

Facet Squared

Introduction

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



“Quick delivery and consumer choice.”

“Tango Card makes incentive fulfillment seamless. There are no service fees, and customer service is fast. Our account representative is lightning fast with communication and rewards go out quickly.”

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
 - Purchased digital rewards and fulfilled themselves
 - Used another fulfillment partner to fulfill rewards
- 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
 - Lacked customer support for reward recipients
 - Lacked program support from their reward provider
 - 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:
 - Research participants
- 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:
 - 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
 - Increased reward recipient happiness
 - Delivered rewards faster and on-time more
 - Received better program support
- Improved their rewards program in the following ways since implementing Tango Card:
 - Reduced the amount of time: 81-100%
 - Reduced the cost by: 61-80%
 - Increased their desired results by: 81-100%

Company Profile

Company:
Facet Squared

Company Size:
Small Business

Industry:
Professional 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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