

## Case Study

# Insights from external data & external benchmarking to improve EX

## Medtronic

Name: **Medtronic**

Sector: **Healthcare Technology**

Medtronic is a medical device company focused on a wide range of healthcare technology solutions, including cardiovascular, diabetes, medical surgery, and neuroscience. It currently employs over 95,000 employees across 150 countries.

*"We were impressed with the quality and quantity of the data sources used for the external benchmarking analysis. The insights and recommendations on our internal groups and external peers help us to focus on areas where we can leverage our strengths and increase the employee experience of our people."*

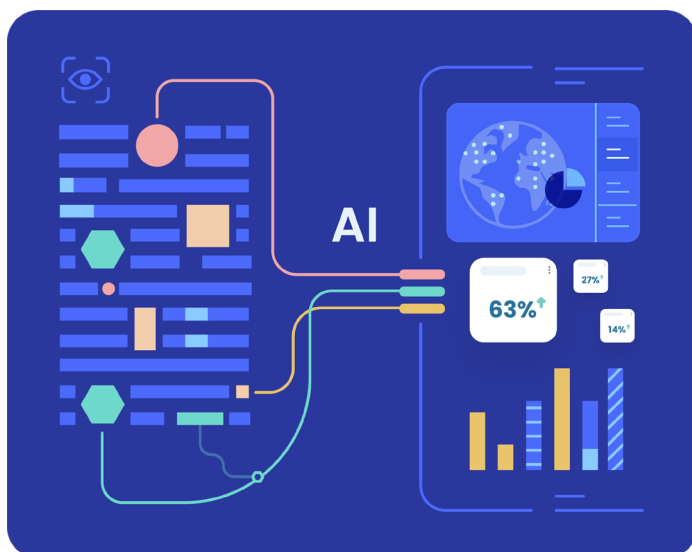
**Dave Morris**

VP Global HR Shared Services

## Context

### *Accessing external EX-data without changing HR-systems*

Medtronic already operates a comprehensive employee listening programme, focused mostly on employee engagement. Medtronic's HR was looking for additional external data to better understand factors impacting the experience of its employees and to finetune its employee value proposition. Medtronic's current systems cannot provide this type of analysis or benchmarking against industry peers. Welliba's solution to quickly gather insights from a wide range of external data sources and benchmark the results against competitors, without the need for system integration, perfectly suited the needs of Medtronic.



## Solution

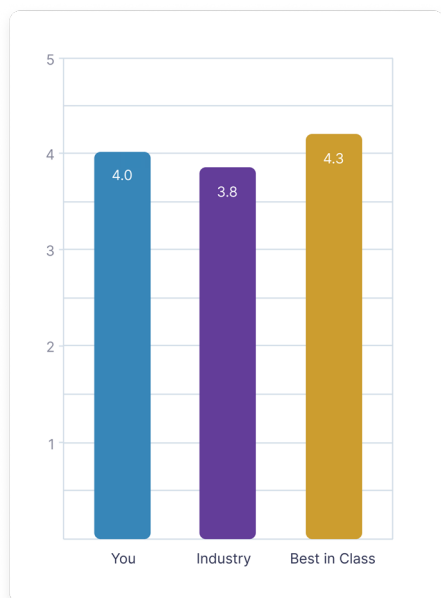
### *'External data' provides new insights and allows for benchmarking*

EXcelerate is Welliba's AI-powered solution that analyses thousands of publicly available data from sources, to provide comprehensive insights into an organisation's employee experience. EXcelerate can even be configured to benchmark an organisation's results against chosen competitors and sector averages.

## Benchmarking Medtronic's EX

EXcelerate's detailed insights showed that Medtronic scored well above the industry average. It also identified areas in which additional strengths could be developed to evolve further towards the best-in-class score.

The insights generated from the data showed that Medtronic's mission, purpose and reputation are perceived with much positivity both internally and externally. This is clearly reflected by the top three factors that enhance the employee experience at Medtronic. These three boosters are:



Medtronic EX Score Chart



Medtronic Top 3 Booster

## Benefits of EXcelerate insights for Medtronic



### Connecting Silos

Datapoints are not just important to HR but to the entire leadership team: Health & Safety, Employee Communications, etc.



### Measuring Effectiveness

Medtronic has planned a follow-up analysis of external data, a year after the initial project, to measure the impact of decisions based on the first EXcelerate insights.



### Improved Efficiency

The insights complement the in-house listening program and provides data on a wide range of topics to enable new data-driven decision-making.



### Workflow Automation

EXcelerate is a stand-alone AI-driven solution that does not require costly and complex integration into current IT systems to provide up-to-date human capital data.



### Actionable Insights

Clear comparison with chosen competitors in Medical Technology industry, sector averages, and 'best in class' scores allow HR and other business leaders to set a new focus for employee programmes.

