

SWITCHING R&R SOLUTIONS PROVIDERS

A how-to guide _____

In this guide, we will:

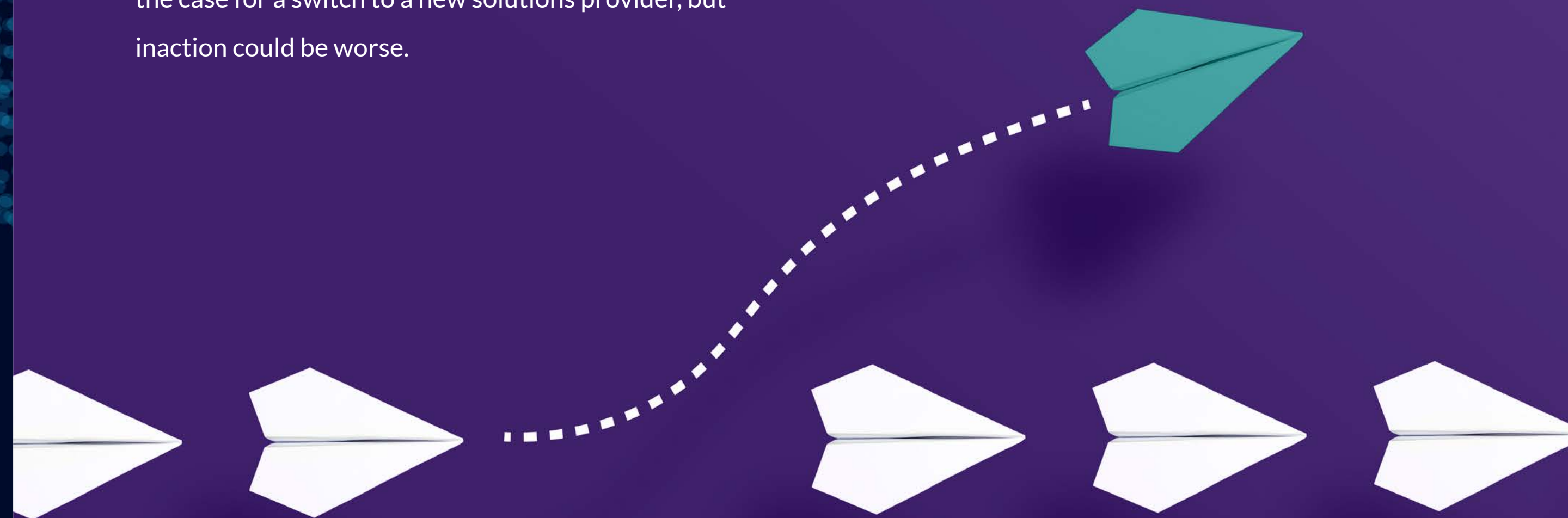
1. Determine if it's time for a change
2. Show you what to look for in a new solutions provider
3. Help you make the switch: Actions to take
4. Transition smoothly: Change management best practices

You know that recognition and rewards (R&R) are strategic levers that drive employee engagement, well-being, and support belonging at work — and that each of these elements of the employee experience have a direct impact on the business' bottom line.

So, what do you do when your R&R program falls flat? What happens when you find that only a fraction of your employee population is being recognized? Or you discover that your program can't grow with you or support a global population? After significant time and financial investments, it can seem difficult to make the case for a switch to a new solutions provider, but inaction could be worse.

To see the return on an R&R solution investment, high frequency usage and high employee adoption are required. You may have partnered with an employee recognition system provider that claims to drive high adoption rates but have failed to follow through.

This lack of follow-through can lead to disengaged employees and wasted resources, undermining the program's goals. Recognizing these shortcomings is crucial to determining whether it might be time to switch providers.



7 cues it's time to switch your R&R solution provider

Best-in-class HR platforms will have real-time reporting capabilities that show your key performance indicators (KPIs) and help you benchmark your progress. Here's how to evaluate your existing metrics to determine if you're getting the most from your current platform provider:

1 Activation rates

This should be one of the simplest metrics to track. It indicates how many employees have signed up for your recognition program.

100% activation is ideal, but this takes significant internal marketing and leadership participation. We suggest aiming for over 80% as a benchmark.

Does your current vendor readily share your activation rates?

- Yes
- No
- Unsure

2 Monthly active users

Active users are a key measure of adoption. The more active users you have on your platform, the more recognition will take place.

