

Augmenting employee engagement and business value through global communities

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Knowledge Management Officer

December 2014



Schneider Electric at a glance

We are the global specialist in energy management and efficiency technologies

25

billion € revenue
(FY 2013¹)

4-5%

of sales devoted to R&D

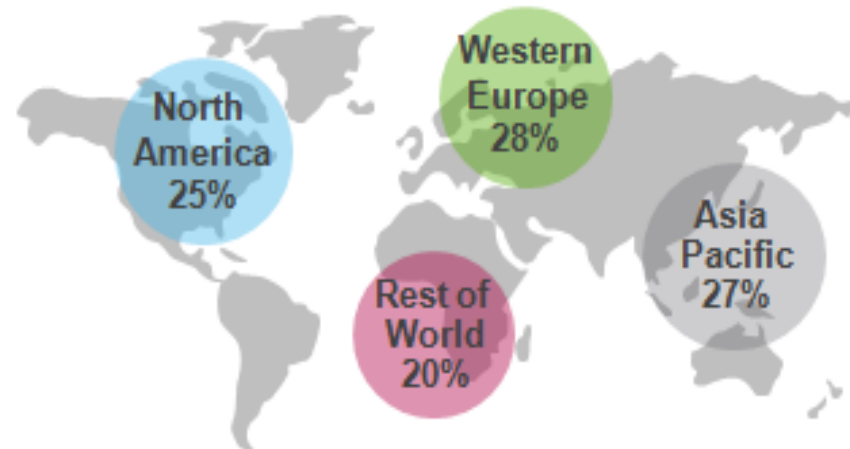
43%

of revenue in new economies
(FY 2013¹)

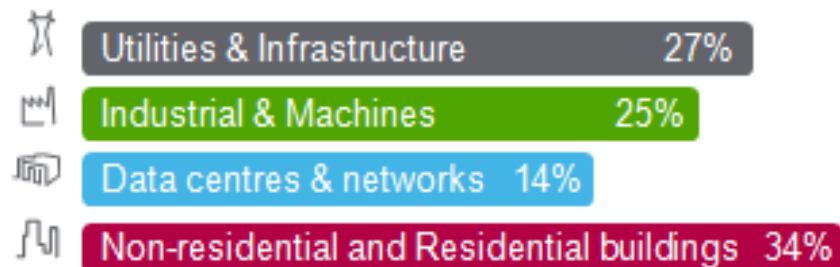
160 000+

people in 100+ countries

Balanced geographies – FY 2013 revenue¹



Balanced end markets – FY 2013 revenue¹



If only Schneider
knew what
Schneider knows...

