

Fortune 500 Transportation Services Company

Introduction

This case study of a Fortune 500 transportation services company is based on an October 2016 survey of Tango Card customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“They provide the opportunity for our leaders to issue on-the-spot and in-the-moment recognition.”

“The support and collaborative relationship we have with the Tango team has been fantastic! The Reward Genius technical solution and process is not exactly 100% perfect solution for us given our size, but the Tango team does their best to attempt to resolve issues where possible and where needed.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Tango Card:

- Fulfilled rewards in the following ways prior to using Tango Card:
 - Purchased physical rewards and fulfilled themselves
- Faced the following reward fulfillment challenges before working with Tango Card:
 - Spent a lot of time purchasing and fulfilling incentives
 - Dealt with high fees/costs associated with fulfilling rewards
 - Struggled with tracking/handling lost rewards
 - Took too long for rewards to be delivered
 - Had a reward selection that was limited

Use Case

The key features and functionalities of Tango Card that the surveyed company uses:

- Sends rewards to the following people:
 - Their employees
- Works with Tango Card in the following ways:
 - Ordering through Rewards Genius Web Portal
- Uses the following rewards in their program:
 - Gift cards

Results

The surveyed company achieved the following results with Tango Card:

- Sends rewards to improve the following areas:
 - Employee engagement
- Benefited in the following ways as a result of working with Tango Card:
 - Reduced the time to manage/fulfill rewards
 - Increased more of their desired business (increase in engagement, loyalty, etc.)
 - Delivered rewards faster and on-time more
- Improved their rewards program in the following ways since implementing Tango Card:
 - Reduced the amount of time: 81-100%
 - Reduced the cost by: 0-20%
 - Increased their desired results by: 61-80%

Company Profile

The company 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.

Company Size:
Fortune 500

Industry:
Transportation Services

About Tango Card

Tango Card is the go-to partner for enterprise digital reward solutions. Tango Card combines easy to use technology, a unique e-gift card and donation catalog, and expert support to deliver reward solutions with impact. Rewards sent by Tango Card are used every day by businesses of all sizes to drive positive results in employee rewards programs, wellness programs, customer acquisition & loyalty programs, research incentives, and modern payment disbursements.

Learn More:

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