



Encourage the adoption of the Social Professional Network through the communities

Coline Delmas and Louis-Pierre Guillaume
Knowledge Management Office

Life Is On

Schneider
Electric

Coline Delmas

Enterprise
Community Manager

Barcelona



**Louis-Pierre
Guillaume**

Knowledge
Management Officer
Paris

Life Is On



Schneider Electric, the global specialist in energy management and automation...

€25 billion

FY 2016 revenues

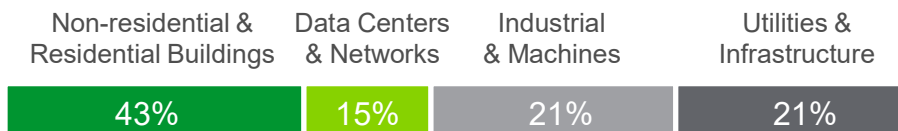
~5%

of revenues devoted
to R&D

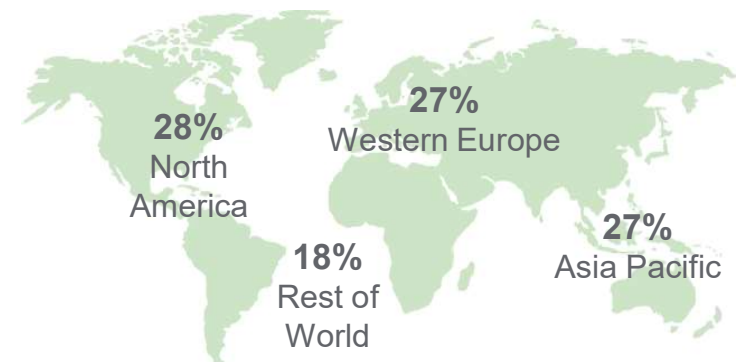
~160,000

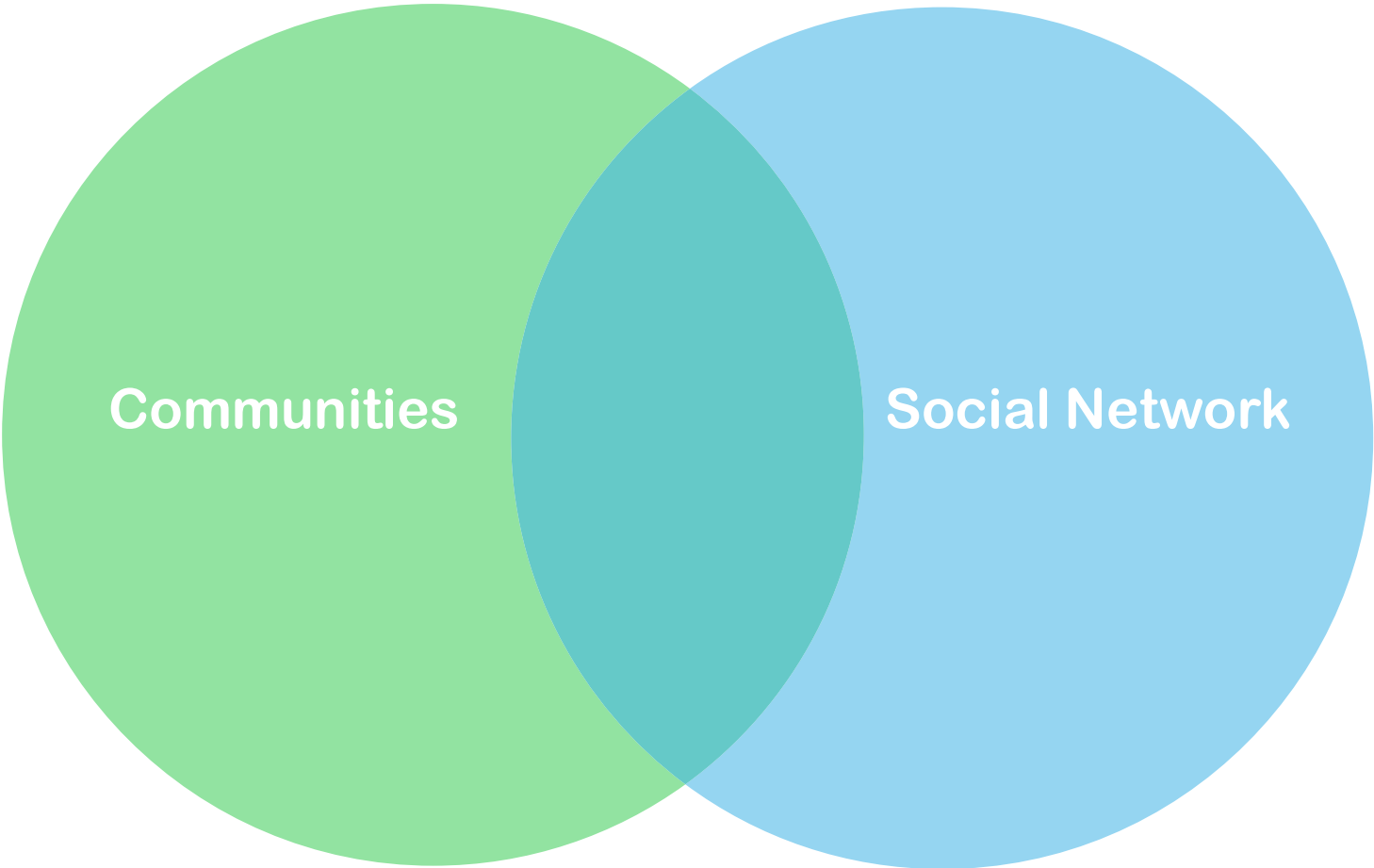
people in 100+
countries

Diversified End Markets – FY 2016 revenues



Balanced Geographies – FY 2016 revenues





Life Is On



Spice

Schneider Electric Home | Coline Delmas

Post | Poll | Event | Question

What's going on?

My Wall Latest Activity

Coline Delmas
View My Profile

- My Wall
- VIP Posts
- My Posts
- Company Stream
- Private Posts
- Starred Posts
- Chat History
- Coline Delmas
- Subjects
- People
- Apps
- Meetings
- Files
- My Filters
- Insights
- Spice Links
- Work Smarter.IT
- Collaboration Tips & Tricks

Isabelle F. Spice & Box Experien... Prashant Kumar 6 more
November 24, 2016 at 12:32 PM

Hello,
I would like to know who I need to contact to have an history (some log file ?) that list all users that have been added or removed from a dedicated Box folder. Thank you !

Anne-Marie LANNIER likes this. More

View 3 more replies

Megha **Mayank** please look into this query and let us know if this can be done.
Today at 5:36 AM

Shantu Hi Isabelle, You can extract the list of current collaborators of a folder from the UI by following a few unconventional steps. However, for historic list of all (...Continued)
Today at 7:19 AM

Add a comment

Murali IPO Europe Murali RANGANATHA 11 more
November 2, 2016 at 10:37 AM

#ididmyway TIPS and Tricks for Office365 I had more focus over outlook because its completely New (when compared to Lotus) With new look we may find difficulties (...Continued)

#ididmyway.pdf 4504.83 KB

Mirza N... and 129 more like this. 9 Shares

View previous replies 2 of 30

Announcements

Trending Tags All Time This Week

#wecare	239
#wecare2016	18
#lifeison	13
#wellbeing	13
#iot	11
#2016globalsafetyday	10
#iot	9
#gsd2016sci	8
#we	7
#ididmyway	7

Collaboration Platform Training

- Box Training Material
- E-Learning
- Live Training | Register Now
- Spice Training Material

