

# Confluent boosts employee satisfaction and workplace efficiency with Glean

15k+

Hours saved monthly across all Confluent employees who used Glean

+13%

Increase in Support teams positive survey (ESAT) results about information access

>70%

Active usage of Glean, higher than many other SaaS tools at Confluent

## About Confluent

With 2,000+ employees and 4000+ customers, Confluent is pioneering a fundamentally new category of data infrastructure focused on data in motion. Their cloud-native data streaming platform is designed to unleash real-time data. It acts as a central nervous system in companies, letting them connect all applications and data around real-time streams and react and respond intelligently to everything that happens in the business.

They've used Glean company-wide since 2020.

## The challenge

Confluent grew from a team of 250 to 2,000+ employees in a matter of years and had an influx of distributed/hybrid teams. As they grew, it became increasingly difficult for employees to find the information they needed to do their jobs quickly. When an annual employee survey produced low scores in response to the statement, "The information needed to do my job is readily available.", it was clear that information sprawl was a challenge.

The Engineering and Post-Sales group, which spans departments such as Sales Engineering, Customer Success, and Support Personnel, scored lowest. But as Confluent leaders took a deeper look into the sentiments expressed, it became apparent that the company could benefit from greater information access across the board.

**"We had a lot of sand in our gears when it came to finding information,"** said Manu Narayan, Chief of Staff at Confluent. **"Our core challenge wasn't sprawl in terms of having too many duplicative tools; it was just that we had information spread across best-of-breed tooling."**

## The solution

As an early adopter of Glean, an advanced search solution that would act as a connective tissue between information sources, Confluent quickly worked to solve the challenge expressed. They promptly launched Glean to search across their 20+ existing systems and unlock enterprise-wide information access. Implementing required minimal lift yet had a significant impact.

**"When it comes to looking for information, in many ways, Glean is like the company start button. I haven't spent a ton of time thinking about what I could do with the extra time saved, but it'd be tough to get all that I need to get done, done without [Glean]."**



**Manu Narayan**  
Chief of Staff, Confluent

**"We look at many of our technology projects on an Impact vs. Effort Scale to evaluate what to prioritize,"** shared Shahan Parshad, VP of Business Technology and Data at Confluent. **"Looking back on the hundreds of technology projects we've led internally— Glean was a project that I've considered to be high impact, but low effort."**

Glean allowed the Confluent go-to-market teams to search and uncover relevant documents such as pitch decks, help articles, and even slack messages instantly. Overall, it built up their personal knowledge corpus and enabled them to serve customers more efficiently.

## Widespread improvements in onboarding, satisfaction, and time spent searching

To improve their onboarding experience, Confluent started teaching new hires to lean on Glean to search and uncover information. Glean became a tool that allowed them to tap into their peers' collective knowledge and take on expected responsibilities faster.

Tenured employee's access to information also vastly improved. In just six months post-implementation, **favorable responses in survey results** relating to the statement "The information I need to do my job effectively is readily available" **increased by 7% company-wide and 13% among Confluent's Support Group** (who were first to pilot and adopt Glean).

Within the results, they also saw dozens of positive callouts for Glean. **"You rarely see software positively mentioned in these surveys,"** shared Shahan. **"I have never seen this level of employee excitement for an internal software rollout before."**

“ The challenge we had around information sprawl, something that could have taken years or months for a massive wiki reorganization and data governance to solve, was at least 80% solved by just introducing [Glean's] search tool. ”



**Shahan Parshad**

VP of Business Technology & Data,  
Confluent

In technical departments such as Support Engineering, Glean allowed them to uncover information quickly and serve customers faster. **"Without Glean, it would be very tiresome to search across resources and find required results,"** said Pulkit Bhardwaj, Technical Support Engineer at Confluent. **"[Glean] reduced time to investigate a ticket by 5-10 minutes each, and sped up the time to respond to customers by at least 5 minutes."**

Others across their go-to-market teams shared similar time-saving sentiments. An account executive shared that Glean saved them "countless hours" because they no longer needed to ask for help or duplicate pre-existing work. This ease of access made Glean the go-to tool for knowledge discovery at Confluent.

## >70% Active Usage

Higher than many other tools at Confluent

### Fueling innovation

Confluent adapted Glean's powerful search functionality to expand knowledge access further. They used the seamless integrations that Glean offered with tools like Slack and Salesforce to create a custom channel within Slack where all employees could gain relevant (non-sensitive) account information.

By typing a simple question into the channel, such as "Who owns Glean?" employees unlocked information that was otherwise difficult to find, such as who internally owned the account, who the champions were, and other key account details. This channel enabled Confluent workers to glean business insights either directly from Slack or within Glean search results.

### What's next

As ongoing partners, Confluent continues to innovate and build alongside Glean. **They currently have 70% of employees using Glean, higher than many other internal SaaS tools within the organization**, but they're determined to continue expanding usage even further in the year ahead. They're also looking to optimize their Glean experience by utilizing additional features such as Announcements, Collections, and Answers even more. Lastly, they'll soon be implementing Go Links by Glean, which will end up saving them thousands of dollars.

### 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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