

Getting communication and collaboration down to a science

illumina®

Together on Workplace

A global leader in DNA sequencing, Illumina is working to improve human health by unlocking the power of the genome. The company's analysis tools and systems are enabling genetic studies that were unimaginable even just a few years ago. But Illumina's innovations go beyond biotechnology. In less than two years, the company has reinvented internal communication and collaboration to make it more open, real-time, and authentic — and Workplace has been an essential part of the process.

70%

of knowledge and frontline employees active on Workplace every week

3,500

employee questions asked and answered on Workplace in 2018

\$12,500

raised by employees via photo contest on Workplace in support of Rare Disease Day



Groups



Live Video



News Feed



Integrations



Bots



"Illumina is using Workplace to evolve our approach to communication. We've shifted from transactional, siloed, one-way information pushes to global and authentic information sharing that is driving conversation across the business."

Karen Possemato, VP, Global Marketing and Communications

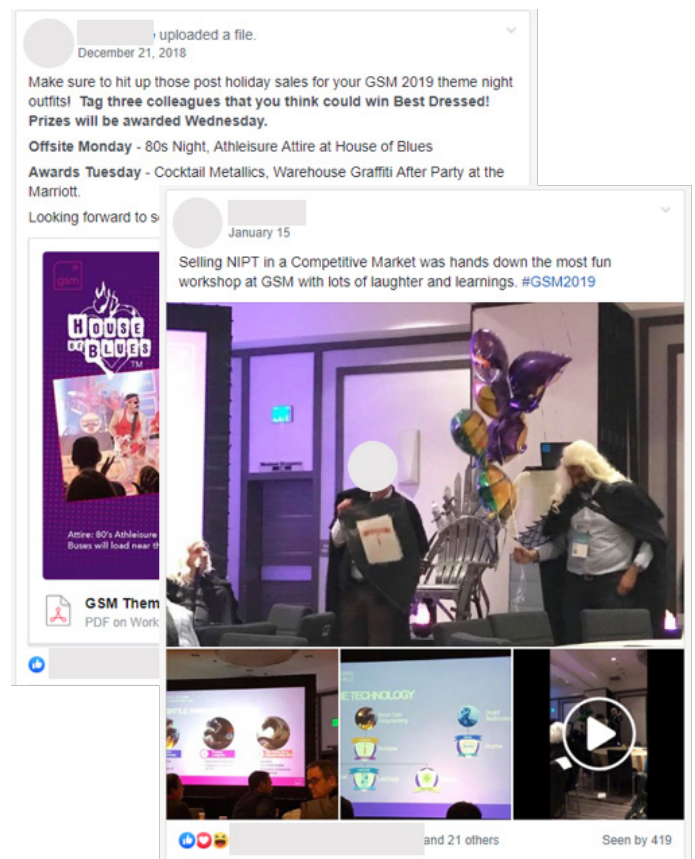
How Workplace is helping

Integrating Workplace and BlueJeans to facilitate effective change management

Illumina's leadership team recognizes that change management works best when it involves two-way communication and messaging tailored to employees' specific concerns. That's why the team has largely replaced broadcast emails and in-person meetings with Workplace and the BlueJeans video conferencing app. They livestream presentations targeted to individual Workplace groups, which helps employees better understand how changes will impact them and also gives everyone the chance to ask questions in real time. Employees have the flexibility to view recorded meetings and continue to post thoughts and questions as transitions get underway.

Streamlining internal software rollouts to accelerate ROI

Before Illumina's IT team introduces a new third-party software tool to the company's 7,000+ employees, they use Workplace to facilitate a pilot program. Pilot testers join a dedicated Workplace group that offers Live Video demos and tutorials, contests to encourage engagement, and a centralized forum for questions and comments. By monitoring members' feedback, the IT team can quickly identify issues, fix bugs, and create a communication plan that ensures a smooth rollout to all employees worldwide.



Connecting cross-functional teams to create great customer experiences


Illumina's global staff of hundreds of field application engineers and scientists used to share technical questions and tips via email distribution lists. Response times varied, and the format made it difficult to reference information later. Recently, the team set up subject matter expert (SME) Workplace groups for each of the company's core products so everyone can quickly find support. In one example, an employee in Germany posted an installation question and got answers from colleagues in California and the U.K. in less than an hour. Discussions are threaded to make knowledge easily accessible, and Workplace manages memberships dynamically to save time and connect people with the information they need.

