Squad

> *"Employees find that they can communicate more easily at a distance. With Talkspirit, they can talk freely to whomever they want, whenever they want."*

Eric Guillerm, CEO of Squad

Squad

Squad is an expert consulting agency specialized in cybersecurity, virtual (cloud) infrastructure, and digital transformation. With seven agencies in France (Paris, Sophia-Antipolis, Aix-en-Provence, Toulouse, Nantes, Rennes, and Lyon), and another in Adelaide, Australia, Squad has nearly 500 employees. Most of them are consultants on assignment at the clients' premises.

This highly fragmented configuration motivated management to call on Talkspirit to bring together all its communication on an internal tool, where all consultants could meet and exchange ideas. The Talkspirit solution was an obvious choice given the agency's structure, which is very much focused on proximity and driven by a «tribal» climate. Talkspirit reinforces this culture of mutual aid and acts as an accessible «watering hole» for all employees who want to keep up to date with the latest news from the company and each outlying agency. More than 82% of employees connect to it on a daily basis.

squad

⭐ Consulting firm

👥 500 employees

📍 Paris

🔗 https://www.squad.fr/en/

Deployment strategy

- CEO Eric Guillerm had the tool tested for two months with about 20 team members. Once the trial was validated, Talkspirit was deployed to the 150 Squad employees as the «official» collaboration and communication tool for the company.

- Gradual ramp-up as its teams grew (nearly 500 employees today)

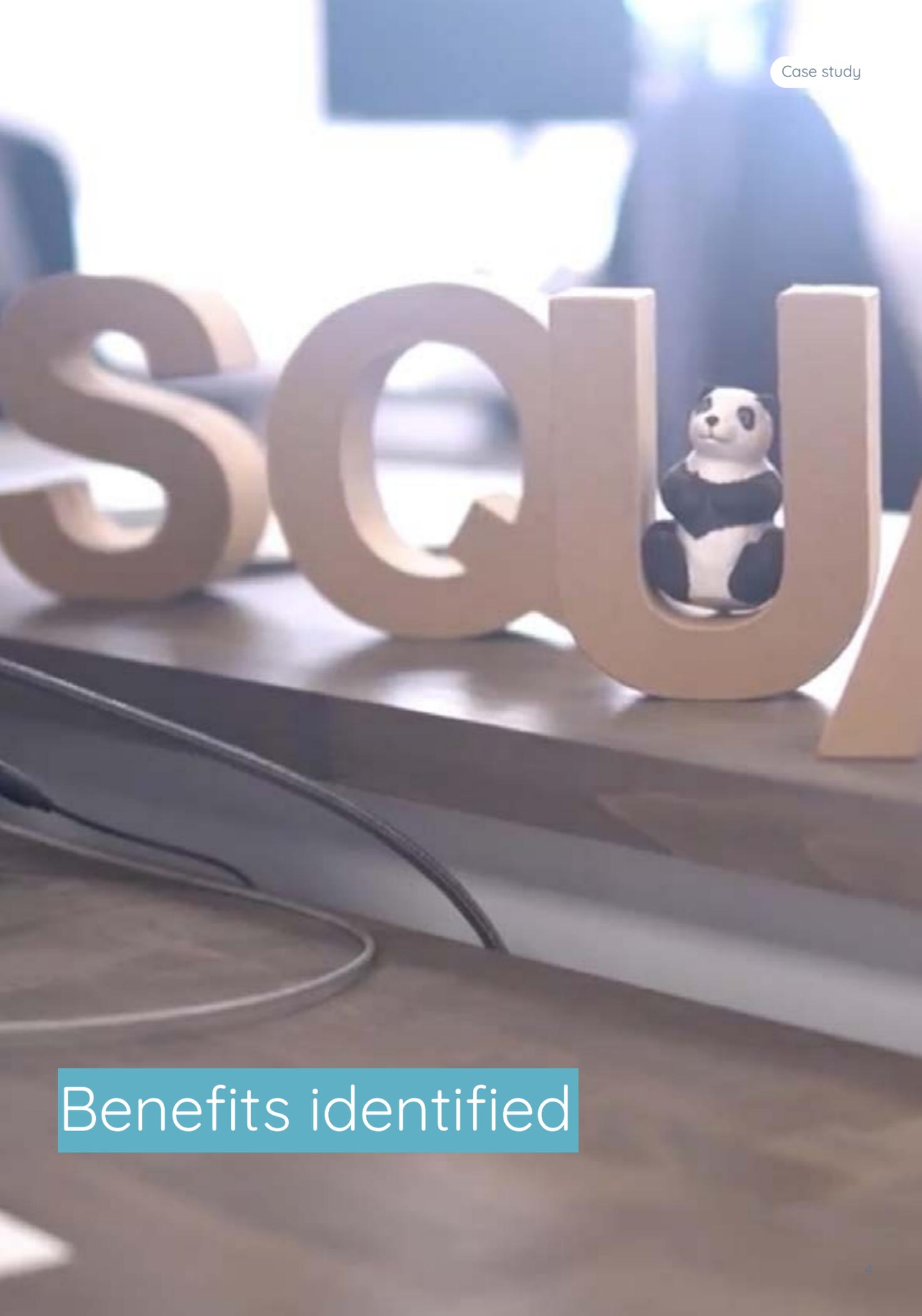- Today, each new recruit is onboarded with Squad on the day of arrival.

