

O.C. Tanner is Changing the Culture of Appreciation for an Educational Institution

Introduction

This case study of a educational institution is based on a September 2019 survey of O.C. Tanner customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“O.C. Tanner has given us the tools to make recognition part of everyday culture. It is helping to change the culture of appreciation to an employee-lead culture instead of a manager-lead experience.”

“Our employees love the two O.C. Tanner programs that we utilize. They love Yearbook™, especially when their peers leave great comments and funny pictures. Being able to pick a gift that is meaningful to them is important to our employees too. The Victories™ platform is making a difference because it’s a quick fun way to say ‘thank you’ for all the hard work or a way to say ‘WOW’ and capture those amazing patient-centered care stories when our employees went outside of their job role to make a difference in someone’s life.”

Challenges

Before implementing O.C. Tanner solutions, the profiled company wanted to improve **low engagement scores**. This business challenge led the company to evaluate and ultimately select O.C. Tanner.

Use Case

The solutions the surveyed company uses to address its business challenges are O.C. Tanner’s **Service Awards (Yearbook™)**, **Performance Recognition (Victories™)**, and **strategic services** (consulting, training, measurement, branding, communications).

Results

Positive outcomes the surveyed company realized as a result of using O.C. Tanner solutions:

- Employees feel their work is meaningful and have a stronger connection to their company’s mission or purpose
- Increased engagement scores

The surveyed company rates O.C. Tanner’s key capabilities as best in class, significantly better, and better than competitors.

- Transparent pricing: better
- Total cost of ownership: significantly better
- Ease-of-use: significantly better
- Customer service: best in class
- Technology: best in class
- Award selection: significantly better
- Custom awards: significantly better
- Flexible program design: significantly better

The company saw a return on their initial investment with their O.C. Tanner solution in within 1 year.

The profiled company strongly agrees that **O.C. Tanner helps their organization accomplish and appreciate great work**.

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Industry:
Educational Institution

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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