Spice Basics | Spice Advanced

Subject

July 6th

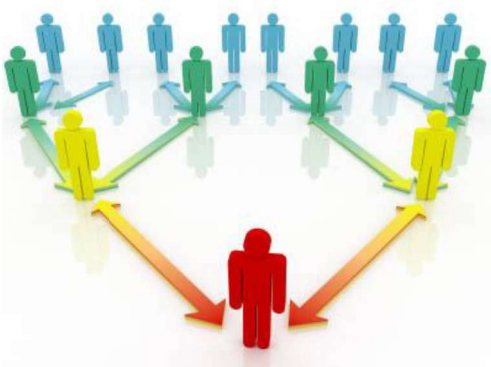


A screenshot of the Yammer interface within the Office 365 environment. The top navigation bar is green and contains the text 'Office 365 Yammer', 'Life Is On', the 'Schneider Electric' logo, and a user profile for 'Coline Delmas'. The left sidebar shows navigation options for 'SCHNEIDER ELECTRIC GROUPS' (community management, All Company) and 'PRIVATE MESSAGES'. The main content area features a post titled 'What are you working on?' with a search bar and a 'DISCOVERY' filter. A post by 'Normand C...' is visible, along with a post from 'All Company' by 'TONJA' regarding login issues. The right sidebar contains several informational sections: 'GETTING STARTED' (67% progress), 'INVITE YOUR COWORKERS', 'NETWORK USAGE POLICY', 'RECENT ACTIVITY', and 'SUGGESTED PEOPLE'. The bottom right corner of the screenshot shows the 'Life Is On' slogan and the 'Schneider Electric' logo.

What is a community?



Relationship in a community



A classic organisation



A monarchy



A community

We use the word community in different situations:

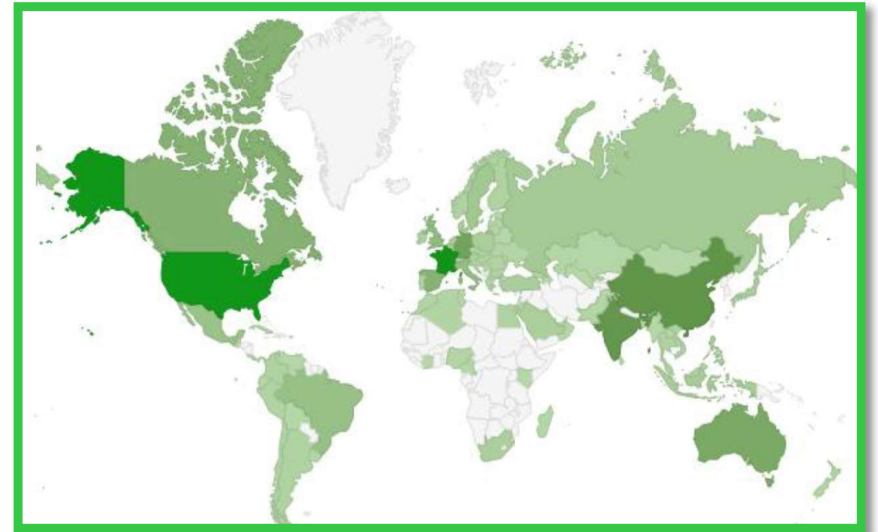
Your football team, a network of experts, a Spice subject, a team...

A community is a group of people who shares common values and interest

Communities@Work

They are the Schneider professional communities

The purpose of those communities is to increase collaboration, this helping reduce time, reduce cost and bring more business.



- 170 Communities@Work
- 20,000 members
- 200 community leaders

Life Is On

Schneider
Electric


Communities and Social Network, what link?

Life Is On

Schneider
Electric

Interactions

	Daily	Every two months	Quarterly	Yearly
<u>Spice</u>	X			
Webinar		X		
Working groups		X		
Seminar				X
Regular Face to face			X	
Community Library: Box and Collaboration Site				



Spice is one of the tools to animate the community

How to participate in a community?

