

# 2019 Baker's Dozen Customer Satisfaction Ratings: **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.

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 following tables to demonstrate the relative differences among 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 program 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. Madison

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

Work. Life. Balanced. Maestro. Designed to strengthen the bond between managers and their teams and to engage and inspire the workforce anytime, anywhere. Madison delivers intuitive and multi-faceted employee recognition, incentive, and service anniversary programs powered by leading social recognition technology.

**Services:**

- Peer-to-peer recognition
- Manager discretionary
- Service anniversary awards
- Sales incentives
- Meetings and events services

## 2. Inspirus, a Sodexo Group company

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

Inspirus believes employees make up the foundation of culture. We elevate the employee experience and enhance organisational culture by providing a holistic approach to the entire employee journey through our integrated solutions.

**Services:**

- Service anniversary, recognition, and rewards
- Diversity and inclusion and community
- Micro-learning
- Well-being
- Reporting and analytics insights

## 3. O.C. Tanner

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

O.C. Tanner, the global leader in engaging workplace cultures, enables thousands of companies to help their people thrive at work with Culture Cloud™.

**Services:**

- Peer-to-peer and years of service employee recognition
- Culture building services
- Third-party system integrations
- Reporting and analytics
- Customised enterprise solutions

## 4. Engage2Excel

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

Engage2Excel helps organisations create unique career experiences from pre-hire to retirement. 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:**

- Employee recognition solutions (service and career milestones, performance, safety, social, wellness)
- Employee surveys (engagement surveys and onboarding, exit, pulse, and key initiatives surveys)
- Recruitment solutions (RPO, project recruitment, strategic search, on-demand, hourly contract recruiting, ATS, pre-boarding, and onboarding)
- Prescriptive learning to improve leader/manager effectiveness
- Advanced ROI-based analytics

## 5. Workhuman

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

Workhuman makes work more human for millions of people and organisations worldwide. Today, Workhuman is the leading provider of human applications, including its social recognition solution and the Workhuman cloud suite.

**Services:**

- Social recognition®
- Conversations®
- Service milestones®
- Life events™
- Community celebrations™

## 6. Rideau Recognition Inc.

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

Rideau helps companies improve their key performance indicators by using the power of employee recognition to impact the overall career experience. Our Vistance® analytics and prescriptive learning solution uses data science and prescribed online learning modules to educate managers, improve working relationships, and increase engagement and bottom-line results.

**Services:**

- Service and performance-based recognition and reward program strategy, design, and implementation
- Social recognition program strategy, design, and implementation
- Vistance® data analytics and prescriptive learning
- Wellness app and challenges
- Employee surveys

## 7. Rymax

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

At Rymax, we understand what makes people tick. With over 15,000 trending reward options from 400 of the world's most sought-after brands, we combine our extensive merchandise knowledge with a customised approach to programs, carefully assembled product offerings, and interactive rewards experiences that are second to none.

**Services:**

- Employee engagement
- Customer loyalty
- Corporate gifts
- Product sales and bulk orders
- Player loyalty

## 8. MTM Recognition

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

MTM Recognition is a global leader in technology-based employee recognition solutions. Since 1971, MTM has played a part in millions of meaningful recognition moments around the globe and continues to be an innovator in the space.

**Services:**

- Social recognition
- Peer-to-peer recognition
- Service milestone recognition
- Points-based recognition
- Custom awards

## 9. Point Recognition

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

At Point Recognition we believe celebrating employee successes goes a long way towards helping your employees feel like they're a part of something bigger. With our recognition platform, all of your engagement programs work together on one easy-to-use platform.

**Services:**

- Develop, design, execute, and manage corporate award and recognition programs
- Points-based, online program customised with corporate logo, branding, message, and values
- Over 400,000 award options
- On-time, fast, and free award delivery
- E-gift cards offered at face value

## 10. CSI STARS

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

For 40 years, CSI STARS has been helping clients recognise their people with high-tech, high-touch recognition solutions. Our tax-compliant service anniversary program, mobile-friendly recognition platform, and personalised rewards boost employee engagement, drive growth, and make work more fun.

**Services:**

- Peer-to-peer social recognition
- Years-of-service recognition
- Points-based recognition
- Onboarding
- Reporting and analytics

## 11. BI WORLDWIDE

**Website:** [www.biworldwide.com](http://www.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; and 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

## 12. 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 programs. Each program contains unique functionality, adapted to specific cultural and business objectives. Online Rewards deploys award-winning employee engagement programs for hundreds of clients across many industries.

**Services:**

- Employee experience
- Social recognition
- Global program capabilities
- Custom performance dashboards
- Wellness

## Overall Leaders

Provider	Overall Score
1. Madison	303.98
2. Inspirus, a Sodexo Group company	297.91
3. O.C. Tanner	295.74
4. Engage2Excel	295.56
5. Workhuman	290.51
6. Rideau Recognition Inc.	287.55
7. Rymax	287.18
8. MTM Recognition	287.07
9. Point Recognition	286.49
10. CSI STARS	283.93
11. BI WORLDWIDE	283.47
12. Online Rewards	275.29

## Breadth of Service Leaders

Provider	Breadth of Service
1. Workhuman	19.21
2. BI WORLDWIDE	16.93
3. Madison	16.32
4. O.C. Tanner	15.85
5. Online Rewards	13.75
6. Inspirus, a Sodexo Group company	13.63
7. MTM Recognition	13.57
8. CSI STARS	13.50
9. Engage2Excel	13.46
10. Rideau Recognition Inc.	12.94
11. Rymax	11.83
12. Point Recognition	11.78

## Size of Deal Leaders

Provider	Size of Deals
1. Workhuman	12.64
2. Rideau Recognition Inc.	11.94
3. BI WORLDWIDE	10.75
4. Engage2Excel	9.92
5. O.C. Tanner	9.69
6. Madison	9.53
7. MTM Recognition	9.00
8. CSI STARS	9.00
9. Inspirus, a Sodexo Group company	8.63
10. Online Rewards	8.50
11. Rymax	8.17
12. Point Recognition	7.67

## Quality of Service Leaders

Provider	Quality of Service
1. Madison	128.37
2. Inspirus, a Sodexo Group company	127.95
3. Engage2Excel	126.54
4. O.C. Tanner	124.77
5. Rymax	124.45
6. Point Recognition	124.33
7. MTM Recognition	122.71
8. Rideau Recognition Inc.	122.47
9. CSI STARS	121.28
10. Workhuman	118.57
11. BI WORLDWIDE	117.70
12. Online Rewards	117.13