

CASE STUDY

A shift from manual to automated Recognition & Rewards platform nets higher Employee Engagement



Industry

Financial/Banking/Credit Union

Company Size

2,000+ employees

Use Case

Elevate Employee Engagement

Solution

Recognition & Rewards

Times have changed, and so has our company name—from Kazoo

to WorkTango. With our recent acquisition and expansion to a holistic Employee Experience Platform, Kazoo is now known as WorkTango. You'll read and hear customers referring to us as Kazoo in materials released prior to the change, but rest assured we still offer the same quality products and services, just with a new name.

Challenge

Engagement efforts were challenging to manage and even more challenging to measure. Internal surveys revealed a need to focus on recognition amongst RBFCU's employees. RBFCU had been ineffective in the past with manual processes and realized that with a more formal recognition program, they could also keep a focus on their members as the organization grew.

Solution

RBFCU used Recognition & Rewards to elevate their member experience program. With the recognition platform in place giving employees visibility of RBFCU's employee efforts, the awareness of the member experience program went way up as employee KPIs were celebrated by recognition. Potential rewards were selected with the employees in mind, allowing them to use their points towards whatever they wanted - no more generic cash cards, plaques, or gift cards.

Results

After a year with Kazoo [now WorkTango], RBFCU saw the following results:

17% decrease in employee turnover

68% increase in number of employees hitting high member service scores

NPS steady increase in month over month

At WorkTango, we're revolutionizing how the world's most forward-thinking companies engage and inspire their people. We offer the only Employee Experience Platform that enables meaningful recognition and rewards, offers actionable insights through employee surveys, and supports alignment through goal setting and feedback.

WorkTango is built for the workplace we all want to be a part of – where priorities become clear, achievements are celebrated, and employees have a voice. So if you're ready to make work lives better, schedule a demo today.



“Kazoo [now WorkTango] is a great fit for what we do and what we stand for. Employees are more consistently giving good service. If we treat each other well, we are seeing that there's a return on investment to members.”

EVAN FOURNET

AVP Learning and Development