If your activation rate is healthy but monthly usage is low, consider additional communication and education around the benefits of the program.

Does your current vendor display your monthly active user rates and ideas on how to bolster activity?

- Yes
- No
- Unsure

3 Participation

Peer and leadership recognition are two best practices of a strong recognition program. Measuring the activity of these two groups is a good indicator of recognition health.

If activity is low, it may be time to reinvigorate the program with a new internal recognition program campaign.

Does your current vendor allow you to measure peer and leadership recognition, and does it help you evaluate what good/great looks like?

- Yes
- No
- Unsure

4 Recognitions

Teams and individuals both deserve to be recognized. Having more of one than the other can be a sign that recognition is waning.

Try posting on your intranet to ensure people know that they can recognize teams and individuals alike.

Does your current vendor allow for both individual and team recognition?

- Yes
- No
- Unsure

5 Points redemptions for rewards

You want as much participation as possible, so it's important to know if your rewards catalog appeals to your employees. If few points are redeemed, it could be a sign that you need to change your offerings.

Ask redeemers for feedback, they might have suggestions as to what kinds of rewards would be most enticing.

Are your employees motivated by your vendor's rewards marketplace? Does your current vendor give you a way to gather and action their feedback on rewards?

- Yes
- No
- Unsure

6 Budget utilization

Budgets for recognition and rewards programs are often tight. Budget utilization shows how much money you've spent and how much you have left.

Reviewing these figures frequently can help you adjust your budget throughout the year.

Do you have clear visibility into what your existing program is actually costing you?

- Yes
- No
- Unsure

7 Benchmarking

Some platforms have a benchmark measure to show how your company's program is performing compared to others of similar size and scale.

If you have access to this information, use it. Benchmarks are a good gut check to make sure you're following best practices and are promoting your program enough internally.

Do you know where your program stands? Does your current vendor show you how you stack up and offer ways to make your program best-in-class?

- Yes
- No
- Unsure



How'd your recognition and rewards program score?

If you didn't get score 'yes' across all seven categories, it's time to take a closer look at what you are, and aren't, getting from your existing recognition and rewards vendor.

If you've made attempts to course-correct your existing recognition and rewards program and you're still not seeing results, it may be time to switch to a new solutions provider. You need a partner that understands your business, your people, and your program objectives — and has the tools and technology to integrate a solution into your everyday flow of work.



Searching for a new *R&R solutions provider*

The right vendor for your organization is one who is progressive, innovative, agile, and invested in your continued success. You need a solutions provider who offers more than just the technology to facilitate an employee recognition and rewards program – you’re on the hunt for a true R&R partner.

What does that look like? Core competencies may differ slightly based on your organization’s values and long-term needs, but overall, you’ll want to check the boxes on some key capabilities, including a:

1 Platform partner who develops their software based on workforce data

This is how you know you’re getting a well-informed product that listens to the global market across industries, so you can be even more competitive.

2 Comprehensive scope of highly technical capabilities

These include integrations, open API, security certification, and single sign-on (SSO) to seamlessly and securely fit into the flow of work.

3 Strategic know-how

To save your HR department time and money, look for strategic capabilities such as; automation, benchmarking data, chat bots, surveys, employee listening, manager coaching, program consolidation, global capabilities, and other ways to streamline your program while making it more sophisticated.

4 R&R admin support

Admin functions are inevitable but shouldn’t prohibit you from getting other work done. Top platforms should include admin tools for sharing announcements, an intuitive awards process, access to a best-in-class rewards catalog, budget insights, tracking, reporting, campaign management, and more.

5 Address cultural and social needs

To foster a better, more inclusive company culture for your employees, search for program capabilities that allow you and your people to demonstrate and reinforce core values, like, share, and comment on public recognitions, have a mobile-first approach, empower and facilitate ERG activities, and includes the voice of employee modules for collecting and addressing feedback.

While these are just a few of the core capabilities you should be demanding in your next solutions partner, there are a few key points that will help you evaluate a new recognition and rewards platform provider.

It comes down to their ability to drive behaviors through their:

- Technical capability and how well it plays in the HR-tech ecosystem
- Capability to bolster HR strategy with infused global market trends
- Capability to seamlessly align with R&R program administration to achieve goals
- Adaptation capability and how well-informed it is about what employees want

Making the switch: *Actions to take*

Once you've decided it's time to part ways with your current solutions provider and have found a partner that gets your business and has the tools to get you where you want to go with your recognition and rewards strategy, it's time to act.



