



Coffee culture connections in the cloud

Harris+Hoole (H+H) has always been about people. It isn't easy to stand apart in a world full of coffee shops - unless of course you can connect people to your brand. From their happy customers to their culturally diverse employees, the only thing these 'Hooligans' love as much as their people is their coffee.

To support their rapid growth, H+H knew they needed a social intranet to bring their culture to life, keep their dispersed teams in close communication, allow their armada of baristas to share customer experiences, and help support the rapid onboarding of new employees. This is why they chose the **Jostle**® intranet.

Company:	Harris+Hoole
Size & Locations:	320+ across over 40 stores
Sector:	Hospitality
Interviewees:	Nick Tolley, CEO & Founder Danielle Anderson, Director of Digital Experience Matthew Martin, Team Leader
Participation:	60% weekly 79% monthly



Energizing a decentralized team

Collaboration thrives when people can find each other, share ideas, and participate in discussions – even if they're miles apart. The culture at H+H is authentic, they encourage people to participate, speak up, and simply be themselves. Jostle's people-centric framework provides numerous ways for people to get involved including NEWS, DISCUSSIONS, and SHOUT-OUTS.

“The Jostle intranet provides the energy & alignment that is key to driving our rapid growth.”

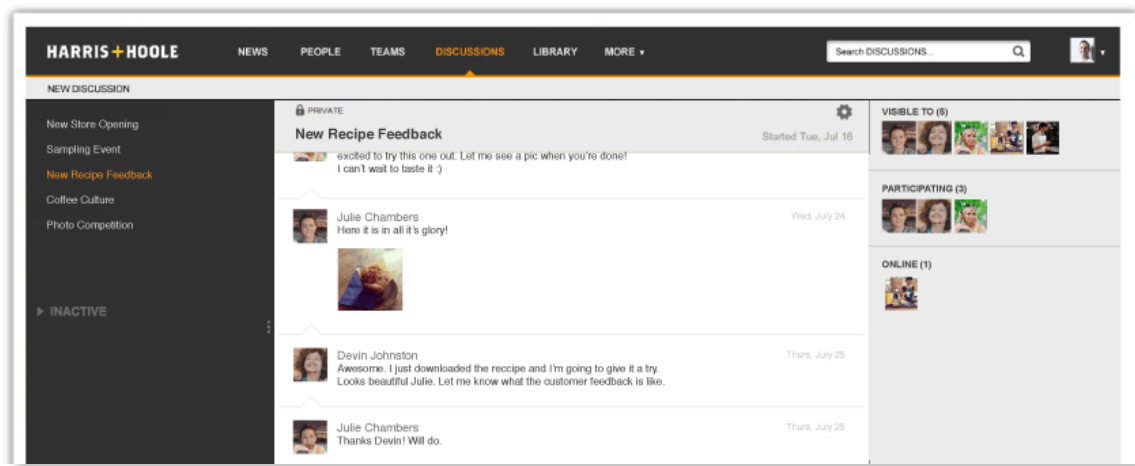


Nick Tolley, CEO & Founder

Sharing employee wisdom

The Jostle platform helps H+H unleash new ideas and energy with a platform where all employees can share inspiration and collaborate on how to deliver a better coffee experience. Whether it's sharing the perfect extraction technique of a newly imported Guatemalan bean or a photo of latte art, baristas from all across the business are sharing ideas instantly. Employees can comment, like or add new ideas. And best of all, when they find something amazing, it can be rolled out across the entire company in minutes.





A typical H+H contribution to DISCUSSIONS

Quickly bringing people into the fold

H+H adds team members every week. Getting these new Hooligans trained and plugged into their culture is challenging for this fast-moving company. There are countless new products, promotions, and materials to share. LIBRARY makes key documents and materials easy to find, helping onboarding because it contains all the latest learning tools and information. Built-in tools ensure information stays current and well curated.



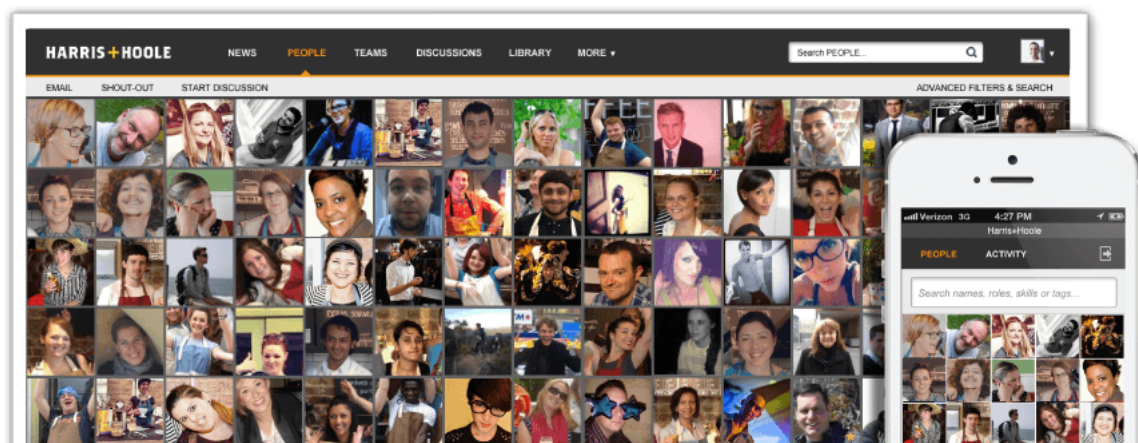
“As a new employee, the Jostle intranet has really helped me to easily get to know the wider team at H+H. It’s also such a simple way to brainstorm and get quick feedback on your thoughts and ideas.”



Matthew Martin, Team Leader

Getting to know people easily

The Jostle platform’s PEOPLE view includes a powerful (and patent pending) search function so team members can find anyone in H+H by skill, location, and even nickname. Whether you’re at your desktop, or on the fly with your iPhone, you quickly find people and connect with them. From there you can connect with a single click. This ensures people can get access to valuable teammates to share fresh coffee inspirations.



H+H’s vibrant PEOPLE view

Up and running in days

Agility is critical to building a brand in a crowded market so H+H needed a turnkey intranet solution. The Jostle platform can be deployed immediately and since it's a cloud-based service, the Jostle team takes care of all the hosting, maintenance, and support. That means H+H can stay focused on their business.

"We were able to quickly setup our Jostle intranet to deliver a digital experience that reflects who we are as a brand. The solution is also so intuitive and simple, it was easy to rollout to our extended team."



Danielle Anderson, Director of Digital Experience

Sound familiar?

Our friends at H+H are on a great adventure to bring coffee to a new level in London, England. You may be facing some similar business challenges around growth, communication or culture. No matter the size or type of business, the Jostle intranet fits.

About Jostle Corporation

Jostle is the creator of a new kind of intranet that is designed to help leaders engage their workforce. Its elegance and relevance yield exceptional participation rates – exceeding five times industry standards. Jostle's intranet is turnkey, cloud-based, and requires no IT resources. For more information contact info@jostle.me or visit us online at www.jostle.me.

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