

# Fortune 500 Consulting Firm Streamlines ERG Management And Office Engagement for 88,000 Users With Teleskope

## At A Glance: A Smarter Approach To ERG Management And Engagement

- **Company:** Fortune 500 consulting company.
- **Challenge:** Limited visibility into North American Employee Resource Groups (ERGs) and office events, increased compliance risks, and lack of centralized reporting.
- **Solution:** A customized platform consolidating ERGs and office events.
- **Results:**
  - ✓ 88,000+ employees engaged in ERGs and office events.
  - ✓ Stronger ERG governance, reducing compliance risks.
  - ✓ Automated event management, improving efficiency.
  - ✓ Real-time data insights to track participation and optimize engagement.



## The Client: A Global Professional Services Firm

This global consulting and professional services firm has 700,000+ employees worldwide, operating in 49 countries and 200+ cities.

The company fosters collaboration and inclusion through ERGs, Interest Groups and office engagement programs. But as these initiatives grew, managing them at scale became increasingly complex. That's when the client turned to Teleskope.

Before Teleskope	After Teleskope
<ul style="list-style-type: none"> <li>• No centralized, reliable system to track ERG activities and office events.</li> <li>• Scattered communication channels (Outlook invites, Excel spreadsheets, mailing lists).</li> <li>• Scattered, inconsistent, and inaccurate data on engagement trends, participation, and event impact.</li> <li>• Compliance risks due to inconsistent ERG governance across offices.</li> </ul>	<ul style="list-style-type: none"> <li>• A centralized solution for ERG management and office engagement.</li> <li>• Automated event management eliminated manual tracking and improved efficiency.</li> <li>• Real-time data insights to measure engagement, track participation, and optimize ERG and office programs.</li> <li>• Stronger governance and compliance controls that ensure standardized ERG operations.</li> </ul>

## The Challenge: Poor Visibility On ERGs And Office Groups Led To Compliance Risks And Data Silos

Before using Telescope, the client's ERGs and office engagement programs operated in silos, which made it difficult to manage and track across its North America offices. Without a centralized platform, employees lacked visibility into ERG events, and engagement efforts became scattered.

Inefficiencies in communication, governance, and reporting made it increasingly difficult to scale these programs effectively.

### Siloed ERGs With No Visibility

With **30,000+ employees already involved in ERGs**, the client needed a scalable platform to centralize group management, governance, and communication. Without a single system to track ERG activities, participation was inconsistent and keeping members informed became a constant challenge. Leaders also lacked visibility into the business impact and overall effectiveness of these programs.

### Unstructured Office Events And No Centralized Reporting

**Office leaders relied on Outlook invites, Excel spreadsheets, and mailing lists to organize their events.** This led to disorganized workflows, inaccurate data, and manual errors. There was no centralized system to track events, manage attendance, or provide employees with personalized event recommendations. It was difficult to ensure employees were aware of relevant office activities based on location, role, and interests.



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**Our people didn't know what was going on when it came to these events. Either you had to know someone in the office who knew, or you had to read every single email, which isn't realistic.”**

Talent Strategy & Employee Experience Leader

### Limited Data Insights And Compliance Risks

**Leadership lacked accurate, real-time data to measure the impact of ERGs and office events.** Their existing tools couldn't provide meaningful insights such as participation trends and engagement levels. ERGs operated inconsistently across the North American region, which increased compliance risks in standardizing policies and reporting.

## The Solution: Telescope's Platform For Scalable ERG And Office Engagement

The consulting company partnered with Telescope to implement a customized solution for ERG management and office engagement. By leveraging Telescope's Affinities and Office Raven platforms, they completely changed the way employees connect, participate, and stay informed.

### A Scalable And Centralized ERG Management Platform

Telescope's [Affinities platform](#) provided the client with a single, centralized system to manage 30,000+ ERG participants across North America. Employees are now able to join any ERG and participate in any ERG event with a single click, thereby fostering enterprise-wide engagement.

Additionally, Telescope delivered a **customized event calendar**. Employees can see relevant, personalized events based on their location, ERG affiliations, and interests.



**One of the biggest wins for us was the custom calendar view, which personalizes event listings based on an employee's office and ERG affiliations. With 88,000 users on our platform, this feature helps cut through the noise, ensuring employees only see the most relevant events."**

## A Single Hub To Track And Manage Office Events

Before Telescope, employees within the consulting company had no centralized way to track office events, often missing important opportunities to connect in person. Telescope's [Office Raven solution](#) streamlined communication, which makes it easier for employees to stay informed about office events without relying on scattered emails or word of mouth.

Now, employees receive targeted updates about events happening in their office, and leaders can track attendance, identify engagement trends, and optimize participation based on real-time data.



**For the first time, we're able to actually track and pull data on how many events are happening in each office. Before, it was just based on someone's memory, 'I think we did 20 events.' But now we have real visibility. That's been a game-changer for how we engage employees and measure office participation.**

## Stronger Governance And Compliance Controls

By integrating Affinities and Office Raven, the client established automated approvals, standardized reporting, and structured compliance controls. This reduced administrative burdens and ensured that all ERGs and office events operated within company guidelines.

With a centralized governance approach, engagement efforts have become more consistent, and leadership has better visibility into employee experience programs.

## The Results: 88,000+ Engaged Users, Stronger ERGs, And Smarter Data

- 88,000+ employees actively engaged in ERGs and office events, driving greater participation and connectivity across the organization.
- Governance for ERGs is now standardized and structured, reducing compliance risks and ensuring alignment with company policies.
- Manual event management processes were eliminated, improving efficiency and reducing administrative workload through automation.
- Leadership now has real-time data insights to measure engagement trends, track participation, and optimize employee experience programs.



**We couldn't be more pleased. Not only to be a customer of Telescope but a partner. Hopefully, one day we'll get all 750,000 people in our company into the Telescope platform."**

## Redefining ERG And Office Engagement With Telescope

The client relied on Telescope to streamline ERG management and enhance office engagement. ERGs now operate with structured governance, automated workflows, and increased participation, while office events are more organized, visible, and accessible to employees.

Thanks to Telescope, this Fortune 500 consulting company was able to scale engagement while reducing inefficiencies. As a result, their employees feel more informed, connected, and empowered to participate.

Looking for a smarter way to build a more connected and engaged workforce?

[Schedule a demo to see Telescope in action](#)