

# Educational Institution

## Introduction

This case study of a educational institution is based on a May 2023 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.



“Recognizing employees has created a strong motivated environment and employees are feeling seen, heard and appreciated for their time and dedication to our organization. Morale has been great in our organization and employees have commented that they are appreciative of our recognition.”

“I find that their service and attention to clients is excellent. Very easy to get a hold of a representative when needed and receive a response within 24 hours regarding inquiries made. This makes my job easier to give employees responses in a timely manner providing them with exceptional customer service.”

“O.C. Tanner has been very easy to work with and provides excellent customer service. I appreciate their willingness to talk through things with me and use creative problem-solving. They always have a can-do attitude, which is much appreciated. They are willing to hear my ideas and work with us to provide the products and services we need.”

## Challenges

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

- Recognizing at scale
- Losing great employees (retention)
- Employee burnout
- Needing to create, replace, modernize or consolidate recognition program(s)

## Use Case

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

- Daily recognition
- Career anniversaries
- Celebrations/Events/Holidays
- Awards (gift cards, merchandise, experiences)
- Custom awards (careerscapes, numerals, cubes, etc)

## Results

The surveyed organization 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?
  - Employees feel a greater connection between their work and the organization’s purpose
  - Improved employee fulfillment in their job
  - Improved recognition scores
  - Employees have an increased sense of opportunity for personal and professional development
  - Increased employee engagement
  - Improved frequency of recognition moments
  - Improved workplace community
  - More consistent recognition
  - More visible recognition
- They strongly agreed that “O.C. Tanner helps my 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](http://www.octanner.com).

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