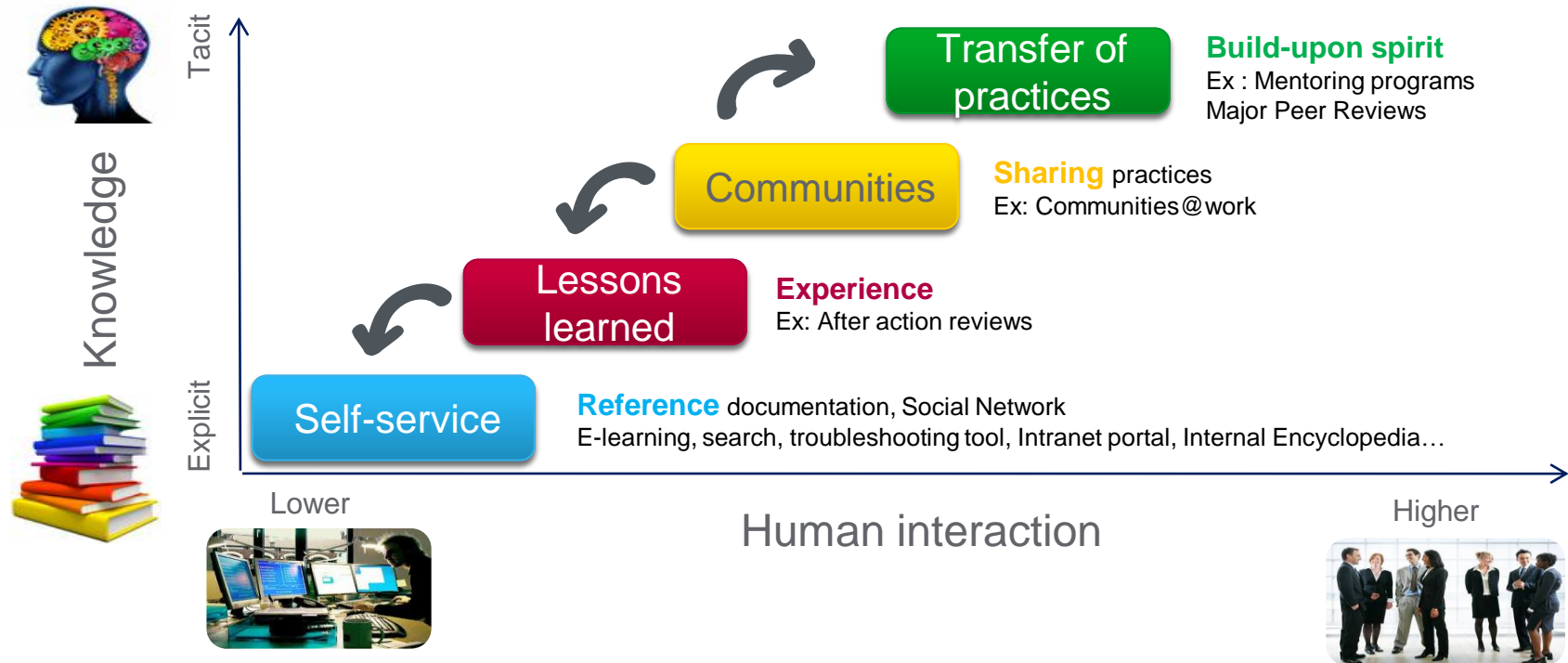


Community & Social
Show me the Value
Key Success Factors

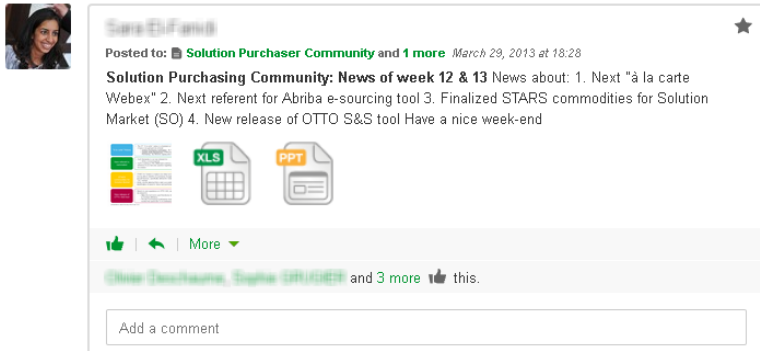
Communities & Knowledge Management

“Benchmarks and experience show that Communities are the foundation of virtually every mature KM Program”



APQC – The New Edge of Knowledge Management - 2011



Example of usage by communities



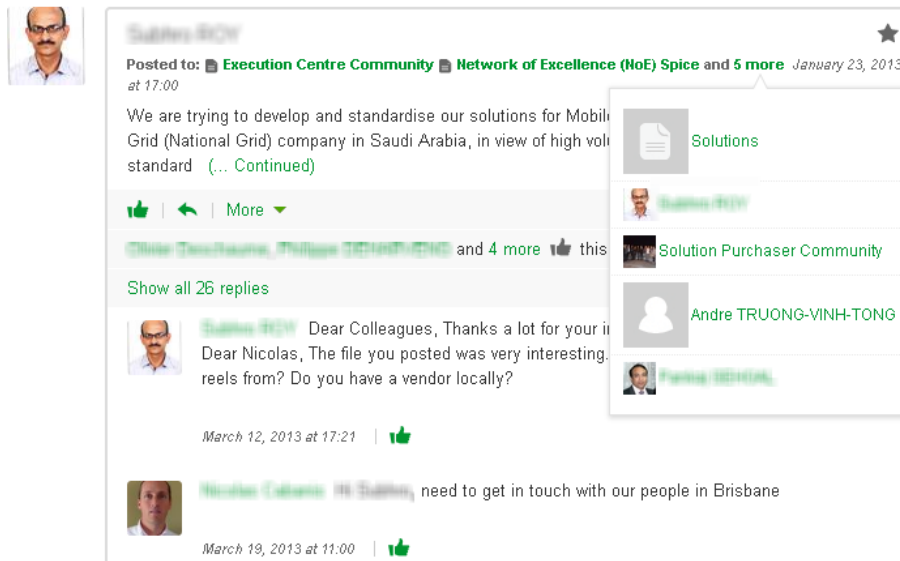
Sara El-Fandi ★
Posted to: **Solution Purchaser Community** and **1 more** March 29, 2013 at 18:28
Solution Purchasing Community: News of week 12 & 13 News about: 1. Next "à la carte Webex" 2. Next referent for Abriba e-sourcing tool 3. Finalized STARS commodities for Solution Market (SO) 4. New release of OTTO S&S tool Have a nice week-end

👍 | 🔄 | More ▾
Oliver Tschötschel, Sophie GRUBER and **3 more** 👍 this.


