

# 2018 Baker's Dozen Customer Satisfaction Ratings: EMPLOYEE RECOGNITION

By The Editors

*HRO Today's* Baker's Dozen Customer Satisfaction Ratings are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an online survey which we distribute to buyers directly through our own mailing lists and indirectly through service providers. Once collected, response data for all providers with a statistically significant sample size are loaded into the *HRO Today* database for analysis. For this survey, we required 10 responses from seven companies.

In order to determine an overall ranking from this data, we analyse results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories

as well as an overall score. These scores are the basis of the Baker's Dozen Customer Satisfaction Ratings and are presented in the tables on page 26 to demonstrate the relative differences amongst the ranked service providers.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* discards incomplete surveys or surveys outside the normal distribution. This includes surveys that are too perfect as to be possible or so negative that they are spiteful and inaccurate. Otherwise, *HRO Today* has no impact on the survey outcome. Whilst we do not claim that our methodology is the only viable ratings programme available, we do vouch for its statistical validity. We hope the Baker's Dozen Customer Satisfaction Ratings provides insight into your next RFP process.

## 1. O.C. Tanner

**Website:** [www.octanner.com](http://www.octanner.com)

O.C. Tanner is a global employee reward and recognition leader that helps thousands of companies worldwide to accomplish business goals by building successful workplace cultures.

**Services:**

- Victories™ recognition solution
- Yearbook™ years of service solution
- Welbe™ well-being solution
- Corporate event awards
- Incentives for safety, sales, innovation, and other goals

## 2. Madison Performance Group

**Website:** [www.madisonpg.com](http://www.madisonpg.com)

As a global leader in social recognition, Madison delivers intuitive and multi-faceted recognition, incentive, and service anniversary programmes powered by Maestro, our uniquely configurable cloud-based SaaS technology.

**Services:**

- Peer-to-peer recognition
- Manager discretionary
- Service anniversary awards
- Sales incentives
- Group travel, meetings, and events

## 3. Globoforce, Inc.

**Website:** [www.globoforce.com](http://www.globoforce.com)

Pioneer of the WorkHuman® movement, Globoforce® makes work more human for millions of people and organisations worldwide. Today, Globoforce is the leading provider of human applications, including its Social Recognition® solution and WorkHuman Cloud suite.

**Services:**

- Social Recognition®
- Conversations®
- Service Milestones™
- Life Events™
- Community Celebrations™

## 4. Rideau Recognition, Inc.

**Website:** [www.Rideau.com](http://www.Rideau.com)

Rideau helps companies of all sizes increase their key performance indicators through the power of employee recognition. Rideau's Vistance® analytics and prescriptive learning uses their award-winning, data-driven platform to help managers connect with their employees and increase their company's "return on recognition."

**Services:**

- Reward and recognition programmes
- Point-based and service award recognition solutions
- Vistance® Data Analytics and Vistance® Prescriptive Learning
- Social recognition programmes
- Wellness programmes

## 5. Achievers

**Website:** [www.achievers.com](http://www.achievers.com)

The Achievers Employee Engagement Platform combines an award-winning employee recognition and rewards solution with an active listening interface to accelerate employee engagement. Designed for today's workplace, Achievers' innovative cloud-based platform can increase and align employee engagement to business objectives and success.

**Services:**

- Complete recognition solution
- Achievers Listen
- Real-time analytics
- Global employee success
- In-house customer service team

## 6. Engage2Excel

**Website:** [www.engage2excel.com](http://www.engage2excel.com)

Engage2Excel helps organisations create unique candidate and employee experiences. Our industry-leading solutions for recruitment, employee recognition, and engagement surveys are tailored to each client's unique business objectives and are designed to help clients increase competitive advantage and improve bottom-line results.

**Services:**

- Recruitment solutions
- Employee recognition solutions
- Employee surveys
- Advanced, ROI-based analytics

## 7. Inspirus, a Sodexo Group company

**Website:** [www.inspirus.com](http://www.inspirus.com)

Inspirus delivers a set of solutions to help our clients elevate the employee experience throughout the employee journey. Through our bring joy to work mission, we reinforce Sodexo's broader mission to improve the quality of life of those we serve.

**Services:**

- Everyday recognition
- Health and well-being
- Milestones
- Performance
- Diversity and inclusion

## 8. Online Rewards

**Website:** [www.online-rewards.com](http://www.online-rewards.com)

Online Rewards is the only global technology provider of fully customised employee engagement programmes. Each programme contains unique functionalities adapted to specific cultural and business objectives. Online Rewards deploys award-winning employee engagement programmes for hundreds of clients across many industries.

