

NFP brings workers together in a new normal

Employees: **5,780** | Region: **Global** | Vertical: **Insurance, Financial**



NFP is one of the world's largest insurance brokerages and consulting firms.

Challenges

Leaders across the company needed to share information and engage with a growing workforce and their current communication tools were not as efficient. When COVID-19 forced NFP to transition to remote working, it was even more imperative

that employees had access to the right information at the right time, and could easily check in with colleagues.

Why Workplace?

In 2016, NFP was looking for a solution that aligned with its strict security and compliance standards and would be

quickly adopted by staff (mobile-friendly, easy-to-use). These features are even more valuable in the current environment.



"Workplace stood out as a path to meaningful engagement, active sharing of ideas and information, and more cohesiveness for our growing global community."

Eric Boester, Executive Vice President and Chief Marketing Officer

Solutions

Connecting employees

With Workplace NFP uses posts to centralize and ensure timely communication of critical information with all employees. Chat has enabled global employees to stay engaged, share expertise and strengthen relationships with colleagues and clients, creating a new sense of community within the organization.

Addressing employee needs

Launching a short weekly survey in a company-wide group has provided actionable insights into issues and opportunities while allowing leaders to demonstrate a concern for employee wellbeing. As a result, NFP has introduced more targeted and considered initiatives.

Improving Corporate Culture

Utilizing Workplace Groups within teams and cross-functional departments has led to greater collaboration between employees working remotely. It has changed NFP's culture through greater connection and communication. As people begin to return to the office, NFP leaders are confident that business productivity will benefit.



"It's been exciting to see employees embrace a new way of communicating, make connections with colleagues thousands of miles away, and feel empowered to share wins or float questions about overcoming business challenges."

Eric Boester, Executive Vice President and Chief Marketing Officer

Results

15%

increase in Workplace use during the pandemic

85%

of NFP employees are now connected

Features



Groups



Chat



Surveys & Polls



Mark as Important



Posts

