Sibly uses General Internet Big Data Platform to improve the psychological well-being of thousands of employees and managers

Palo Alto, April 20 2020 – General Internet, "the network company" and specialist of Big Data, announces that Sibly, a psychological support and coaching platform for employees and managers, uses its GI Big Data Platform solution to analyze the large volumes of data generated by its customers and improve the quality of its services and coaching.

A professional platform dedicated to improving the psychological well-being of thousands of employees and managers, Sibly relies on data analysis, Artificial Intelligence, and on psychologists and coaches to answer their questions and improve their daily life. Sibly needed to find a Big Data Analytics solution that would enable to determine the most appropriate support and therapist, and the quickest response to the distress of some employees.

Analyze large volumes of data generated to improve coaching quality

Born in Silicon Valley in 2018, Sibly has seen its business grow very quickly. Today, the company works with large companies convinced that improving their productivity must include the well-being and happiness of their employees. Sibly now supports thousands of their employees who can, at any time, get in touch via the platform and ask their questions in writing to its coaches. The interactions are firstly done via bots (robots) that redirect to the most appropriate coaches to meet the demands of the platform's clients.

In order to ensure quality psychological support and a rapid response to the distress of some of its customers' employees, Sibly has very quickly chosen to rely on Big Data Analytics and Artificial Intelligence to provide the most appropriate help when its users need it the most.

"Sibly's business was confronted very early on with a strong demand for psychological support and coaching. In order to provide the users of our platform with the most adequate answers to the problems they might encounter when they needed them, we needed a solution capable of analyzing the data resulting from each request and each question to identify the best answer to give them", explains Pete Woodhouse, Sibly's Chief Technical Officer.

To solve this difficulty, Sibly first considered internalizing data analysis within the company. However, faced with the difficulty of recruiting data analysts and engineers in Silicon Valley, where skills are scarce and expensive, the company finally opted for an external "all-in-one" solution (infrastructure, tools and services) and chose the General Internet Big Data Platform solution.

A complete data analysis and management solution implemented in just two months

Sibly chose the General Internet Big Data Platform because of the solution's functionality, but also because of its cost - GI chose open and non-proprietary technologies - and the proposed project management. From the beginning of the collaboration, General Internet mobilized a team of two data specialists to implement the solution.

In less than two months, thanks to several meetings every week, General Internet was able to implement a complete technology stack integrating a software infrastructure, a cloud data warehouse solution, data visualization solutions, transactional management tools for Sibly's databases, traffic and user behavior monitoring tools, a data consolidation platform, reporting and analytics tools and an application programming interface (or API).

The use of the General Internet Big Data Platform has enabled Sibly to benefit, since its launch with its first clients, from all the data related to exchanges between their employees and the platform, consolidated, analyzed, audited and translated into reports.

"The greatest difficulty we faced was the anonymization of the data contained in our two databases", adds Pete Woodhouse. *"Due to the highly sensitive and personal nature of the questions and problems encountered by our customers' employees, all data received had to be able to be anonymized, encrypted and secured"*.

Thanks to General Internet Big Data Platform, Sibly is able to measure in real time the performance of its activity, whether it is the management of schedules and the reactivity of its coaches and psychologists, its services, etc. All this data is displayed on TV screens within the company's open-space with a view to continuous improvement. Thanks to the analysis of this consolidated data, Sibly improves, on a daily basis, the quality of the psychological support and coaching provided to its users.

Today, Sibly works with General Internet to add Artificial Intelligence functionalities in order to determine, even more quickly and efficiently, the best protocols to answer to the needs of its users.

General Internet Big Data Platform is available for 15k$ per month.

About Sibly
Sibly is a professional platform dedicated to improving the psychological well-being of employees and managers. It relies on the analysis of its users' data, on Artificial Intelligence and on psychologists and coaches to answer their questions and improve their daily life. Sibly currently has 36 employees who accompany employees of large American companies to help them manage their daily problems, professional or personal, to reduce their stress and be happier. More information on https://www.sibly.co/

About General Internet
General Internet (GI) creates, builds and operates technology platforms for networked business and data-driven information systems. Drawing on the most innovative Big Data, finance and e-commerce solutions, General Internet is inventing new tools to grow the revenues of companies in the e-commerce and online distribution sectors. By investing in the growth of its customers, GI also encourages its future partners to share their benefits, through the Fair Business Innovation Foundation, to promote a system in which the growth of business and society work together. General Internet is based in Cupertino, California and Paris, France.

For further information: www.general-internet.org.

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