew, so did the information at its disposal. However, critical knowledge was scattered across a sea of software tools that lacked the functionality to make it easily accessible, leaving Upsiders (Upside employees) frustrated and defeated.

This barrier to information caused employees to frequently duplicate work, which only exasperated the challenge. **"Our Google workspace became filled with recurring documents that were all kind of similar,"** said Elizabeth Vaggelatos, Head of Knowledge Management at Upside. **"People were just constantly reinventing the wheel."**

Despite having access to best-in-breed tools such as G-Drive, Slack, Jira, and Confluence to rely on, pulse survey responses relating to a question on "having the tools needed to be successful" had dropped. It was clear that Upsiders needed an easier way to ignite their knowledge and unlock critical insights.

The solution

It was clear that the challenges faced by Upsiders were not siloed to specific departments or roles. With this in mind, their knowledge management team began proactively searching for a solution that all could utilize. They discovered Glean, a dynamic AI-powered search solution, and were quickly sold on its user-friendly interface and widespread application.

> " Often tools will appeal to engineers but not to sales. Or to product, but not to operations. However, with Glean, it doesn't matter the tenure, department, or seniority level—there is a use case for everyone. "

Elizabeth Vaggelatos
Head of Knowledge Management, Upside

After running a successful pilot with undeniable value, Glean was rolled out company-wide at Upside. Glean seamlessly connected to their existing GDrive, Slack, Salesforce, Jira, and Confluence instances and allowed Upsiders to quickly search and uncover critical information across all of their go-to systems.

"I've implemented over 100 tech tools throughout my tenure, and Glean is by far the easiest," said Vaggelatos. **"Not only was it easy to implement, but there's also an intuitiveness to how the tool works that requires very little push to get people interacting with and using it."** With a 92% adoption rate, Glean has become a staple for Upsiders.

A framework for success

In May of 2022, Upside piloted Glean with a group of cross-functional stakeholders representing around 10% of their organization. Pilot participants were identified based on two main criteria; 1.) their willingness to provide honest feedback and 2.) the level of influence they held amongst their Upside peers.

Individuals involved in the pilot were coined "change champions" and were heavily leaned upon to test specific use cases, poke holes, and provide clear feedback throughout the test period. Initial results from the pilot were resoundingly positive, and 78% of respondents claimed they'd be disappointed if they could no longer use Glean.

During this pilot phase, Upside's Engineering Chief of Staff, Josh Samuel, had been working on an extensive internal audit and shared, **"There was no way I could have found the information on demand without Glean. Its search capabilities is better than the discovery capabilities of the vendor's search themselves."**

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> We've always invested in documentation, but finding it at the right time wasn't always easy— especially for new employees. With Glean, finding information is much easier and faster, which means our teams can spend more time building and less time searching or answering the same questions over and over.
> "
>
> **Kristen Bierman**
> VP of Operations, Upside

The Upside team captured extensive data from pilot participants and then utilized these insights to build a strong business case for investing in and implementing Glean on a broader scale. "By the time we got to the point of signing a contract, we had all of this data that showed the time saved and why key stakeholders across the organization wanted Glean," said Vaggelatos. "It was a no-brainer to move forward."

This approach ultimately allowed the Upside team to move quickly through the procurement phase and enabled Upsiders to access information even sooner. Glean was launched within one month and rolled out to the entire organization, giving all employees access to a centralized knowledge hub where crucial information could quickly be searched and uncovered.

2000+ Hours Saved
By Upside employees who used Glean

Empowering new hires

While all Upsiders benefited from the ability to uncover information quickly with Glean, this was particularly impactful for new hires. As the team grew, it became increasingly challenging for newly hired team members to know who, where, or what documents to turn to as a source of truth. And unlike more tenured employees, new hires also lacked historical knowledge to fall back on. This inability to quickly find answers and information increased frustration for new hires during an already stressful time, ultimately hindering their success.

Glean gave new hires a starting point to learn about their job, function, team, tools, and everything else needed to ramp up quickly. **"As a new salesperson, it was super valuable for me to be able to use Glean to quickly search an account and see all of the work that'd previously been done, what content existed, and any key account notes,"** shared Michael Jamieson, Business Development Director at Upside. **"I loved it."**

Furthermore, Glean gave _all_ Upsiders a sense of connection. **"We had to find ways to manufacture people coming together in a remote world,"** said Vaggelatos. **"With announcements, the org chart, and just centralizing knowledge discovery, Glean gave us a way to do this. It also simultaneously ensured that the information surfaced was unique to each user."**

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. Glean is easy to use and ready to go: setup is quick and doesn't require professional services or manual fine-tuning.

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