

Super.com creates a centralized knowledge hub and maximizes productivity with Glean

1,500+

Combined hours saved monthly by Super.com employees who used Glean

20%

Improvement in the time it takes new hires to onboard while using Glean

17x

Return on investment from the time saved with Glean

About Super.com

[Super.com](#) is the all-in-one savings super app for everyday Americans looking to save money, access credit, and experience more of what life offers. Super.com is home to the SuperCash card that offers cashback and the opportunity for credit building. The Super.com App also provides deals and savings across categories such as travel and shopping. Trusted by over 5 million customers worldwide, Super.com has helped its customers save over \$150M to date.

The challenge

As organizations grow larger and more complex, communication becomes increasingly challenging. For Super.com, this statement rang particularly true. As an early startup, gathering everyone in meetings to share ideas and discuss updates was simple. But as they entered a period of rapid growth, knowledge sharing became more complex. Each new contributor brought an influx of new information that needed to be documented and shared. However, these large meetings quickly became an ineffective use of resources, so they implemented a written culture.

Rather than long conversations, employees began sharing their thoughts via writing. While this quickly improved their communication efficiency, it also posed a new challenge. Their knowledge was scattered across different platforms, and finding it was manual and time-consuming. So while employees spent less time in meetings, they also spent more time searching.

It was evident that the Super.com team needed to find a tool that could centralize their organizational knowledge, streamline communication processes further, and enable all employees to uncover the information they needed, when they'd need it most.

The solution

Super.com found their ideal solution in Glean, a dynamic AI-powered search solution. By seamlessly integrating with existing tools and systems within Super.com's organization, Glean delivered a centralized knowledge hub where employees could quickly uncover critical information. **"Glean has been a game-changer. It has streamlined the search process across various company applications and enables employees to find answers effortlessly in one central location,"** said Eric Liptok, Chief of Staff at Super.com.

“ Whenever someone asks a question in Slack, we ask them to first 'Glean it'. We have a written culture at Super.com built on our core value of transparency. Glean allows us to live by that value – making all our information searchable and easily accessible.

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Hussein Fazal
Founder & CEO, Super.com

Glean also played a critical role in enabling Super.com's written culture. Whether the information existed within Google Drive, Slack, Confluence, or GitLab, employees could access it with ease. They no longer had to search through extensive documentation or flip between disjointed systems for answers. By streamlining the information discovery process, Glean saved their employees an average of twenty minutes daily, which compounded to over 1,500+ hours saved monthly across their workforce.

A foundation for maximizing productivity

Super.com introduced its written culture to ensure their employees' voices were heard and contributions were seen in transparent and fair ways as they scaled. However, to achieve this goal, they needed to ensure that once an individual created a new information source (docs or slides), they weren't just lost in the void. By partnering with Glean to make knowledge discoverable, their written culture flourished, and a foundation for maximum productivity was achieved.

To promote strong usage of Glean, the Super.com leadership team took an assertive approach. **"When we're asked a question on Slack, we usually respond with 'Have you Gleaned it?',"** shared Henry Shi, Co-founder of Super.com. **"If the answer isn't available, we prompt the appropriate owner to write and create an 'Answer' for it."** This effort to consistently point employees back to Glean reinforced their written culture, saved time, and encouraged productive collaboration.

“Glean has centralized our key documents and communications into a single platform, making it easier for our employees to access the information they need. This has led to increased productivity, better decision-making, and improved collaboration across all departments.”



Eric Liptok
Chief of Staff, Super.com

"With all of our documents and communications in one place, employees can easily contribute to important discussions and collaborate on projects effectively," added Liptok. One group that particularly benefited from Glean's enhanced knowledge access was new hires. Features like Org Chart allowed them to see who their new team members were, gain background on what projects they may be working on, and then ask more meaningful questions once when they did meet face-to-face. With Glean in hand, new hires onboarded 18% faster and began contributing sooner.

By partnering with Glean to fuel their written culture, Super.com's workforce was more productive, individuals made better-informed decisions, and organizational goals were achieved more efficiently.

20% Quicker

Onboarding times for new hires using Glean

What's next—harnessing the power of Glean AI

As a trusted design partner of Glean's, the Super.com team is currently beta testing several [new AI-powered features](#), such as:

- Glean Chat
- AI answers
- Expert detection
- & More

When explicitly asked about Glean Chat, Super.com co-founder Henry Shi shared:

Glean Chat has been a game-changer for Super.com! It's incredibly mind-blowing how it can answer complex questions and provide clear answers within seconds. I can't imagine working without it now, and it's truly a must-have tool for our employees. We're living in the future!

Over the coming months, the Super.com team looks forward to applying Glean's AI offerings to continue optimizing their knowledge management processes. Upcoming feature updates, focused on getting reliable information into employees' and stakeholders' hands even faster, will allow the team to improve workflow efficiency further, boost org-wide productivity, and drive additional value across the organization.

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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