1

Search the community in the employee portal



2

Find all the information from the community page

A screenshot of the 'Telecom Community' page. The page header includes the 'Telecom Community' logo and title. Below the header, there is a list of community details:

- Leader:** Jose Manuel P [redacted]
- Sponsor:** Christophe [redacted], Jesús P [redacted]
- Core Team:** Antonio A [redacted], Christophe F [redacted], Ángel [redacted], Fernando P [redacted], Miguel T [redacted]
- Active Label:** 2016
- Learning Label:**
- Spice Subject:** [Telecom Community @ Spice](#)
- Intranet Site:** [Telecom Community Collaboration Site](#)
- Size:**
- Type:** Experts, Market Segment, Solution, Product, Service,
- The community involves:** Customer Projects and Services, General Management, Information Technology, Marketing, Purchasing, Technical, Sales,

At the bottom of the page, there is a circular badge that says 'Active Community@Work' with a ribbon below it that says '2016'.

Contact the people of the community

Ask your questions on Spice

Look for documentation on Box or Collaboration Site

...To the Social Network



Home | Coline Delmas ▾

☰ Data Center Solution Sales & Engineering Community - C@W

Alerts ▾ Actions ▾ **Follow** +

 Wall Posts	 People	 Links	 Files	 Bookmarks	 Trends	 Trending Tags
-----------------------	------------	-----------	-----------	---------------	------------	-------------------

Post Poll Event Question ▾

What's going on?

All Latest Activity ▾

Jordan V...
 Jaime B... Brice M... R... 3 more Today at 12:15 PM

Dear Community, Following last Friday (November 25 , 2016) Webinar, related to Cumulus overview presentation, remember that you can access to Program Output here: <https://schneider> (...Continued)

link
<https://schneider-electric.box.com/s/w2ux5a0u6sl7hi65brysr1nnxwy59ml>

Box | Simple Online Collaboration: Online File Storage, FTP Replacement, Team Workspaces
<https://schneider-electric.box.com/s/j3yk574c3dt0opn8ndtyjbtv7r5u96k3>

Subject Bookmarks (2)

- Community Box**
schneider-electric.box.com
- Community Page**
isee.schneider-electric.com

Schneider Electric
Data Centers
Business-wise,
Future-driven.™








Data Center Solution Sales & Engineering Community - C@W

The purpose of this community is to provide a space for sharing experiences, finding information and resources, reaching out to right person that will be helpful in our transformation towards a Data Center Solutions provider, all in with overarching goal of finding better ways to meet our customer's needs.

[Front Office Co... > Data Center Sol...](#)

...And the Document Repository of the community

All Files > ☆ Data Center Solution Sales & Engineering Community Public ▾

Name
 4 - Community Repository
 1 - Community Fundamentals
 2 - Community Directory
 3 - Community Activity
 This BOX is our place;.boxnote
 SPICE
 iSEE

Life Is On

Schneider
Electric

How communities are involved in a Social Network Implementation?

Life Is On

Schneider
Electric

2012: Spice Launch, Our Social professional Network

Vision: “Build connected and engaging workplaces, with engaging leaders and engaged individuals”