Most frequent use cases

Facilitate remote knowledge sharing and mutual aid
#cohesion #employer branding #productivity #mobility #communication #collaboration

Centralize information
#drive #document repository

Simplify consultant management
#management #sales #project management

Main advantages of Talkspirit

Two main advantages:

- ease of use

- very quickly perceptible added value

Preferred features

Personalized news feed

To gauge the agency's activity within a few seconds and keep up to date with the relevant news of the moment.

Collaborative groups

To exchange and help each other between employees, organize events and plan meetings.

RSS integration

To maintain a watch on the latest news and trends on each subject of expertise (cybersecurity, cloud, and digital transformation).

Benefits identified

More productivity

This is the decisive advantage highlighted by Eric Guillerm, CEO of Squad. Indeed, Talkspirit makes it easier for employees to share their questions, no matter whether they're technical questions (asked among themselves) or day-to-day questions (from Finance, HR, etc.). Thanks to Talkspirit, everyone gets answers more quickly from their peers or the organization, and becomes more productive. For management, it's a way of keeping a watchful eye on any internal difficulties and an opportunity to ask employees for real-time feedback. That leads to obvious and valuable time saving!

"Tribal" structure reinforced

With seven locations and remote consultants (on assignment at their clients' sites), communication at Squad could have proven complicated to organize. However, that didn't turn out to be the case! Talkspirit has centralized information and brought all employees together in one place—wherever they may be—and this has enriched Squad's "tribal" culture. The network offers all Squad consultants the opportunity to share information and news, and Talkspirit then acts as a "watering hole" where everyone can come and exchange and imbibe (content, news from the agencies, or the latest trends in cybersecurity).

More responsiveness to customer needs

Squad often has to respond to urgent needs from its clients, which requires mobilizing precise expertise, in a specific geographic location, often within a very tight timeframe. In this context, Talkspirit enables Squad managers to be reactive and efficient. As soon as a customer need is identified, the manager can locate the consultant with the right skills via the Talkspirit directory and instantly check the consultant's availability and mobility via chat so the mission can be staffed in record time. Talkspirit makes it possible to both offer consultants the right mission at the right time and respond quickly to customer needs. That's a major asset for Squad in a very competitive consulting market!
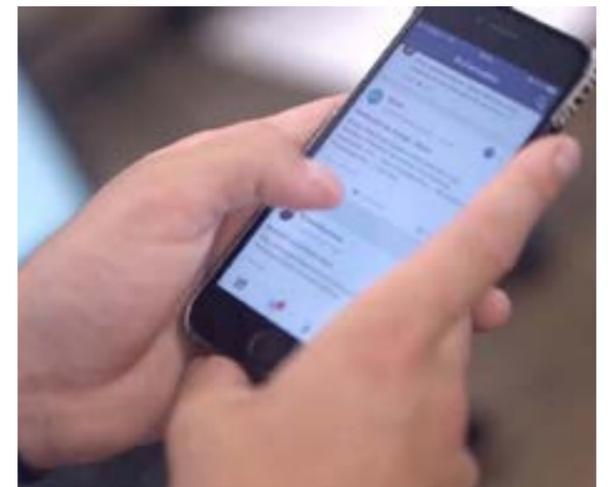
They trust us

More than a hundred customers have chosen the Talkspirit platform.

squad

A 100% made in France product

Talkspirit is entirely designed, developed, hosted, and secured in France.

Do you have a project? Do you need more information?

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