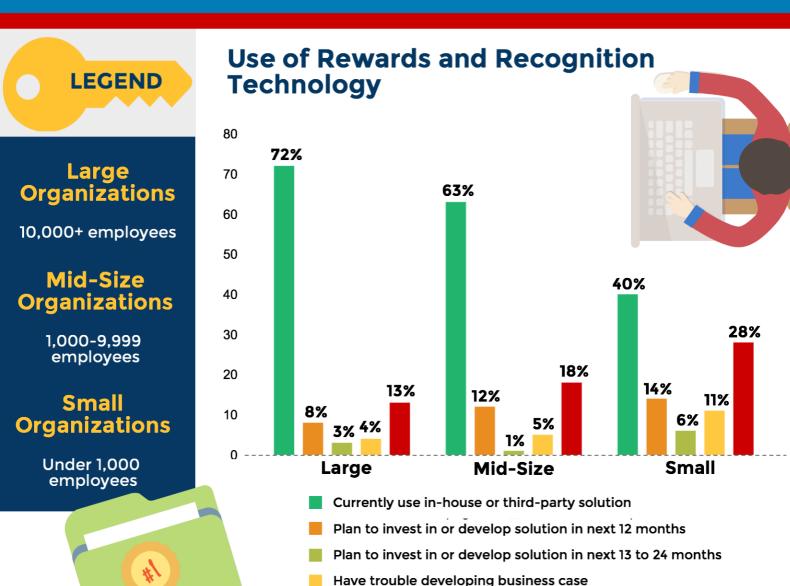
REWARDS & RECOGNITION TECHNOLOGY: WHAT BUYERS WANT

This KnowledgeGraphic, based on Brandon Hall Group's 2017 Rewards & Recognition Study, shows what organizations of all sizes are looking for from a rewards and recognition solution in terms of functions, provider competencies, and desired business impact.



Most Improved Outcomes Since Technology Implementation

(No significant differences based on company size)



employee engagement



Increased customer satisfaction



productivity



No solution and not planning to invest or develop one

employee retention



revenue

Top 10 Critical/Important Technology Features

LARGE 80% Choices of

rewards/awards/gifts

72% ROI metrics 71% Non-monetary

recognition 70% Integration with HRIS

68% Manager tools, such

as for budget 65% Real-time

engagement measurement tools 64% Reporting/analytics

dashboards 64% Awards/gift partners

63% Global capabilities

55% Social recognition

MID-SIZE 83% Choices of

rewards/awards/gifts

69% Non-monetary

67% Reporting/analytics

64% Engagement survey

63% ROI metrics

engagement measurement tools

55% Integration with HRIS

SMALL

76% Choices of rewards/awards/gifts

74% Non-monetary recognition

69% Real-time engagement measurement tools

67% Reporting/analytics dashboards

64% Manager tools, such

60% ROI metrics

58% Social recognition

52% Integration with HRIS

Technology Provider Competencies

85% Ability to align with

values

75% Platform design and configuration flexibility

72% Employee engagement

59% Services (Onboarding,

54% Global presence

45% Training capabilities

80% Manager tools, such as for budget

75% Social recognition

recognition

dashboards

capabilities

62% Real-time

62% Awards/gift partners

MID-SIZE LARGE

Top 10 Critical/Essential

company goals and

85% Awards available

74% Dashboards/analytics

70% Platform to manage all programs

member exp., customer

success)

46% Mobile

88% Ability to align with

83% Employee engagement 79% Awards available

75% Platform design and

74% Dashboards/analytics

programs

60% Services (Onboarding,

success)

company goals and values

configuration flexibility

71% Platform to manage all

member exp., customer

40% Global presence

48% Mobile

56% Social

66% Engagement survey capabilities

as for budget 61% Awards/gift partners

86% Employee engagement 75% Ability to align with

SMALL

company goals and values

71% Dashboards/analytics 68% Awards available

65% Platform to manage all programs

62% Platform design and configuration flexibility

60% Services (Onboarding,

member exp., customer success)

56% Training capabilities 51% Wellness competencies

45% Mobile