



IBM

Transforming how teams work with Slack Enterprise Grid



VERTICAL

Technology



NUMBER OF EMPLOYEES

377,000



LOCATIONS

170



INTEGRATIONS

20+

As a company that's been in operation for over a century, IBM is no stranger to change. With 377,000 employees across 170 countries, IBM's CIO organization, led by Jeff Smith, uses Slack Enterprise Grid to collaborate with multidisciplinary teams including programmers, project managers, and engineers.

Connecting teams throughout the organization

Smith leads a globally-dispersed team located in over 80 countries. One of his mandates is to move from a hierarchical workflow (where strategists strategize, then designers design, then developers develop) to an agile “squad, guild, and chapter” model. This new team model instills small, self-directed teams with the autonomy to make their own decisions, experiment frequently, and drive the end-to-end development of new products. Ultimately, this whole-team approach is designed to ensure teams are deploying new improvements and innovations on a daily basis.



Key to advancing employees' productivity, Smith says, is the introduction of tools that allow entire teams to communicate at once, rather than resorting to one-on-one conversations.

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Teams are using Slack for all kinds of discussion, from delivery to operations. Even my CIO leadership team has their own private channel for strategic discussions. With this, we guarantee that everyone is receiving the same information and it's all saved for future reference.



JEFF SMITH

Chief Information Officer

Connecting people and processes through Slack apps and integrations

Smith notes that it's not just people who are communicating in Slack. His team has connected numerous apps and integrations that push information from other services directly into Slack channels, sparing team members from having to switch between apps while also allowing them to quickly spot, discuss, and resolve issues. Alerts from other tools and services show up in Slack channels as new deployments go live or any issues in the delivery pipeline need attention.



Delivering the right messages to the right people, with more security

Smith cites that he's able to have more consistent, dynamic conversations with his direct reports in Slack, reducing his meeting load. He's also able to deliver messages to the right audiences and avoid blasting people with information not relevant to them. The fact that he can send messages to team members even when they aren't logged in is another bonus, given the nature of his globally-distributed team.

For Smith, much of the value of Slack comes from the fact that it aligns with his vision for how teams should work together. "Collective intelligence will always outweigh individual insights," he says. And with the additional security provided by Slack Enterprise Grid, there was little hesitation in his decision to get the whole team on board.

Intrigued? Lots more at [**slack.com/enterprise**](https://slack.com/enterprise).

