

Client Success

Value-based Solutions to Improve the Employee Experience

We provide clients with a consultative approach through our Client Success team, which is made up of experienced Subject Matter PractitionersTM (SMPs). Not only are our SMPs experts in the field, but they understand the real-life challenges and business issues that clients face.

We understand that the best technology doesn't work if you don't have a solid strategy and programs, and your employees aren't aware of the benefits or are unmotivated to take action.

Our Client Success Team Works With You to Provide:

- Strategic planning deliver consistent recognition and rewards to drive organizational transformation
- Program design build solutions grounded in business strategy and align programs with key organizational values and behaviors
- Communication plans enhance the effectiveness of your programs with program specific communication plans
- Training ensure effective use of tools and programs

4. Value drivers and scorecard

We focus on successfully implementing programs that foster employee engagement and recognition for our clients and their employees. Our proven client experience will help you be successful within your organization.

How We Engage With Our Clients

DISCOVER	DESIGN	MANAGE	DELIVER
Identify the client needs focus on organizational, manageria and employee insights.		Provide the right tools for clients to manage their programs and gain insights into results.	We work closely with our clients to foster their success. Our strong focus on analytics provides a strong foundation.
Discovery methodology	Consultative program design by Subject Matter Practitioners™ (SMPs)	Client Services	Quarterly business review
	Change management: Communications and training		Ongoing success kit support and measurement
			Analytics, benchmarks and trends
1 2	cess kit design phase deliverables: Strategic roadmap Program design Change management plan		



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