Add a comment


News of the week




Guillaume BOY ★
Posted to: **Execution Centre Community**, **Network of Excellence (NoE) Spice** and **5 more** January 23, 2013 at 17:00
We are trying to develop and standardise our solutions for Mobile Grid (National Grid) company in Saudi Arabia, in view of high volatility standard (... Continued)


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Oliver Tschötschel, Philippe DEWAFINING and **4 more** 👍 this.
Show all 26 replies

 Solutions

 Andre TRUONG-VINH-TONG

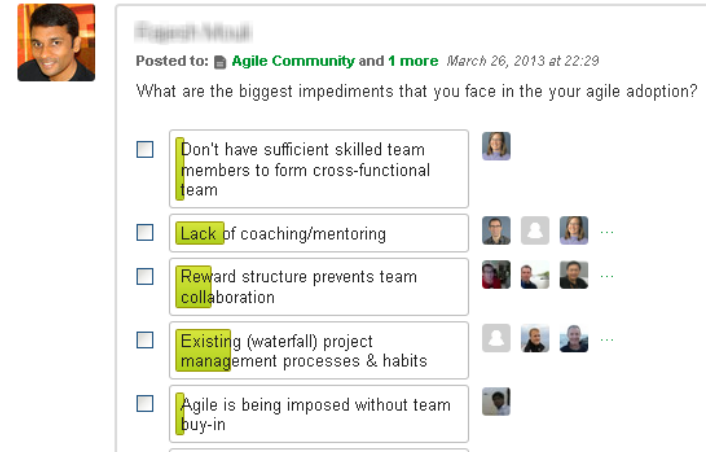
 **Guillaume BOY** Dear Colleagues, Thanks a lot for your interest. Dear Nicolas, The file you posted was very interesting. Do you have a vendor locally?

March 12, 2013 at 17:21 | 👍






 **Nicolas Cabanis** Hi Guillaume, need to get in touch with our people in Brisbane

March 19, 2013 at 11:00 | 👍

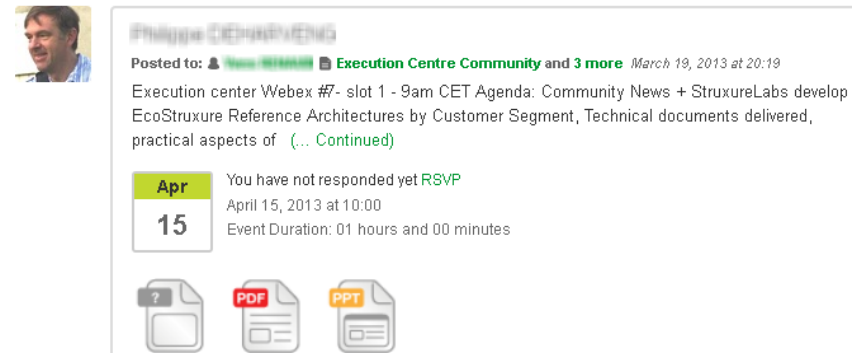
Mutual help



Robert Wuhl
Posted to: **Agile Community** and **1 more** March 26, 2013 at 22:29
What are the biggest impediments that you face in the your agile adoption?



- Don't have sufficient skilled team members to form cross-functional team 
- Lack of coaching/mentoring 
- Reward structure prevents team collaboration 
- Existing (waterfall) project management processes & habits 
- Agile is being imposed without team buy-in 

Poll to drive adoption



Philippe DEWAFINING
Posted to: **Network of Excellence (NoE) Spice**, **Execution Centre Community** and **3 more** March 19, 2013 at 20:19
Execution center Webex #7- slot 1 - 9am CET Agenda: Community News + StruxureLabs develop EcoStruxure Reference Architectures by Customer Segment, Technical documents delivered, practical aspects of (... Continued)

Apr 15 You have not responded yet RSVP
April 15, 2013 at 10:00
Event Duration: 01 hours and 00 minutes

Call for webinars

Value of the communities

How do we measure it?

