

Guest Engine

Introduction

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



“Valuable to the employees we provide our platform for.”

“Ease of use. Great attention to detail. Work gets done.”

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:
 - Did not send rewards
- Faced the following reward fulfillment challenge before working with Tango Card:
 - 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 customers’ employees
- Works with Tango Card in the following ways:
 - Integrating with RaaS API
 - Integrating into a platform they use
- 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:
 - Employee engagement
 - Referrals
- Benefited in the following ways as a result of working with Tango Card:
 - Increased more of their desired business (increase in engagement, loyalty, etc.)
 - Increased reward recipient happiness
- Improved their rewards program in the following ways since implementing Tango Card:
 - Reduced the amount of time: 61-80%
 - Reduced the cost: 41-60%
 - Increased their desired results related: 61-80%

Company Profile

Company:
Guest Engine

Company Size:
Small Business

Industry:
Computer Software

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:

[Tango Card](#)