Personalizing Intranet content for employees


To help reduce information overload, Illumina's Employee Communications team uses Workplace to deliver curated content to employees via the company Intranet. By syncing Workplace groups to employee distribution lists, the team can feed location-specific news and other relevant posts to each employee's homepage. The team also feeds Workplace groups into program-specific Intranet sites, like Communicating@Illumina, so resources and discussions are accessible in one place.

Boosting engagement for the global sales meeting

To help ensure a successful annual sales meeting Illumina's Event team created a Workplace group to build engagement. Prior to the meeting, organizers posted logistics and resources, answered questions, and shared video interviews of company leaders discussing their plans for the event, which created buzz and excitement. At the meeting, organizers set up photo stations to encourage attendees to share their experiences on the Workplace group. And for weeks afterward, participants shared videos and key takeaways to help keep everyone informed and inspired.



TEAM GENOME



Cassandra Calvani is with 
September 19, 2018

Help Test the New Service Portal and Win a \$50 Amazon Gift Card!

Have you submitted a ticket to GIS before through the Service Portal? How about a Facilities or HR ticket? Do you recall your experience?

Our GIS team is redesigning the Service Portal to make it better than ever. With the addition of Facilities and Human Resources into the [Illumina Service Portal](#), they want to make it easier for you request services at Illumina. The new Service Portal is launching to all employees on October 25th, but the Service Portal team is giving Team GeNome early access and offering prizes to "testers".

HOW TO WIN

During the week of **September 24th (24th – 28th)**, the Service Portal team will give you access to the new portal (sneak peek attached) and you'll need to test a variety of features and functionality. Then, you'll be asked to provide feedback both online and in person.

Total estimated time: 60 minutes.

WHAT YOU'LL WIN

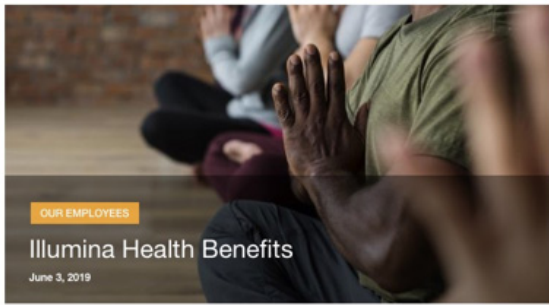
They'll be raffing off four Amazon gift cards valued at \$50 USD each to Team GeNomers who 1) complete the testing and 2) provide feedback both online and during a 1:1 meeting with the Service Portal Team.

Trading window is open
ILMN 316.03 ▲ 2.20
Strategic Imperatives
Leading@Illumina
Questions & Feedback

Insider
PEOPLE
I WANT TO
APPS
DEPARTMENTS
NEWS
EVENTS
Search (ILL)

My Links
My Groups
Locate Room
Locate Person
Go Keywords
Acronyms

News



OUR EMPLOYEES

Illumina Health Benefits

June 3, 2019

OUR EMPLOYEES


READ: Get the latest Global Security Newsletter
June 3, 2019

OUR EMPLOYEES

ATTEND: Pharmacogenomics Webinar - Understanding Your Genetics and ...
June 3, 2019

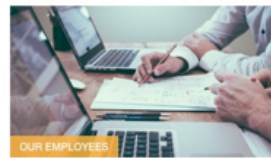
OUR EMPLOYEES

JOIN US: Special Augmented/Virtual Reality Presentations
May 20, 2019




OUR EMPLOYEES

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor
June 3, 2019



OUR EMPLOYEES

TO DO: How to Create a Successful Workplace Group
June 3, 2019




OUR EMPLOYEES


SAVE THE DATE: New Workplace Experience Coming June 5
June 3, 2019

San Diego HQ Workplace Feed


[See All Group Posts](#)




... we re-paint or set expectation for the yellow and white line on P2 of the new parking structure? I just came out...




****Help Keep Our Campus Walkways Safe! **** In response to growing use of alternate methods of transportation, let's work together...



<https://illumina.facebook.com/groups/101254434888821/permalink/1395/>




****Join us at our first ever GIS & GFMS Fair!**** Stop by the iCafe on Thursday, June 6th during lunch and talk to subject matter...




#IlluminaProud #ERG

Events



Mentoring Circle - Brand Followup
June 5, 12:00 PM - June 5, 1:00 PM



June Company Meeting
June 11, 8:30 AM - June 11, 9:30 AM

Making it easy to find information by enhancing enterprise search

One of Illumina's key efforts over the past two years has involved helping employees find information faster. Using an API integration, the IT team created a Workplace connector that enables employees to search in one central place to find information contained in multiple sources, including Workplace, SharePoint and the company intranet. The team also secured searches according to user access, so users only see information from Workplace groups they have access to, including private groups.