

Ocwen Financial Corporation

Introduction

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

Challenges

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

- Attracting top talent
- Recognizing at scale
- Losing great employees (retention)
- Employee burnout
- Negative workplace culture
- Negative employee feedback
- Low engagement scores
- Needing to create, replace, modernize or consolidate recognition program(s)
- Low recognition scores

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
- Initiatives
- Swag Boxes (onboarding & company branded merchandise)
- Celebrations/Events/Holidays
- Services (consulting, measurement, education, brand communication)
- Awards (gift cards, merchandise, experiences)
- Custom awards (careerscapes, numerals, cubes, etc)
- Safety
- Retirement
- Onboarding

Results

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

- Improved employee retention
- Employees feel a greater connection between their work and the organization's purpose
- Employees have more trust in team leaders
- Improved employee fulfillment in their job
- Improved recognition scores
- Improved safety
- Increased innovation
- Employees have an increased sense of opportunity for personal and professional development
- Increased employee engagement
- A decrease in burnout among employees
- Greater trust in team leaders
- Improved frequency of recognition moments
- Improved workplace community
- Improved employee satisfaction with job
- Increased productivity
- More consistent recognition
- More visible recognition
- Stronger collaboration across teams
- Stronger connection with leaders
- A stronger connection with team and colleagues

Company Profile

Company:
Ocwen Financial Corporation

Company Size:
Large Enterprise

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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