OLYMPIA
ENGAGE
EMPLOYEE ENGAGEMENT PLATFORM

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CASE STUDY

THE CLIENT

SQIM
beyond integration

SQIM is a Technology Consulting company specialising in application integrations for blue chip companies across the banking, retail and insurance industries in South Africa.

The primary focus of SQIM is on the testing of applications and the integration of these applications with leading multinational technology products such as SAP and Oracle.

SQIM is the largest technology integrations and testing company in the Western Cape of South Africa and provides services to its customers throughout the country.

With a 20 year history, SQIM remains a leading technology consulting company.

THE SITUATION

SQIM has Technology Consultants that are based at client premises across South Africa.

These Technology Consultants work remotely and are seldom at the headoffice. They also generally do not have direct contact with their peers.

Staff all come together at periodic teambuilding events during which the values and goals of the business are discussed and this historically, is the only way that the company is able to effectively communicate these matters.

THE CHALLENGE

SQIM Technology Consultants were feeling disengaged from the company, and it was difficult to communicate goals and requirements with them effectively. They also felt as though they were employees of the client that they were stationed at, rather than an employee of SQIM. Billing, which is based on the timely submission of timesheets, was an ongoing challenge, leading to cashflow problems in the business as well as profit loss.

THE SOLUTION

The Olympia platform was integrated into SQIM project as a phased approach that lasted around 6 months. While the actual implementation took only a week to complete, it was necessary to get all staff on board with this new way of working over a period of time until the Olympia platform had been adopted company wide.

OLYMPIA INTEGRATION

We set up SQIM as a user on the Olympia Platform including all the relevant departments and individuals within the organisation.

STAFF LOADING

Each team member across the organisation, from the cleaner to exective staff, was loaded on to the SQIM Olympia Platform as an individual user, including each individuals role and department.

SETUP AND CUSTOMISATION

We loaded goals which aligned with the most critical requirements for each department and staff role within the organisation. These included daily tasks and overall individual and team goals. We included the submission of timesheets as a specific goal for Technology Consultants, as well as specific engagement tasks and information for remote workers. In addition KPI's were introduced for each team member to reach individual and team goals and performance management facilities were included for management to engage with each team member appropriately.

MANAGEMENT ORIENTATION

Our team met with senior and executive management to provide guidance and direction in terms of what Olympia would do to assist them in the execution of their duties and the management of their teams. This included user orientation to ensure each individual had a practical and working knowledge of how to most effectively use the Olympia platform.

STAFF TRAINING AND ORIENTATION

Our team held an orientation day to help team members understand the Olympia Platform and how best to take advantage of the features that it offered them. Ongoing support was offered as the Olympia Platform was rolled out to teams ensuring that every individual staff member was able to gain maximum benefit.

KEY FOCUS

The Olympia Platform was set up for SQIM to focus on a career growth path for each individual. In addition to standard work related goals and KPI's, this included key growth points that would allow staff members to achieve specific personal goals within the business. This was a primary requirement within this project and was intended to boost engagement and morale within the team.

The Olympia Platform almost immediately resulted in all team members feeling engaged and part of SQIM instead of considering themselves a member of the clients staff compliment. Engagement increased from 58% to 85%. Managers no longer needed to travel weekly or quarterly to visit team members on site which a saved considerable amount of time and money.

Timesheets were received on time or even early which immediately improved cashflow and reversed a previous two million Rand loss of profit for the company. Productivity increased substantially from 72% to an impressive 96%.

Teams felt closer to their peers and were able to engage easily. They also not only took responsibility for their own success, but encouraged their team members so that team goals could be attained too.

THE OUTCOME
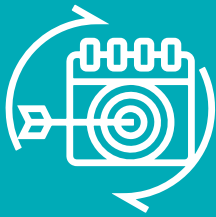
THE IMPACT
George | SQIM South Africa

We were really struggling to keep staff motivated and engaged across the organisation, but especially those team members who were sitting at client premises. They felt separated from the company and their peers and communication with them was very difficult.

With the Olympia Platform we were able to reverse this challenge and create an environment that was inclusive, dynamic and goal oriented. We wanted to become more proactive rather than reactive and the Olympia Platform was instrumental in enabling this.

Performance Management became a process that was entirely objective. Staff were rewarded for their productivity, effectiveness and their engagement, and the metrics that the Olympia Platform enabled us to see, was a true measure of the individuals value and contribution to the company.

We were able to create a true organigram of the organisation that everyone was able to see. Team members had a clear understanding of reporting structures and knew who to engage with for specific requirements which helped reduce time and the burden to some team members of dealing with queries and concerns that were not within their profile.

One of the key benefits was the exceptional saving in time and money to the company. The Olympia Platform easily paid for itself within a month or two.

The team enjoys using this platform and our overall feeling is that Olympia has been a phenominal success.

CONTACT