



FORTUNE 500 TECH COMPANY

A RIVER CASE STUDY

The Challenge

Find a way to engage employees and create a culture of mentoring and learning when more than 50% of internal relationships occur virtually or remotely.

“ Our partners at River have been with us each step of the way, offering strategic insights, best practice tips, and training for our staff at key events. ”

- Program Manager

The Answer

Use River as a modern mentoring and social learning tool to impact engagement.

Initially launched in 2010 within one division of this company, the firm conducted a survey to determine whether a link between mentoring with River and employee engagement could be found. They also surveyed participants regarding their satisfaction and relationship quality within River. Results showed that:



9 OUT OF 10

would recommend the program.



9 OUT OF 10

learners were satisfied or very satisfied with their advisor(s).



7 OUT OF 10

participants felt they were more productive in their current role as a result of learning relationships formed within River.

The Result

After seeing these positive results, the company expanded their vision and launched River to all 270,000+ global employees in late 2014, positioning it as a social learning solution that supports employee-centered career development and knowledge networks. The client saw

a 27% increase in total users accessing River within the first three months alone. As of mid-2015, there were more than 11,000 users taking part in social learning engagements, enabling this technology giant to create a culture of learning throughout their organization.

SURVEY RESULTS

Employee Engagement Areas	Participant Responses
Believe their career goals can be met	16% higher than non-participating employees
Feel learning experiences and training to be successful are available	15% higher than non-participating employees
Job satisfaction	10% higher than non-participating employees
Awareness of performance feedback to improve performance	10% higher than non-participating employees
Understand career paths available	8% higher than non-participating employees
Retention factors	7% higher than non-participating employees

Client engagement survey of River participants and non-participants.