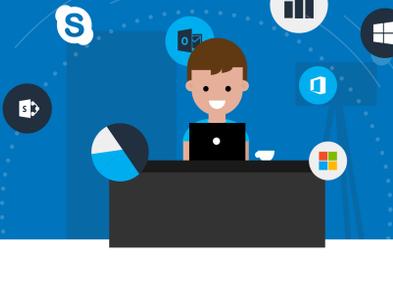


CULTURE & WORKSTYLE

OF RAPID CIRCLE UNCOVERED BASED ON

BIG INTERNAL DATA ANALYTICS

With our new tool 'Organisational Pulse' we can draw conclusions about workstyle, culture, effectiveness and nature of collaboration within an organisation, based on elements from our daily work.



WHY

- 1. THIS TOOL MAKES CHANGE MANAGEMENT TANGIBLE AND COMPREHENSIBLE**
- 2. THIS TOOL SHOWS THE ADDED VALUE (ROI) OF ICT INNOVATIONS, LIKE THE IMPLEMENTATION OF AN OFFICE 365 PLATFORM**

Organisational Pulse is especially developed for large organisations, but we were also very curious to find out the statistics for our own organisation.



With Organisation Pulse we can measure the behavior of employees in a way that wasn't possible before. For example: how many times people copy their manager into an email, how many recurring meetings someone has and how often someone sends emails during those meetings, how many people on average are in the 'To', 'Cc' and 'Bcc', and so much more. These are just a few examples of data that can tell a lot about the work style and culture in an organisation. If you want to change the way you work, this tool is your guide to measure the amount of progress.

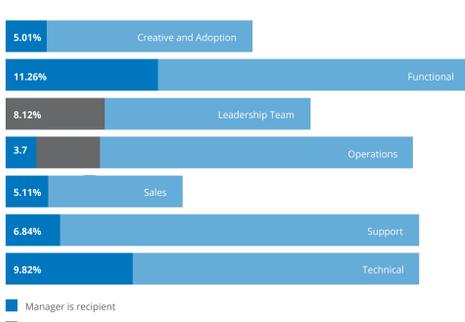
OUR MEASUREMENTS

Here are a few of the findings by looking at the statistics based on the behavior within our organisation:

CULTURE

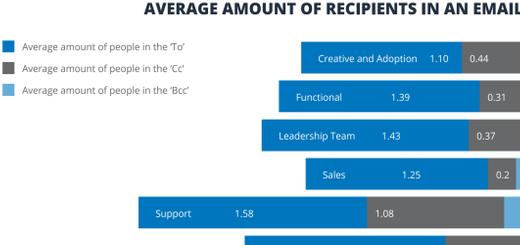
We only add our direct manager as a recipient of our emails in only 3% of the emails we send. You could carefully conclude about our culture that we don't try 'to cover our asses'. Bigger organisations usually score much higher here.

HOW MANY EMAILS ARE COPIED TO THE MANAGER?



* De verschillende staven behoren bij onze 7 'afdelingen'. Dit zijn in feite competence groups

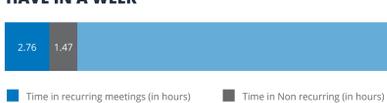
AVERAGE AMOUNT OF RECIPIENTS IN AN EMAIL



With on average 2,4 recipients per email we score low. This is a good thing, considering we assume adding a lot of recipients to one mail is related to high political pressure. It doesn't take much time to add people to an email, but think of the relevance and efficiency if it takes every recipient three minutes to read it. We think this is the most polluting behavior there is in bigger organisations.

On average we spend 2.76 (of the 40) hours per week at Rapid Circle on structural (mostly weekly) meetings. In total, we only spend 4.23 hours per week on meetings. These numbers prove Rapid Circle doesn't have a culture in which meetings hold a prominent place. That's nice to know.