1 Having the hard conversation

This discussion with your current vendor may not be a brief one. There are a lot of moving parts to this parting of ways, and depending upon your agreement with them, it may be a slower process than you'd like.

Initiate the conversation as soon as you know you're ready to move on and work with your outgoing vendor to create a checklist of things that need to be addressed during this transition period (and who is responsible for them). They may also request an exit interview to understand the reasons you're choosing to move your program. Take advantage of this time to provide candid feedback to help them manage the gaps in their service offering for their future success. Even though the professional partnership is ending, it's important to be amicable and maintain positive relationships.

2 The handover

Keep your incoming solutions partner apprised of your timeline to make the switch and ensure that they arm you with a list of questions and actions to take to ensure that everything you need for your new program is packaged and shared with you, your tech team, and your new partner.

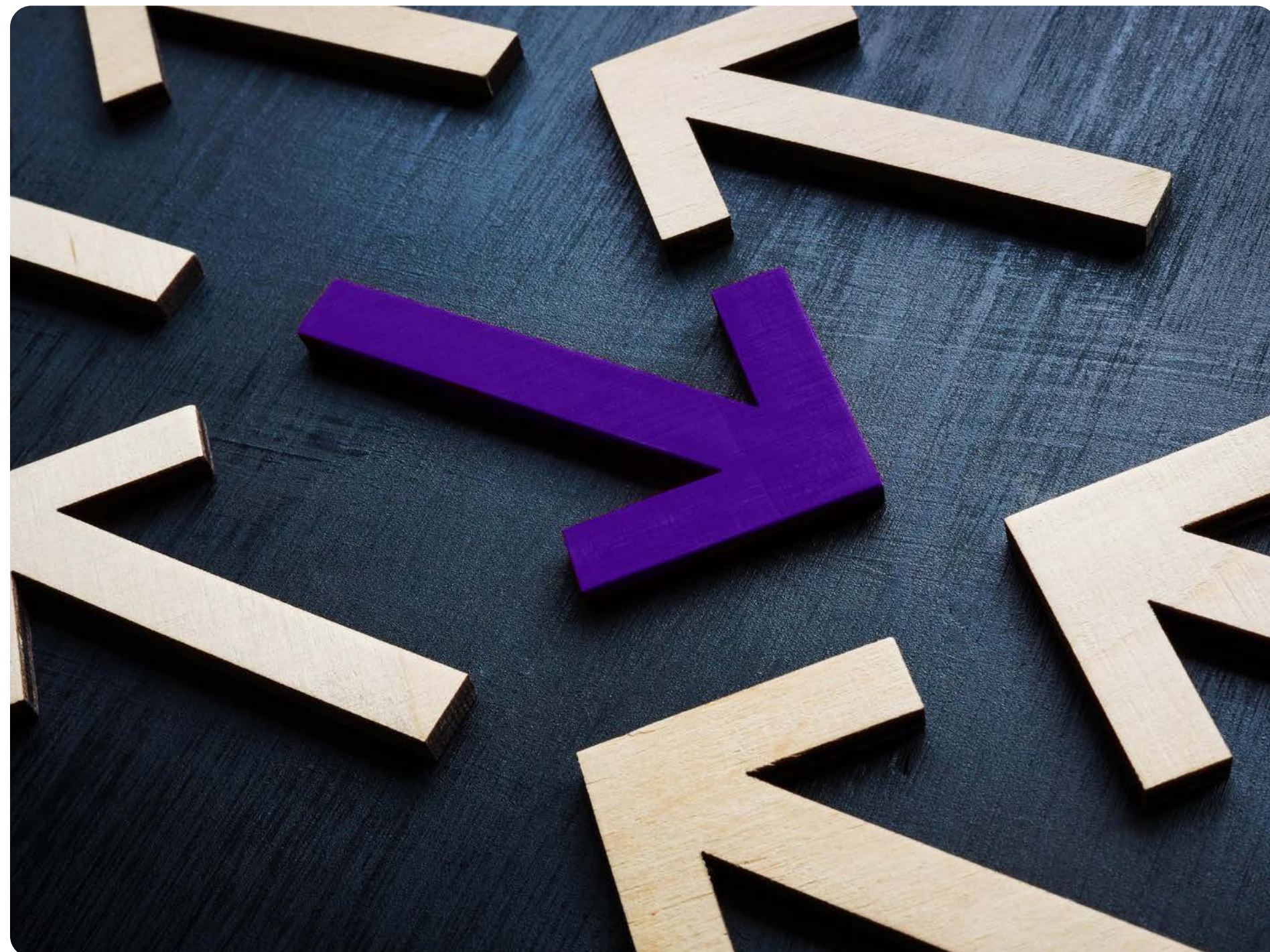
You may be able to connect your new vendor to the outgoing one directly to manage the transition. It's in your outgoing vendor's best interest to manage the process professionally and efficiently and it's reasonable to expect this follow-through from them.

