

Capital One Financial Corporation

Introduction

This case study of Capital One Financial Corporation is based on a May 2023 survey of O.C. Tanner customers by TechValidate, a 3rd-party research service.



“We have made the process of giving recognition more simple and seen associates appreciate each other more often because of this.”

“They are constantly evolving and can be configured to some degree in order to meet the needs of the client.”

“They have been an excellent business partner and I believe they can assist any other company in helping their associates thrive at work.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select O.C. Tanner:

- Attracting top talent
- Needing to create, replace, modernize or consolidate recognition program(s)

Use Case

The key features and functionalities of O.C. Tanner that the surveyed company uses:

- Daily recognition
- Nominations
- Group Deposits (company-wide recognition)
- Career anniversaries
- Services (consulting, measurement, education, brand communication)
- Awards (gift cards, merchandise, experiences)
- Custom awards (careerscapes, numerals, cubes, etc)
- Retirement

Results

The surveyed company achieved the following results with O.C. Tanner:

- What business and cultural outcomes, if any, has your organization seen as a result of using O.C. Tanner products/services?
 - Improved recognition scores
 - Improved frequency of recognition moments
 - More consistent recognition
 - More visible recognition
- They strongly agreed that “O.C. Tanner helps my organization accomplish and appreciate great work.”

Company Profile

Company:
Capital One Financial Corporation

Company Size:
Global 500

Industry:
Financial Services

About O.C. Tanner

O.C. Tanner helps organizations inspire and appreciate great work. Thousands of clients globally use our cloud-based technology, tools, and awards to provide meaningful recognition for their employees. Learn more at www.octanner.com.

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