

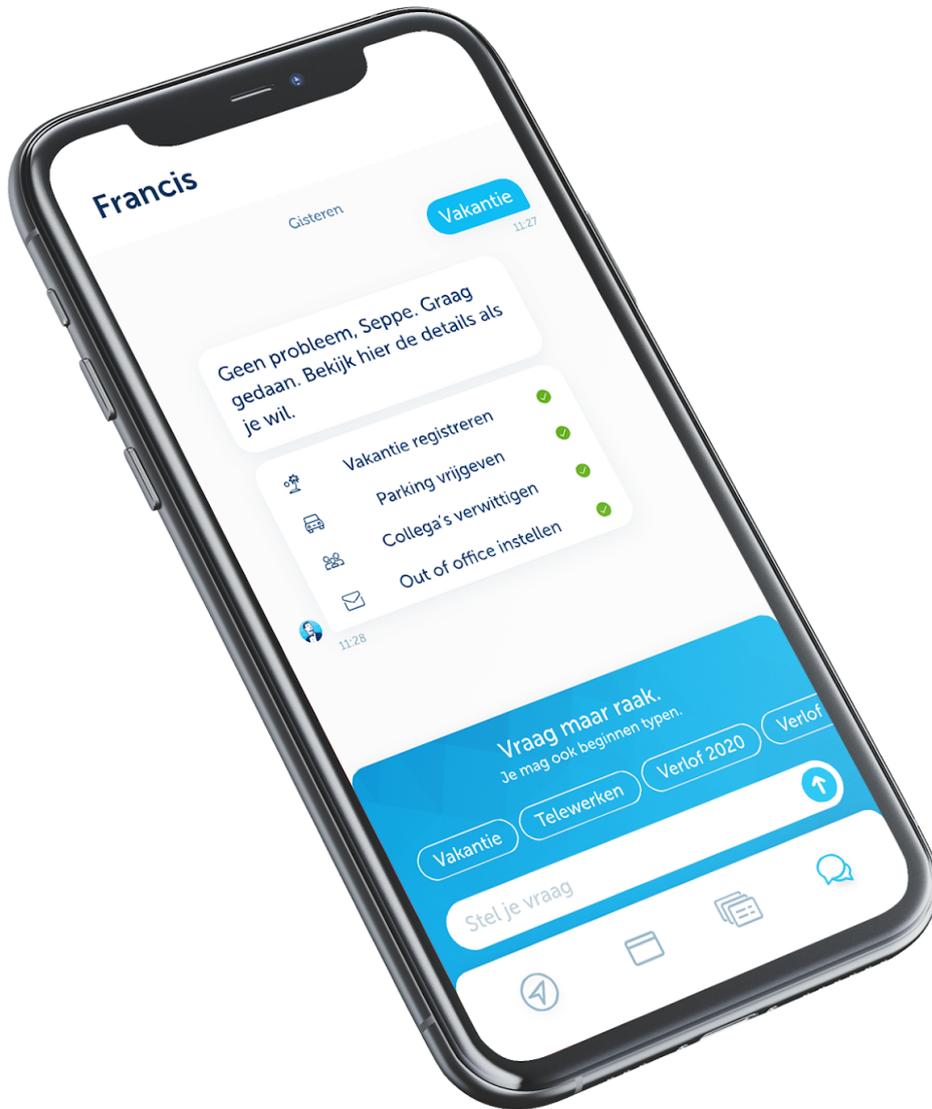


Francis – The personal assistant for every KBC employee

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The BA Achievement Award is organised by





Achievement summary

What did you do?

The Francis team (and myself) broke down walls to create a simple and easy digital personal assistant.

By tackling rigid processes and making them simpler, cutting unnecessary steps, and - most importantly - giving precious time back to the employee, Francis is used daily by 15.000 KBC employees.

A key part of Francis' success was the accountability and ownership of the team. Improving the product without outside interference, and thinking in employee journeys instead of silo's, remained crucial.

Achievement details

Please explain the details of your initiative.

Francis is an assistant tailored to the KBC employee. Gone are the days when you needed to spend hours in different tools and multiple, confusing interfaces. By combining all the employees' work efforts into a single, simple app and desktop version, Francis serves 15.000 employees daily. Think about a Google Assistant, but specifically suited to the many integrations a KBC employee has.

KBC employees use many tools and processes every day. They need to approve requests, schedule out of offices, and – most importantly – help their customer.

Francis works as a butler, combining many tools into one and pushing complexity away from the employee, into the background.

With one-button solutions, chat interfaces, or rethinking ancient processes, Francis revolutionises employees' workflows.

Our motto: Simple interfaces, complex processes in the background.

Info: sep.ninja/francis

Key achievement

Why do you think you should receive the award?

Francis started out as a crazy idea; how can we declutter all the different applications and tools an employee has to use, by developing one app to rule them all?

The product evolved into a strategic asset: trying new technologies, working with micro services but - most importantly - never losing sight of the people Francis helps the most; the KBC'er and, indirect, the KBC end customer.

The Francis team played a leading role in growing employee experience and journey thinking instead of building tools and managing processes. This spread as a wildfire throughout the organisation.