Night Club Strategy = Organized massif deployment



New Social Network

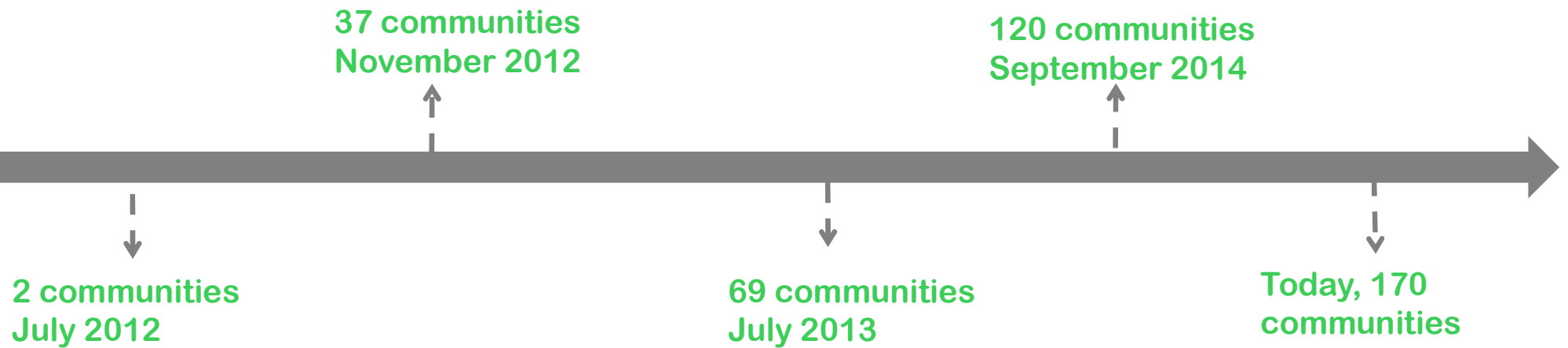


Actif Social Network

Life Is On

Schneider
Electric

Communities: One of the entry-point of the Social Network



Life Is On

Schneider
Electric

Tips and tricks to engage communities in Social Network

Life Is On

Schneider
Electric

Tips and tricks to encourage Social Network use in the communities

- Zero email objectives
- Set the alerts in the Spice to receive notifications
- Answer questions <24h
- No taboo
- Relay events of the community in the group



Mini-jam: Animation method to brainstorm on the Social Network

- **Jam?** Originally a Jazz session
- IBM experienced it in 2001
- Tested by “Global Supply Chain community”: in two hours, 40 people connected and more than 100 messages
- A method reused by the Communities@Work



Life Is On

Schneider
Electric

A community of community leaders?

Life Is On

Schneider
Electric

170 communities supported by the Communities@Work

- Structure: Objectives, People, Interactions
- Bring visibility
- Deliver training
- Improve Collaborative Tools
- Provide metrics on community activity
- Access to a network of 200 community leaders: Lessons learned and Best-practice sharing

Life Is On



Recognition program



Life Is On

Schneider
Electric

Training and events



Results

Life Is On

Schneider
Electric

Measure community value by the members



Active Community Label: Measure the community value by the members and Recognize the active communities - Since 2013

