

Operations teams use Workplace to keep the wheels turning

Workplace is more than just collaboration. It's the central hub that helps organizations keep the wheels turning. Operations teams use Workplace to keep everyone in the know on the latest performance or production reports. They use it to automate tasks and make work easier. And they use it to integrate with the tools people use every day so everyone can get more work done.



Provide the information teams need to get the job done

Operations staff use Workplace Groups to communicate directly with staff on the ground. They use Workplace tools like Live video to broadcast announcements about company performance or process improvements. They use open groups to share updates and ask for feedback on reports and dashboards. And they use Multi-company groups to build relationships with suppliers and make sure the sales teams have enough widgets to sell.



Communicate important procedures across organizations

Operations teams use dedicated groups, polls and other Workplace features to ensure compliance with company-wide policies and procedures. This group-based process increases the visibility and sharing of best practices relating to big company policies like corporate compliance. They also use features like Org Chart to enable communications teams to identify the right groups of staff to talk to about relevant issues that affect them.



Get rid of repetitive workflows

Operations teams use automation to simplify or streamline the boring tasks. They use bots within Workplace Chat to make expense processes automatic and less painful. They use bots that help users understand company jargon. And they enable automation through examples like Safety Officer Bot - which sends automated alerts to employees' phones when major incidents occur nearby. This allows team members to respond instantly via Workplace Chat wherever they are.



Use integrations that make work easier

They use integrations that automate safety reporting procedures where people report incidents via a bot in Workplace Chat. This automatically logs and assigns them to a Group where team members can track them. They also enable integrations that help people get work done faster - integrating Workplace with project management tools like Jira which allows group members to share, discuss and track tasks and move work forward.



Joining disparate workers together across airports

AirAsia operations teams use Groups and Workplace Chat to connect people from the apron to the terminal and at airports across Asia and Australia. The Workplace tools help make interdependent people and teams more effective, and have a noticeable impact on improving KPIs such as on-time performance.

Workplace Groups and Workplace Chat are also used by teams on the ground to inform each other of updates to offloading luggage or aircraft turnarounds.

The deployment of Workplace has been 'revolutionary' for AirAsia's pilots. They use Groups to get accurate information about changes to flights. This enables pilots to react more quickly, helps operations teams to solve problems in real-time, and is more efficient than using email distribution lists.

**"Workplace is changing the way we work
and helping us connect people better."**

Attila Emam, Head of Culture and Internal Communications