

Duolingo leverages Glean Chat to streamline knowledge access and improve efficiency

5x

Return on investment from the time saved using Glean for knowledge discovery

500+ hours

Collectively saved monthly by employees at Duolingo leveraging Glean's search

>\$1.1m

Value of the yearly time saved by employees using Glean to uncover information

About Duolingo

Since launching in 2012, the Duolingo app has become the world's most popular way to learn new languages. The company's mission is to develop the best education in the world and make it universally available. Their global team works together to make language learning fun, free, and effective for anyone wanting to learn, wherever they are. Learn more at duolingo.com.

The challenge

Before Glean, Duolingo faced challenges around efficiently sharing information and collaborating across teams. Company knowledge was spread across multiple systems, such as Google Drive, Slack, Confluence, Zendesk, and more, making it difficult for employees to search for and access crucial information. This led to inefficiencies and frustrations across their workforce. Additionally, annual pulse surveys further highlighted these struggles.

The Duolingo team had also previously created an in-house search aggregator, Metasearch, to fill this gap. However, it lacked advanced features like filtering and ranking, which would have been extremely time-consuming for them to build on their own for each underlying system. As a result, even with Metasearch at its fingertips, Duolingo's workforce struggled to find relevant information. Instead of driving new projects forward, employees spent valuable and costly time duplicating efforts or endlessly searching.

With a growing workforce and increasing data, these challenges prompted Duolingo to seek a more efficient and effective solution to ease employee frustrations and boost productivity.

The solution

Glean allowed Duolingo to quickly improve its knowledge discovery challenges and enabled workers to easily uncover crucial organizational knowledge. Glean Chat, in particular, was a game-changer for their productivity. As a conversational assistant grounded in Glean's trusted knowledge model, Glean Chat provided an even faster and more streamlined way for users to retrieve relevant and personalized answers.

“Glean Chat is the most underrated feature within Glean. Similar to how some people now reach for ChatGPT before Google, Glean Chat can answer some questions even more effectively than a search can.”



Art Chaidarun

Principal Software Engineer, Duolingo

"Employees' time is expensive," said Art. **"Making our documentation more accessible was an easy way to save time, especially in cases where finding existing company knowledge could prevent duplication of effort."** Improving the speed at which Duolingo's employees could find crucial insights significantly improved communications between teams.

Employees utilized Glean Chat to summarize key documents or roadmaps and quickly found answers that would have otherwise required several queries. Instead of asking their peers questions via Slack, Duolingo's workforce starts by asking Glean instead. Which ultimately streamlined their knowledge-sharing process, reduced duplicative efforts, and increased their overall productivity.