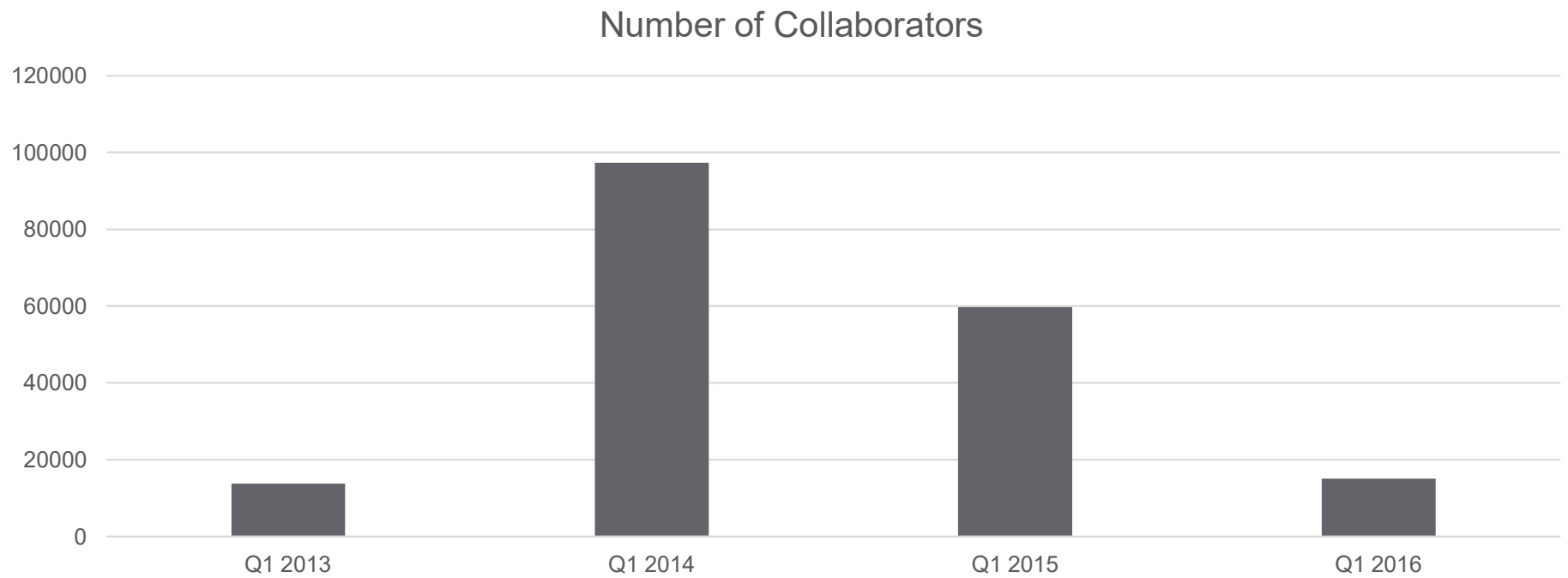
40 active communities

2013	2014	2015	2016
NAS: 56	61	68	74

Life Is On

Schneider
Electric

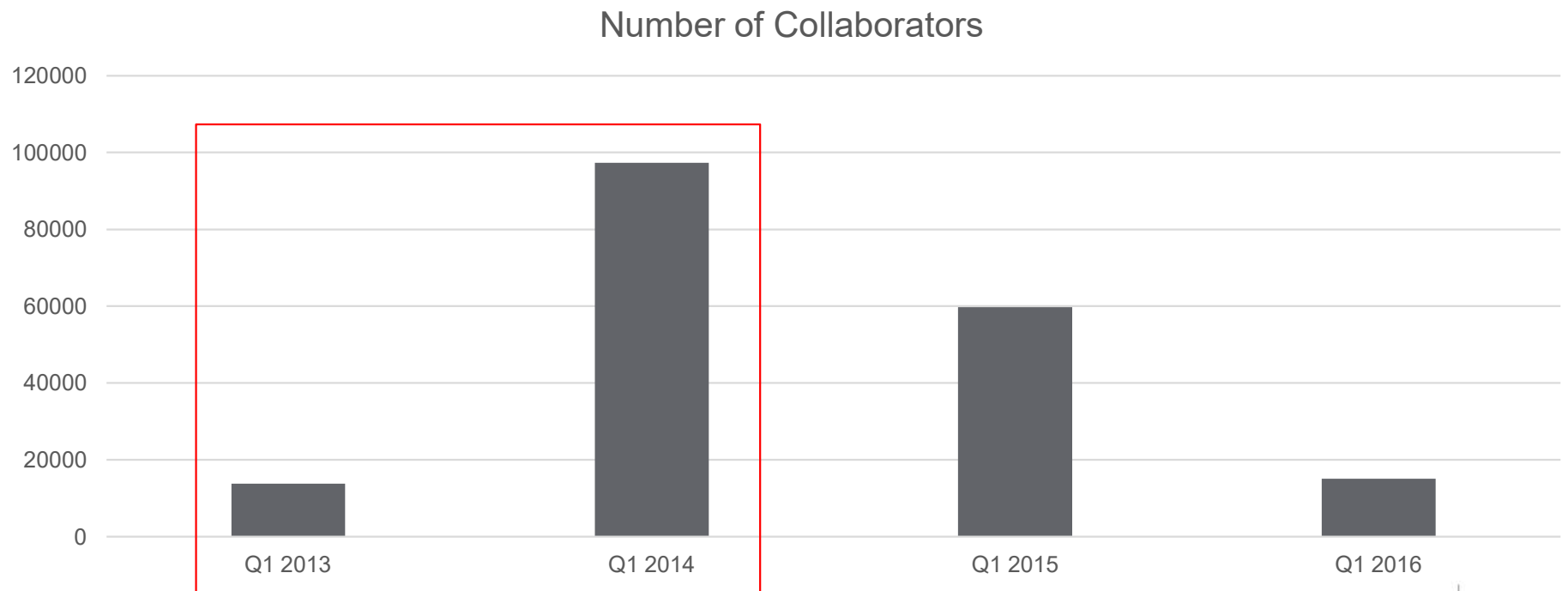
Employees adoption on the Social Network, from 2013 until now



