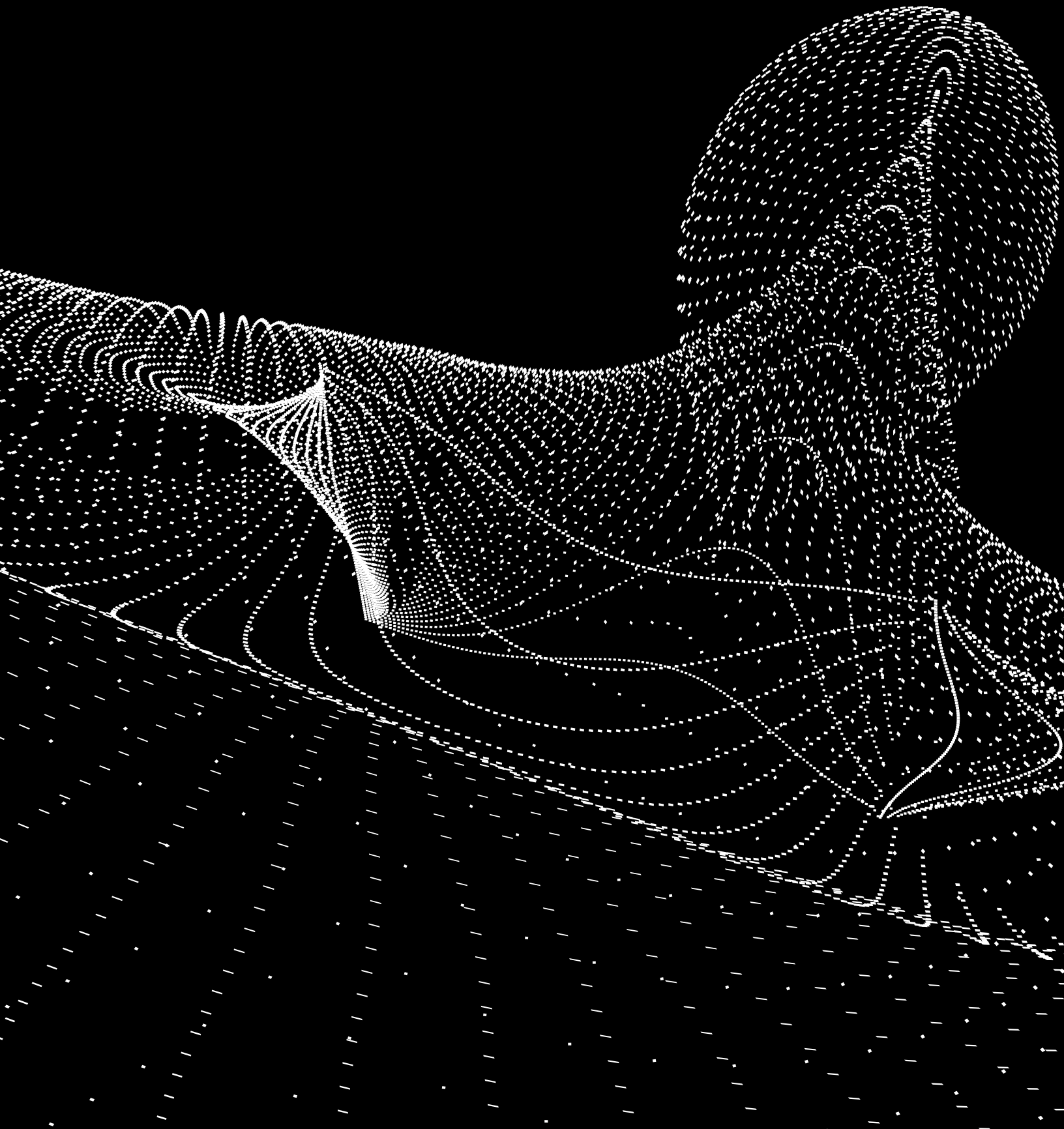# Eigen & Pingboard

Optimizing the Employee Experience with Pingboard

Summary

Pingboard, a leading HR and employee engagement software provider, recognized AI's potential to enhance its product's value proposition but lacked the internal resources and expertise to apply it. Pingboard collaborated with Eigen, who served as their external AI task force, successfully delivering five proofs of concept during an eight-week R&D sprint. This partnership led to the integration of two production-ready features, assisting employers in creating optimal organizational charts and more effectively responding to employee feedback.

The Challenge

Pingboard understood the potential of AI to address their customers' organizational challenges. However, the team faced constraints with existing product roadmaps and limited engineering resources, and were cautious not to redirect these towards R&D without deeper diligence on AI's potential. With the landscape of capabilities evolving quickly, Pingboard needed an external team to help prototype POCs to find what delivered real value to HR professionals' daily operations.

The Solution

Eigen stepped in as Pingboard's de facto AI task force. Over the span of 8 weeks, Eigen produced 5+ POCs, including:

- Auto-summarization of feedback from employee surveys
- Predictive analytics for employee turnover using data within Pingboard's system
- Automatic generation of org charts from natural language

After a testing period and customer feedback session, two moved forward to production where they've since been in use by Pingboard customers. Throughout this experience, Eigen helped provide Pingbaord engineers with the expertise needed to maintain and expand their AI capabilities moving forward.

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The Impact

Though it's still early to understand the full impact of the new product features on Pingboard's yearly engagement and economics, qualitative feedback from Pingboard's sales leaders and customer success teams has been outstanding. HR professionals using Pingboard have indicated feeling free from some of their most repetitive tasks, allowing them to focus on strategic work, and have felt like they've been given superpowers for managing employee turnover and optimizing organizational structure & health.

Testimonial

"We at Pingboard have always been at the forefront of HR technology, providing tools that empower organizations to manage and understand their workforce better. But our partnership with Eigen has elevated our platform in a way we couldn't have imagined a few years back.

The AI expertise that the Eigen team brought to the table was nothing short of world-class. Their understanding of our business, combined with their prowess in AI, resulted in a suite of products that have not just been added to our platform but have become integral to the user experience.

From PoCs to fully integrated products, the journey was both swift and smooth. Today, thanks to the AI-driven insights and automation provided by these new features, our customers are seeing tangible improvements in their HR processes."

— Robert Eanes, CTO and Co-founder of Pingboard