



Transforming Culture and Streamlining Operations at Paul Bunyan Communications



149

IDEAS
SUBMITTED



14

IDEAS
IMPLEMENTED



1322

VOTES
PLACED



131

COMMENTS
POSTED



5

CHALLENGES
LAUNCHED

"Ideawake has been a great tool for our offices. Our staff have a place where they know their ideas and suggestions will be heard and considered and our culture has benefited greatly from it."

Josh Almendinger

Data Services Representative

The Challenge

Paul Bunyan Communications is a member-owned broadband cooperative providing fiber optic fast Internet up to 10 Gig, television, voice, and IT. They were looking for a one size fit all platform to implement a continuous improvement program for a range of topics focused on improving operations and overall employee engagement/wellness.

Prior to using Ideawake, the majority of Paul Bunyan's in-house ideas and feedback came primarily from direct emails or contact between their employees and their supervisors. When looking for a different system for their idea process, they knew that they wanted something more robust as well as something that could provide everyone an equal platform from which to voice their suggestions.

The Solution

Ideawake worked with Paul Bunyan's team to implement a robust system to collect ideas on how to improve their yearly Techexpo conference, continuous improvement in regard to customer success and overall employee wellness.

Once ideas are submitted, Ideawake's workflows functionality enabled Paul Bunyan to automatically route ideas through a pipeline to triage ready to implement ideas and parking lot ideas. Ideawake works fantastic for exactly what they were looking for.

The various tools provided do an excellent job of keeping everyone motivated to keep their ideas coming. From small but impactful changes to our facilities to creating and posting helpful videos of our install processes for our members, new and useful suggestions continue to be presented and implemented.

The Results

Since going live with Ideawake, Paul Bunyan has launched 5 challenges spanning a variety of topics including ideas on how to improve the office work environment, continuous improvement, and how to improve their annual TechExpo conference. To date, 149 ideas have been submitted with 14 ideas implemented in the past 2 years.