



Case Study Technology

When it comes to self-service technology solutions, this global tech leader is the expert. They do it all, from ATM machines and software, to POS and retail systems and even airline check-in systems.

Challenge

Increase employee satisfaction among 19,705 employees in 64 countries after a recent corporate headquarters relocation.

Solution

BI WORLDWIDE instituted a global recognition system into the company. It included peer-to-peer and manager discretionary recognition that acknowledged individuals for their work and for exemplifying core values. In addition, employees and managers shared best practices relating to the company's values, nominated individuals and teams for special recognition and posted training materials.

Result

Within the first year, employees in 39 countries contributed peer-to-peer recognition across 45 countries. Furthermore, managers in 27 countries gave discretionary recognition to employees in 30 countries, providing the company the program it needed to improve employee satisfaction.