Life Is On

Schneider
Electric

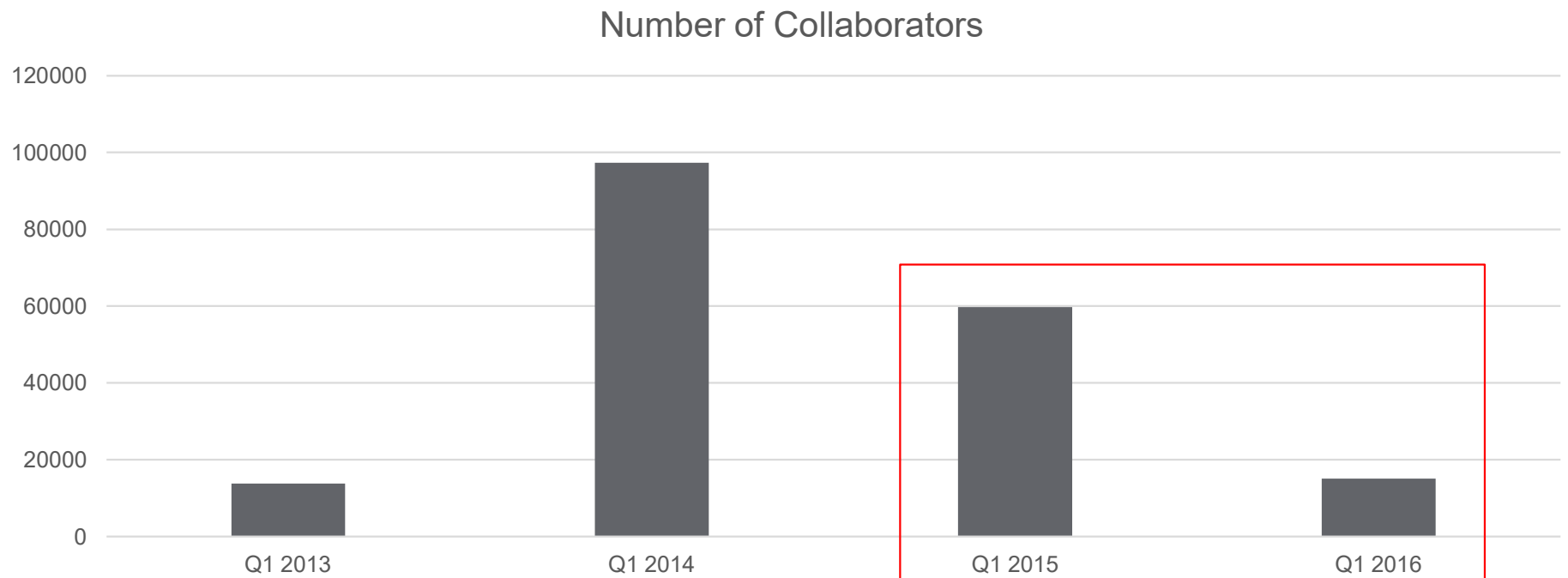
Employees adoption on the Social Network, from 2013 until now



Life Is On

Schneider
Electric

Employees adoption on the Social Network, from 2013 until now



Life Is On

Schneider
Electric

Key success factor

- Company Program from 2012 until 2015
- ExCom Sponsorship
- Internal communication implication
- Communities are business oriented, with strategic objectives and allow to share between entities
- The network of community leaders
- A program to support the communities
- Joint deployment of Social Network and communities

To avoid

- Focus on tools instead of practice
- Underestimate a governance model for communities and Social Network
- Forget the link between the business and the objectives

Life Is On

Schneider
Electric

What's next?

On-Going Migration to Yammer

- 7 community leaders in a focus Group
- 10 communities will be migrated from the May 15th: The pilot group
- 10 community leaders are ambassadors to spread the Yammer success stories in the Communities@Work



Life Is On

Schneider
Electric

What's next?

- One-stop shop for the community members
- Continuous Improvement in the support for the community leaders
- Improve measurement on community activity



Q&A

Life Is On

