

# Medium Enterprise Telecommunications Services Company

## Introduction

This case study of a medium enterprise telecommunications 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.



“We spend less time spent keeping track of physical cards. There is less liability of keeping physical cards and the cards are used more efficiently.”

“Great customer service, easy process, and better tracking of recipients.”

## Challenges

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

- Fulfilled rewards in the following way prior to using Tango Card:
  - 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
  - Struggled with tracking/handling lost rewards
  - Lacked customer support for reward recipients

## Use Case

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

- Sends rewards to the following people:
  - Their employees
  - Their customers/users
- Works with Tango Card in the following way:
  - Bulk ordering through Blast Rewards
- Uses the following reward 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
  - Consumer/customer engagement
  - Referrals
- Benefited in the following ways as a result of working with Tango Card:
  - Reduced the time to manage/fulfill rewards
  - Improved Customer Service
  - Increased reward recipient happiness
  - Received better program support
- Improved their rewards program in the following ways since implementing Tango Card:
  - Reduced the amount of time: 61-80%
  - Reduced the cost of: 61-80%
  - Increased their desired results related to: 81-100%

### 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:  
**Medium Enterprise**

Industry:  
**Telecommunications 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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