



Palo Alto Networks Delivers a Next Generation Employee Experience

In addition to cybersecurity, Palo Alto Networks is an industry leader when it comes to empowering employees and embracing the new era of hybrid work. They decided to go further when it comes to employee experience and future of work.



15,000+
Employees

40
Offices across the
world

About Palo Alto Networks

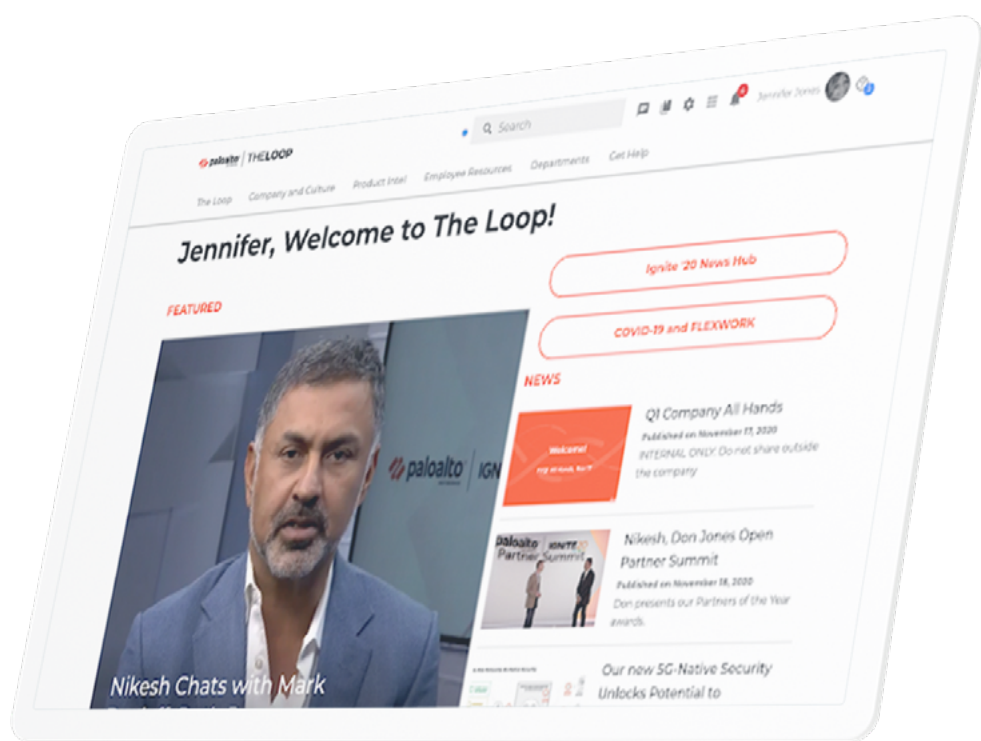
Palo Alto Networks is a global leader in cybersecurity based in Santa Clara, California. Palo Alto is made up of more than 15,000 employees across the United States, Europe, and Asia, serving more than 70,000 enterprise customers in more than 150 countries. They protect organizations across clouds, networks, and mobile devices through innovative breakthroughs in artificial intelligence, analytics, automation, and orchestration.

The Challenge

Before switching to LumApps, Palo Alto used Jive software for their intranet solution. Only a small portion of the employee population actually used the intranet, so they relied heavily on email for internal communications. There were also some functional issues which did not deliver the expected value, such as their old platform's search capabilities, personalization, and ease-of-use. Ultimately, Palo Alto wanted a fresh start - a modern internal platform to keep up with the innovation of their employees and corporate solutions.

Why Palo Alto Networks chose LumApps

Palo Alto Networks wanted a fresh start and were looking to migrate from Jive. Jive Software did not offer the features that LumApps could promise and cost savings were a main priority. Among their priorities, Palo Alto notably wanted to be able to post personalized news. LumApps also guaranteed a smooth transition with content auditing and quick migration from their Jive intranet.



The Results

Despite the inherent complexity in migrating a massive library of content - spanning over 53,000 individual pages and associated metadata - the company was able to go from contract to launch in under two months, propelled by a cross-functional team at Palo Alto Networks working in tandem with LumApps. Dubbed "The Loop," Palo Alto Networks' newly-relaunched intranet features personalized apps and news feeds, leadership communications, department landing pages and "Tek Talk" - a community for systems engineers to get questions answered on a variety of topics. The Loop also has intelligence built-in to surface the freshest content on any topic.

Key Use Cases

✓ Personalized Experiences

Whether it's their first day or second decade, The Loop greets employees by name and surfaces customized apps and relevant news to improve productivity and reduce time spent finding relevant information.

✓ Boosting Productivity and Centralizing Intellectual Capital

Palo Alto Networks offers systems engineers a way to get questions answered from internal experts, mimicking the knowledge sharing and mentorship that happens in-person. These conversations serve as a searchable insights database for engineers, protecting internal intellectual capital from competitors and making it instantly searchable.

✓ Diversity and Inclusion

Employees increasingly expect companies to show solidarity with marginalized groups and back that up with real results in terms of hiring and promotion. Palo Alto Networks publishes its diversity data and shares its progress both externally and internally on The Loop.

✓ Leadership Engagement

With an Executive Letter page supplementing company-wide emails, the Palo Alto Networks leadership team is able to share company news and strategy updates in a way that deepens transparency, dialogue and trust.



LumApps helps companies in all industries improve communications, employee engagement, knowledge management, and much more.

[Get in touch to know more!](#)