

Golem Factory

Introduction

This case study of Golem Factory 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 KPIs of **service quality**, **organizational effectiveness**, and **customer value**.

The other challenges they wanted to solve were:

- Creating or maintaining a continuous learning culture
- Enabling employees to solve problems faster
- Reducing the time to onboard new hires
- Supporting Innersource/Open Source initiatives
- Capturing institutional knowledge

Use Case

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

Their analytics/business intelligence, IT, support, marketing, product, and operation teams are the main users of Stack Overflow for Teams.

The other tools they use for knowledge sharing are:

- ChatOps (e.g., Slack or Microsoft Teams)
- Document management platform
- Cloud drive

Results

The surveyed company said the most impactful **operational benefits** their organization realized with Stack Overflow for Teams was increased discoverability of documentation and expertise.

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
- Prevented knowledge loss when teammates left
- Increased transparency of knowledge and information
- Individuals having more opportunities to learn
- Individuals having more opportunities to mentor
- Increased ability to stay in the flow and complete work

Company Profile

Company:
Golem Factory

Company Size:
Small Business

Industry:
Computer Software

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 lifecycle. 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://stackoverflow.com/solutions-for-teams>

Learn More:

[Stack Overflow for Teams](#)