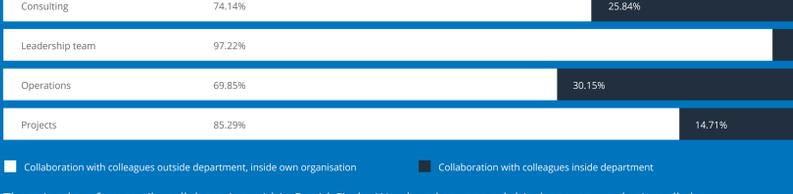
NUMBER OF MEETINGS THAT PEOPLE HAVE IN A WEEK BASED ON 40 HOURS



COLLABORATION

CROSS SILO COLLABORATION

Amount of documents shared, emails sent and meetings held with people outside own department



There is a lot of cross-silo collaboration within Rapid Circle. We already expected this, because we don't really have 'departments', but instead we have competence groups and a flat organisation. But what if your organisation does have real departments, what kind of results would you have?

SKYPE CALLS PER PERSON PER MONTH

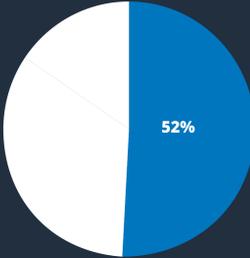


Lots of statistics like these are included in the tool. At Rapid Circle, we use Skype for Business a lot, because worldwide we have three offices and our work is not bound to a specific location; so we work a lot from home, at customers and on the road. Of course, we have a lot more like these statistics available.

EFFECTIVITY OF OWN WORK

HOW MANY EMAILS ARE SENT TO A RECIPIENT OUTSIDE THE ORGANISATION

■ Internal Mails ■ External Mails



52% of our sent emails going to recipients outside the organization. So we conclude we send a lot of emails to customers and other external recipients; provided that all emails are actually read. We come to this amount by applying an hourly rate and, among other things, by measuring the amount of characters in the email above the original text. It appears that at Rapid Circle we need less than 45 minutes per day for reading all of our emails. It is our experience that this number is much higher at large organisations. We have seen organisations who receive more than 4 hours worth of emails per day.

MEETING EFFECTIVENESS

Amount of meetings where participants are sending emails during the meeting

■ Meetings where participants are sending emails
 ■ Meetings without participants sending emails



This chart shows us that during only 14% of all of our meetings one or more email was sent by one or more people present (or should be present) in that meeting. This shows us we are focused during meetings and it appears to have a positive effect on the effectiveness of meetings.

COST OF EMAILS

The total cost of reading emails if all emails are being read in a whole month



WORKSTYLE

ARE THE DAYS OF PEOPLE LED BY THEIR INBOX?

The amount of quarters of an hour in a day that people are sending at least one email

9,57

Quarters per day

On average, people at Rapid Circle are occupied with their email 10 quarters of an hour per day (or 2,5 hours), while there are 32 quarters in a 8-hour work day. It seems to be that we do not let our inbox guide our workday

ARE PEOPLE ATTACHING DOCUMENTS TO THE CLOUD

Amount of attachments sent from OneDrive and SharePoint, from Office applications via a link, or via a copied link, as opposed to attaching a physical file

46 **224**

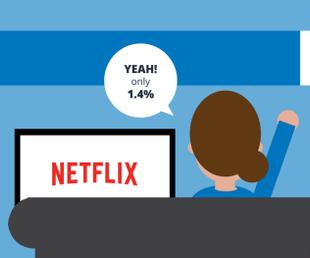
Attachments via Cloud Attachments 'old school' via Mail

We still share only 19% of all of our documents via the cloud (from OneDrive or SharePoint or with a link to a document). So, we still share a lot of attachments via email. As Microsoft Cloud partner we should be ashamed of ourselves!

PERCENTAGE OF MAILS SENT DURING THE WEEKEND



We don't send a lot of emails during the weekend at Rapid Circle. Only 1.4% of the sent emails are sent during the weekend. This could mean we have a healthy work/life balance.



OTHER THINGS WE CAN MEASURE

The statistics displayed here are only a small part of all the statistics we can generate. These other statistics can offer even more insight in culture, usage, costs and added value. For example, the value of knowledge, of documents, which departments are contributing the most to the (re)use of knowledge, to meetings starting and ending late or on time.

Every organisation will interpret and use the statistics in a different way. We also see that what one organisation finds interesting might not be interesting or can even be seen as the pointer of progression of change for another. The dashboard will be different for everybody. Luckily our application is like a Big Data Analytics tool. We can create new charts real quick via Power BI.



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