

Quest Diagnostics teams with Powell Software to establish 'Our Quest'



ABOUT

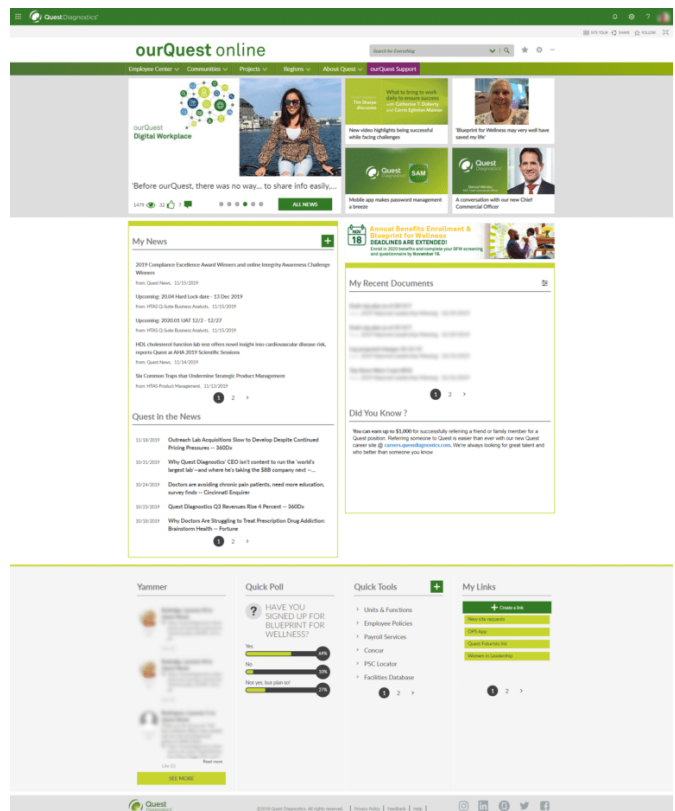
With multiple offices in the United States and many more located around the world, Quest Diagnostics recognized the need for a digital workplace that would allow its 46,000 employees to operate within a central location to search, share and discuss news and relevant content. Quest decided that the time had come to implement a new, comprehensive digital workplace to fit their needs.

THE PROJECT

- Allow teams to work and collaborate on documents faster and more efficiently
- Enable employees to find and work with subject-matter experts and get answers to challenging questions
- Improve the employee experience with multi-way, peer-to-peer communication and a uniquely designed profile

SOLUTIONS

- Low code/no code intranet design and implementation plan
- Aesthetic, branded digital workplace where employees would remain motivated and engaged
- Site template updates managed through Powell Manager





With the implementation of their Powell Software digital workplace Quest has improved communication, collaboration, and information management.

CONVERSATION

- **Multiway conversation:** Using the new features including comments, likes, and shares employees aren't just expected to consume information but also to participate
- **Transparency:** Sharing, openness, and access to management fosters employee engagement
- **Accountable:** Employees have a voice, and are encouraged to contribute and ask questions

COLLABORATION

- **Innovating:** Employees work together, across functions and geographies
- **Efficient:** Technologically adept and culturally collaborative – helping colleagues think differently about collaboration through training opportunities including a “Geek Bar”
- **Discovering opportunities:** The potential to partner and share best practices

INFORMATION MANAGEMENT

- **Value of information:** Information is a company asset, not just a byproduct of processes
- **One source of truth:** A standard and formalized knowledge management strategy
- **Searching and finding:** Uncovering and accessing information easily. Search capabilities continue to improve, and Quest will constantly evolve them using best practices including a taxonomy (to be launched in an upcoming phase)

About Powell Software

Powell Software develops digital workplace solutions that improve the employee experience, helping companies write their own “future of work” by leveraging the talent of their entire workforce.

