



## CUSTOMER SUCCESS STORY

# Building the Future for the City of Hamilton by Enhancing Employee Engagement and Productivity with MobiStream Cue

# HAMILTON

A Municipality Of The Future



**Industry** Government  
**Location** Hamilton, ON  
**Employees** 8,000+  
**Products** MobiStream Cue

## AT A GLANCE: CITY OF HAMILTON

With over 8,000 employees and an increasingly mobile workforce, the City of Hamilton (CoH) recognizes the importance of enhancing employee engagement, communication, and talent management through a seamless virtual platform. Wanting to reach their workforce in a meaningful and efficient way, the CoH turned to MobiStream Cue to design a seamless experience, offering a one-stop shop for workflow automation, paperless forms, PeopleSoft HR tools, and other self-service conveniences.

## THE PROBLEM: OLD SYSTEMS, NEW CULTURE

Like many organizations, the CoH recognizes that enhancing employee engagement and productivity is crucial towards long-term success. However, due to the limitations of PeopleSoft and other existing system offerings, the CoH established 5 key objectives:

- Transform the employee's digital experience
- Design more accessible Human Resource tools
- Improve overall serviceability and relationships with employees
- Connect the organization through a shared virtual space
- Centralize HR tools and communications

**The second step is choosing MobiStream Cue to:**

- Deliver a digital transformation strategy ahead of schedule.
- Greatly enhance the digital experience of CoH employees.

By leveraging the existing PeopleSoft system as the backend, the CoH saved millions of dollars in upgrades, as well as maximized and extended their PeopleSoft Return on Investment (ROI) for several more years.



**“Transforming our employee experience through MobiStream has helped our organization modernize at a fraction of the cost, improve employee engagement, and productivity. Most importantly, our employees love it.”**

Lora  
Executive Director of Human Resources



## THE SOLUTION: MOBISTREAM CUE

Not only did MobiStream Cue modernize the employee experience with existing PeopleSoft HR Systems, it also provided a centralized communications platform, simple and secure access to self-serve tools, customizable workflow approvals and more. Using MobiStream Cue allowed the City of Hamilton to realize value in just a matter of weeks - rather than the typical months or years. This rapid implementation is possible by having a configurable platform that quickly adapts to the customer's requirements.



## WORKING WITH MOBISTREAM

Although The City of Hamilton originally expected to implement MobiStream Cue as an HR and Communications only solution, they were so impressed with the Out-Of-The-Box capabilities of MobiStream Cue, that they expanded the scope of the project.

**By doing so, The City of Hamilton was able to:**

- Establish a quick and secure deployment to their standards
- Support all web, tablet, and mobile devices from a single platform
- Provide secure access to all employees, including remote workers
- Deliver Paperless Forms, Custom Workflow/Approvals, HR Self-Service, HR Policy Documents and robust Intranet capabilities
- Create targeted, role and union specific communications and tools

## THE OUTCOME

The City of Hamilton experienced many benefits after rolling out MobiStream CUE to modernize and centralize their employee functions.

**As measured by the City, the following benefits were realized:**

- Increased employee productivity by 30%
- Increased employee access by 40%
- Saved millions in migrating to modern systems
- Delivered digital modernization project 200% faster
- Analytic data providing insight into employee engagement and behaviors to help with future organizational planning

Through the use of the MobiStream Cue platform, the City of Hamilton completed a 3 year digital transformation project in 1 year - saving them significant dollars and increasing employee engagement and productivity.



Contact us to discuss how we can help modernize and transform your employee digital experience.

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