3 The start of something new

Once you're on the other side of the transition, your new implementation team will take over, setting you up for success with your recognition and rewards program. This new partnership should be ongoing, with continuous contact, evaluation, and insights to help you continue to grow and develop your program alongside your evolving workforce.

When you get to this point, congratulate yourself. It's a great deal of work to research, engage, and evaluate a new solutions provider. Making a platform switch for the betterment of your organization and its people is a commendable — and not to be underestimated — endeavor.

5 steps for successful change management



1

Provide leadership training to all managers

Bring your leaders into the fold and empower them for success from day one. Explain the rationale and data-based reasoning for the change to a high-frequency recognition platform, then provide your people leaders with the opportunity to ask questions and discuss their concerns comfortably with a workshop or live webinar. Hosting office hours for ongoing support and setting up a recognition inbox for feedback and questions are also effective.

2

Establish executive support across the organization

Both pre- and post-launch, it is helpful to have the CEO and other C-suite leaders consistently highlight the new recognition program to build momentum and establish executive buy-in for the initiative. Have your CEO speak in town halls about how they intend to use their points or boost recognition. It's important to have them reiterate how important the new program is and how much excitement there is at the leadership level. Get creative and incorporate video and multimedia to make this moment an engaging one.

3

Activate HRBP support

Your HR Business Partners can use reporting to ensure their leaders are using their budget meaningfully and often. Having reminders throughout the budget period is extremely useful, and having the support of the broader HR department is of the utmost importance.

4

Refresh, revitalize, rebrand

A new program requires a new image. Changing your program name helps set the tone for this to be a change for the better where the status quo of low usage and lackluster performance will no longer be the case. Choose a name and logo that are aligned to your organization's culture to help build quick buy-in amongst your employee population.

5

Incentivize frequent recognition with campaigns

Kick things off with important launch components such as first recognition bonuses, then run contests and campaigns that encourage all employees to build their recognition muscles and turn gratitude into a habit rather than a task. Your platform should provide you with a library of engaging campaigns that are easy to activate and build momentum for your new program.



Changing our recognition tool to Achievers was a great decision. Not only was the implementation simple to execute, but the final product experience was enhanced drastically. To us, as administrators, it is so easy to pull reporting and track data from the tool; and for employees, the users, Achievers not only provides them with a fresh look with more capabilities, but the marketplace also has more and better options. Even our globally dispersed employees gave us a shout-out for making the change, as they saw a considerable improvement in their marketplace options.

DAVID ARGUEDAS BENES

Total Rewards Specialist, Syniverse

Ready to make a switch but not sure where to start?

At Achievers, we believe that great partnerships yield great results — for people and for businesses.

Let's start a conversation around how to:

- Determine current state effectiveness
- Identify what to value in a new partner
- Learn how to solve quantifiable problems

During our discussion, we'll also do a deeper dive into the insights from The Achievers Workforce Institute that helped to inform this guide. With information like this, we aim to arm HR leaders and their organizations with critical tools, trends, and know-how to help them create workplace cultures that nurture employee happiness, success, and well-being that translate into tangible business results.



About Achievers

The Achievers Employee Experience Platform™ is a behavior-driving employee engagement platform that listens to employees and aligns them with business objectives and company values. Built to meet the needs of your changing workforce, our holistic solution is flexible and agile, helping companies connect employees and build a culture of belonging no matter where they are in the world.

Designed by the science of belonging, our platform empowers HR teams with reliable and easy-to-use functionalities to meet the unique needs of their people. It seamlessly integrates across workplace applications using one single, high-impression platform, while activating your diverse value recognition and reward programs.



Achievers
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Start a conversation today

| Want to learn more about the Achievers approach to recognition and rewards? We'd love to connect with you.

Book a demo