**Services:**

- Employee engagement
- Social recognition through proprietary iOS/Android app
- Global programme capabilities
- Custom performance dashboards
- Wellness

## 9. Maritz

**Website:** [www.maritzex.com](http://www.maritzex.com)

Maritz has been a global leader in employee recognition for over 75 years. Our employee experience solution provides organisations with strategic services, flexible technology, and expansive rewards to help connect people worldwide and create a culture of engagement, passion, and purpose.

**Services:**

- Employee engagement and recognition solutions
- Milestone recognition
- Performance recognition
- Employee experience monitoring
- Global rewards

## 10. BI WORLDWIDE

**Website:** [biworldwide.com](http://biworldwide.com)

BI WORLDWIDE works with companies around the globe to inspire people and deliver results. After all, inspired employees solve problems and create value; inspired salespeople take risks and seize opportunity; inspired channel partners and customers choose your brand every time.

**Services:**

- Employee recognition and rewards
- Employer branding and EVP strategy
- Onboarding and training
- Service anniversary awards
- Meetings and events

## 11. CSI STARS

**Website:** [www.csistars.com](http://www.csistars.com)

CSI STARS provides personalised recognition solutions that inspire employees to reach for the stars. We do this by helping companies recognise their employees' everyday contributions with personalised experiences and awards that attract, retain, and engage people, driving better business results.

**Services:**

- STARS service award programme
- STARS PLUS service award programme
- Engagement platform
- Onboarding
- True global rewards

## 12. Rymax Marketing Services, Inc.

**Website:** [www.rymaxinc.com](http://www.rymaxinc.com)

As the leading incentive merchandise provider, we understand what motivates. We're masters at creating recognition programmes and events designed to maximise business growth, engage employees, motivate sales teams, and increase customer retention through premium, brand name rewards.

**Services:**

- Employee rewards and recognition
- Sales incentives
- Interactive reward events
- Corporate gifting
- Bulk order fulfillment

## 13. HALO Recognition

**Website:** [www.halorecognition.com](http://www.halorecognition.com)

HALO Recognition delivers employee recognition, rewards, and incentive programmes that drive engagement and deliver positive business outcomes. The organisation helps global companies of all sizes inspire their employees to do great things with scalable programmes designed for modern workforces.

**Services:**

- Achievement-based recognition
- Milestone recognition
- Social recognition
- Peer-to-peer/manager-to-peer recognition
- Sales incentives

## Overall Leaders

Provider	Overall Score
1. O.C. Tanner	295.77
2. Madison Performance Group	287.61
3. Globoforce	286.55
4. Rideau Recognition, Inc.	271.21
5. Achievers	268.58
6. Engage2Excel	261.00
7. Inspirus, a Sodexo Group company	255.94
8. Online Rewards	254.87
9. Maritz	253.09
10. BI WORLDWIDE	250.09
11. CSI STARS	248.67
12. Rymax Marketing Services, Inc.	244.68
13. HALO Recognition	244.43

## Breadth of Service Leaders

Provider	Breadth of Service
1. Globoforce	18.00
2. BI WORLDWIDE	18.00
3. Madison Performance Group	17.41
4. O.C. Tanner	16.00
5. Achievers	15.43
6. Online Rewards	14.42
7. Rymax Marketing Services, Inc.	13.67
8. Engage2Excel	13.50
9. Rideau Recognition, Inc.	12.87
10. Inspirus, a Sodexo Group company	12.64
11. HALO Recognition	12.40
12. Maritz	12.38
13. CSI STARS	12.00

## Size of Deal Leaders

Provider	Size of Deals
1. Achievers	11.07
2. Globoforce	10.82
3. BI WORLDWIDE	10.50
4. Engage2Excel	10.29
5. Rideau Recognition, Inc.	9.80
6. Rymax Marketing Services, Inc.	9.50
7. Maritz	9.38
8. O.C. Tanner	9.27
9. Madison Performance Group	8.94
10. HALO Recognition	8.47
11. Inspirus, a Sodexo Group company	7.71
12. Online Rewards	7.58
13. CSI STARS	7.50

## Quality of Service Leaders

Provider	Quality of Service
1. O.C. Tanner	124.80
2. Madison Performance Group	119.88
3. Globoforce	118.27
4. Rideau Recognition, Inc.	115.47
5. Achievers	111.71
6. Engage2Excel	109.93
7. Inspirus, a Sodexo Group company	109.07
8. Maritz	107.38
9. Online Rewards	107.17
10. CSI STARS	106.20
11. HALO Recognition	103.53
12. Rymax Marketing Services, Inc.	102.28
13. BI WORLDWIDE	101.02