REAL INSIGHT. REAL SUPPORT. FAST

How a Multi-Academy Trust used Dittolo's AI Support Companion to reach every member of staff, surface real concerns, and delivery clarity during a critical restructure.



CONTEXT

MAT undertakes organisational restructure putting multiple roles at risk and impacting hundreds of staff.

CHALLENGE

MAT needed to deliver change while protecting people, maintaining stability, and making informed decisions in real time. Traditional communication methods could not keep up. Feedback was delayed, incomplete, and often filtered. They needed a way to hear directly from staff, at scale, without adding pressure or waiting for issues to escalate.

TIMELINE OF INTERVENTION

WEDNESDAY

Dittolo notified of impending restructure

THURSDAY

All staff contacted and informed that Sofi will check-in

FRIDAY

Within 1 hour:

- All staff contacted
- Conversations completed
- Insights available in real time

KEY ACTIONS TAKEN

A dedicated AI Support Companion was rapidly configured for the restructure, enabling it to answer questions, surface concerns, and provide immediate, consistent support at scale.

A structured outreach model ensured every member of staff was proactively engaged, removing reliance on self-referral and capturing a complete, representative view of sentiment.

Intelligent conversation design enabled the identification of emerging risks and underlying concerns in real time, allowing support to be targeted where it was needed most.

A centralised leadership dashboard provided live, anonymised insight across the workforce, giving SLT the clarity to act quickly, prioritise interventions, and lead with confidence.

RESULTS

100%

All staff were proactively contacted within hours, ensuring no individual was overlooked during a period of uncertainty.

+60%

Engaged in confidential, one to one conversations, creating a depth of insight not achievable through traditional channels.

Real-time

Immediate visibility of safeguarding concerns & sentiment enabled leadership to identify issues early and respond before escalation.

360°

Organisation wide insight provided a complete and unfiltered view of staff experience, allowing leaders to act decisively with confidence.

We hear about it before it shows up.

Turning silent struggles in open conversations

From hidden risk to proactive action - **in real time**

Learn more

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