

# InstaGC.com

## Introduction

This case study of instaGC.com is based on an October 2016 survey of Tango Card customers by TechValidate, a 3rd-party research service.



“It’s quick and easy to reward customers with.”

“Working with Tango saves us a lot of time so we can spend it on other things.”

## 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:
  - Processed check/deposits/disbursements themselves
  - Purchased digital rewards and fulfilled themselves
- Faced the following reward fulfillment challenges before working with Tango Card:
  - Spent a lot of time purchasing and fulfilling incentives
  - 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 customers/users
- Works with Tango Card in the following ways:
  - Integrating with RaaS API
- Uses the following rewards in their program:
  - Gift cards
  - Cash cards – e.g paypal, visa, bitcoin

## Results

The surveyed company achieved the following results with Tango Card:

- Sends rewards to improve the following areas:
  - Customer loyalty
  - Referrals
  - Acquisitions/offers/rebates
  - Payment disbursement
- Benefited in the following ways as a result of working with Tango Card:
  - Reduced the time to manage/fulfill rewards
  - Reduced the cost to manage/fulfill rewards
  - Increased more of their desired business (increase in engagement, loyalty, etc.)
  - Improved Customer Service
  - 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 of: 81-100%
  - increased their desired results related to: 81-100%

### Company Profile

Company:  
**instaGC.com**

Company Size:  
**Small Business**

Industry:  
**Membership Organization**

### 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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