

QSuper promotes strong culture with Empired solution



QSuper wanted to streamline its culture awards process and chose Empired to provide PowerApps in a tailored solution.

About QSuper

QSuper is one of Australia's largest superannuation funds, with more than 585,000 members and \$113 billion in funds under administration. QSuper was founded in 1913 and was originally only available to Queensland government workers and their spouses. In 2017, those restrictions were removed and QSuper is now open to all Australians.

Strong internal culture supported by awards

QSuper has an incredibly strong internal culture with four key values that are highly visible for its people (united, spirited, courageous, and accomplished). Each quarter, QSuper focuses on and internally promotes a different value. The values are ingrained and resonate strongly across the organisation.

QSuper formally recognises employees for demonstrating behaviours that support the values. This includes the quarterly Heartbeat Awards, which aim to recognise both individuals and teams within the business for their outstanding efforts to embody QSuper's values.

Kat McTaggart, internal communications advisor, QSuper, said, "Every quarter, about 10 to 15 nominations were received for these awards using a manual process. The nominator would fill out the nomination form in Word, print it, have a senior leader approve it, then scan and email it to the internal communications team. This process was inefficient and time consuming."

The manual process was ineffective and resulted in people dropping out of the process before it was completed. It was also ineffective for the internal communications team, with a heavy administration burden to not only manage the nomination process, but also to share information about the award nominees. The team needed to make the process more streamlined and automated.



Empired leveraged QSuper's existing investments

QSuper had already included Empired on its panel of approved suppliers, so the QSuper team discussed the challenge with the Empired team to see if it could be more effectively managed. Empired developed an online nomination form using PowerApps, SharePoint Online, and Microsoft Office 365, which can be accessed via a browser or via the PowerApp on the user's device.

Empired also created a second PowerApp solution that would let QSuper employees provide informal recognition to each other in a fast, streamlined way. Users submit the details of how they have seen their colleague live the QSuper values. An email is then automatically sent to that employee and, if specified, their leader. This provides a fast and easy way to provide informal recognition across the organisation, and these forms are used at a rate of approximately six per day.

Kat McTaggart said, "These awards and recognition tools are essential to maintaining QSuper's strong culture, so it was important to find a way to streamline the process. The PowerApps solution delivered by Empired leveraged technology that was already in place and helped improve the user experience through efficiencies."

Streamlined processes and remote access

The PowerApps-based nomination forms for the quarterly value awards and informal recognition have made it easier for team members to nominate their colleagues and for the internal communications team to manage the awards.

Kat McTaggart said, "The automated forms are easier to manage and take less time to submit and review. The team can also grab information from these forms and use it in other ways, such as sharing it with other stakeholders and on the business-wide

intranet so our people can read more about why their colleagues were nominated. To do this without the solution delivered by Empired would require the team to manually type out that information again, which was inefficient.

“Since implementing the Empired solution, nominations for the Heartbeat Awards have increased to around 20 to 30 nominations per award. We believe this is partly due to the organisation’s sustained focus on culture and values, and partly due to the streamlined nomination process.”

The Empired solution means every step of the nomination process is managed automatically in the underlying workflow. Submissions are automatically sent to the approver who can sign it off digitally, removing the need to print the form. The workflow alerts the internal communications team when the nomination is complete.

Kat McTaggart said, “The team no longer has to chase people to approve things, as notifications are automatically triggered in the workflow. Meanwhile, the team is no longer receiving late nominations because the system prevents people from submitting nominations outside of the submission window. This was an unexpected benefit; however, it’s helped a lot.

“The new process is so easy for users. And, with more people working from home due to COVID-19, being able to do everything remotely and online meant there was no disruption to the awards process. This would have been impossible using the old system.”

Recognise a colleague

Name of the colleague you are recognising

Name of their leader (optional)

Are they a member of a major project? No

United Spirited Courageous Accomplished

Which value(s) did the colleague demonstrate?

They have demonstrated the above by:

Submit Clear

A clean and simple interface makes it quick and easy for staff to recognise their colleagues.

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Kat McTaggart

Internal Communications Advisor, QSuper

SNAPSHOT

- QSuper needed a more streamlined way to manage its quarterly awards and informal recognition program that support its culture and values commitment
- Empired leveraged QSuper’s existing investments in SharePoint Online and Microsoft 365 to build a solution using PowerApps
- Empired delivered two PowerApps forms that made the awards nomination process and informal recognition program fast, efficient, and easy to manage
- This increased QSuper’s return on investment (ROI) in existing technology, helped increase the number of awards nominations, and reduced the amount of time it took to manage the awards.

For more information contact us today:

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