STACK OVERFLOW FOR TEAMS CASE STUDY

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Introduction

This case study of benhauer sp. z o.o. sp.k. is based on a November 2021 survey of Stack Overflow for Teams customers by TechValidate, a 3rd-party research service.

Challenges

The profiled company brought in Stack Overflow for Teams to improve their business KPI of **service quality**, **organizational effectiveness**, and **business performance**.

The other challenges they wanted to solve were:

- Creating or maintaining a continuous learning culture
- Reducing distractions
- Enabling employees to solve problems faster
- Capturing institutional knowledge

Use Case

They use the **basic tier** of Stack Overflow for Teams.

Their IT, support, and customer success/customer experience teams are the main user of Stack Overflow for Teams.

The other tools they use for knowledge sharing are:

- ChatOps (e.g., Slack or Microsoft Teams)
- Document management platform
- Homegrown tools (e.g., built internally)
- Intranet

Results

The surveyed company said the most impactful **operational benefits** their organization realized with Stack Overflow for Teams are:

- Increased employee satisfaction
- Decreased time to recovery
- Increased quality of reviews of work contributed by team members

They said the most impactful **cultural or team benefits** their organization realized with Stack Overflow for Teams are:

- Increased collaboration between and among teams
- More knowledge is captured for the future
- Increased peer-to-peer support
- Individuals having more opportunities to learn
- Individuals having more opportunities to mentor

Company Profile

Company:
benhauer sp. z o.o. sp.k.

Company Size:
Medium Enterprise

Industry:
Marketing & Advertising

About Stack Overflow for Teams

Stack Overflow for Teams provides just-in-time knowledge to help teams solve complex technical challenges through each stage of the development lifecyle. Because Stack Overflow's public platform is already integral to how technologists work, Stack Overflow for Teams enables a more natural, frictionless exchange of company knowledge.

It augments workflows, giving teammates easy access to persistent knowledge and cross-functional experts so they can confidently make more informed decisions and overcome roadblocks faster. The platform fosters continuous learning and growth while enabling an internal community that connects knowledge seekers and subject matter experts across departments.

Learn more: https://stackoverflowsolutions.c teams

Learn More:

 Stack Overflow for Teams

Source: Paweł Michałek, Controller, benhauer sp. z o.o. sp.k.