ROE* instead of ROI



ROE*: return on engagement

NPS**: net promoter score

3. Efficiency

- Success stories with benefits
- The value realized

2. Engagement /satisfaction

- Community NPS**
- Voice of the members – Active community

1. Adoption and participation

- Platform measurements (Spice)
- Number of attendees at events



Healthcare Solutions Community

▪ Instrumental in winning the South Australia Health & Medicine Research Institute

« *Schneider International Network is obviously a huge advantage to SAHMRI, in terms of enabling us to bring on board the very best development from around the world* »

Prof. Steve Wesselingh, Executive Director, SAHMRI

- How did we win a world-class medical research institute project?
- According to SAHMRI “the successful bidder shall:

- **Access global knowledge and best practices**
- *Be a local organisation, supporting South Australian economy & community*
- *Deploy cutting edge technology, actively promote innovation and creativity*
- *Be prepared to support*

“We could not have the healthcare segment value to the customer without the community. Tacit knowledge is the most valuable knowledge; it enables us to make differentiating solutions, shared by KAM and solution architects.”

*Michael Sullivan, Healthcare Solutions
Community Sponsor*



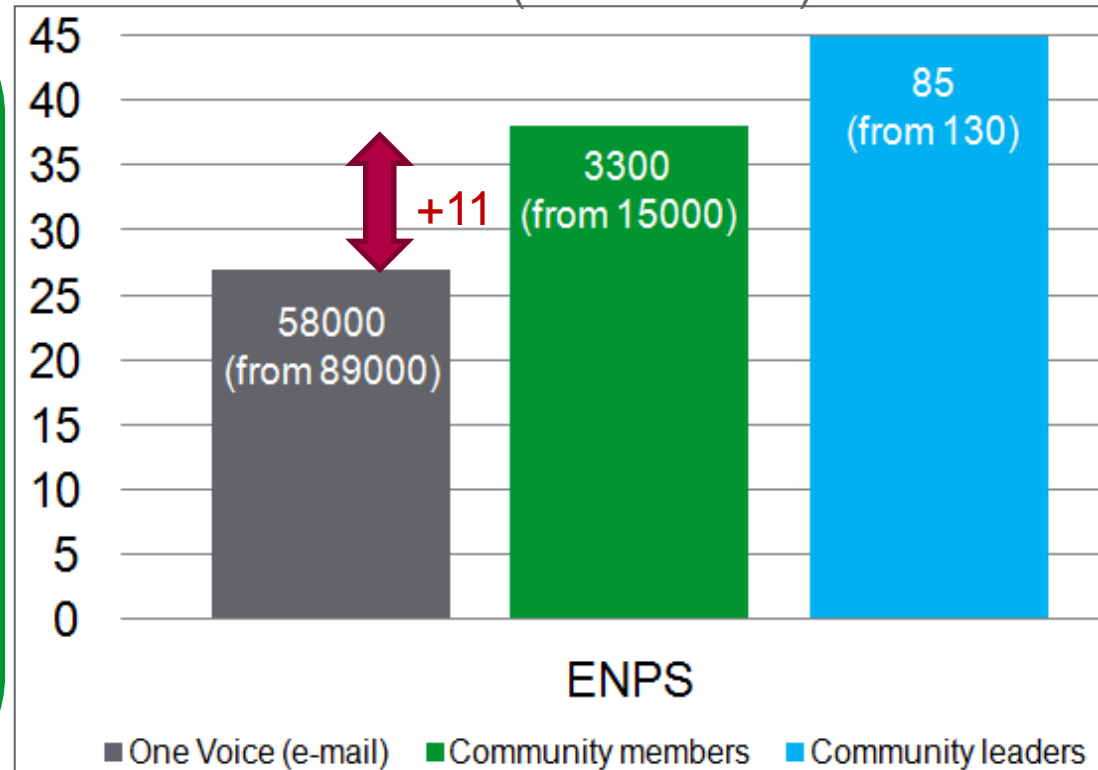
Enterprise Net Promoter Score (ENPS)

Are community members more promoters than Schneider-Electric employees?

Question : How likely is it that you would **recommend** Schneider Electric to one of your friends as a good place to work?

The active community members are clearly more promoter & more engaged than SE population

One Voice result (wave 1 2014)



Key Success Factors



- ExCom Sponsorship => legitimacy
- Company program => visibility
- Framework Communities@Work => deployment model
- Social collaboration platform => augmented interactions
- Business value => rationale to dedicate time





Q&A



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[#lpguillaume](https://twitter.com/lpguillaume)