CASE STUDY

The Successful Return-to-Office of a Leading Telecom Company

6.9 billion doses of Covid Vaccines have been administered across 184 countries. The vaccines have been quite effective in reducing the spread of the virus. Ultimately, the situation has been returning to normal.

This has motivated organizations across the world to open up. They are strategizing their employees' Return-to-Office (RTO).

RTO is a complex planning task as multiple stakeholders are involved. Offices need to be COVID-proofed with social distancing protocols. The company's business requirements, employees' willingness, and eligibility have to be considered while planning the RTO.

A telecommunication giant, with 8,000 employees, wanted a staggered Return-to-Office for its offices in India but faced multiple implementation challenges. WorkInSync, with its comprehensive approach, solved the problem at hand.

Quick Facts

Client Industry: Telecommunications
Geography: India
Number of employees: 8,000
Teams working from the office: HR and all Business teams

Return-to-Office Policy Adopted

While most of the client's employees are working remotely, the HR and Admin teams are establishing a safe workplace for employees returning to the office.

The Return-to-Office Policy:

- Employees are scheduled to visit the office only after approval is taken from the managers

- An SOP has been distributed to all employees keeping them updated with the latest RTO processes

Team Involved in Implementing RTO

The HR department, the Admin & the Facilities Team

Steps Involved in Implementing RTO

The HR team conducted a survey, and employee preference to return to the office was captured. The Admin team is involved in floor planning and seat management.

Safety Measures Taken

- Employees should come to the office only when required
- Mask compliance is compulsory
- Entry will be denied in case manager's approval is not taken

Key Challenges faced & Solutions provided by WorkInSync

Challenge

Figuring out the right hybrid work model & capturing employee feedback

One of the significant challenges was identifying the hybrid work model suitable for the organization, to ensure widespread adoption and easy management. They also needed a tool to capture their employees' willingness to return to office.

Solution

Using WorkInSync, the client digitized its workplace and introduced features such as the health questionnaires on the employee mobile app. This allowed them to collect information like employees' health status, their willingness to come to the office, and their eligibility. The RTO pilot team could collect this data and decide on the right hybrid work model for each team.

Challenge

Admins facing difficulty in managing the workplace

Admins were challenged with managing the desks for all the returning employees. They wanted a system where they could get comprehensive view of the available desks so that it helps in better operations planning.

Solution

Our desk booking solution allows employees to reserve a desk of their choice. The centralized dashboard gives the Admins visibility of available desks and the bookings made on any given day. Managers can also approve the employees' return to office with the booking approval workflow.

WorkInSync features and integrations used for RTO

The client has been using WorkInSync to track and manage employees' Return-to-Office. Some of the WorkInSync features used are - desk booking, manager approval workflow, and health questionnaire.

They have also integrated WorkInSync with Honeywell Security System to collect card swipe data for employee check-ins.

About WorkInSync

WorkInSync is a SaaS platform that enables organizations to establish hybrid workplaces and employees' safe Return-to-Office.

WorkInSync is currently used by 180+ global enterprises, including 26 Fortune 100 companies, across 15+ countries.

To learn more contact us at www.workinsync.io