

# 2020 Baker's Dozen Customer Satisfaction Ratings: RECOGNITION

We rank the top providers based on customer satisfaction surveys.

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 analyze results across three subcategories: service breadth, deal sizes, and quality of service. 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. While 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 provide 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 Maestro.

### Services:

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

## 2. Achievers

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

Achievers' employee voice and recognition solutions bring an organization's values and strategy to life by activating employee participation and accelerating a culture of performance. Achievers leverages the science behind behavior change, so organizations and their employees can experience sustainable, data-driven business results.

**Services:**

- Social peer-to-peer recognition
- Celebrations
- Custom awards
- People-leader tools
- Reporting and analytics

## 3. Engage2Excel



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

Engage2Excel helps organizations create unique career experiences throughout the talent lifecycle. Its 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, and wellness)
- Recruitment solutions
- Employee surveys
- Prescriptive leadership training and learning
- Advanced ROI-based analytics

## 4. O.C. Tanner Company

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

O.C. Tanner is the global leader in software and services that improves workplace culture through powerful employee experiences. Its Culture Cloud™ is a suite of apps and solutions, including recognition, service awards, well-being, leadership, and celebrations, that help people thrive at work.

**Services:**

- Service awards
- Social and peer-to-peer recognition
- Custom awards
- Culture consulting services
- Research, reporting, and analytics

## 5. Inspirus, a Sodexo Group company

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

Inspirus believes employees make up the foundation of culture. Inspirus elevates the employee experience and enhances organizational culture by providing a holistic approach to the entire employee journey through its integrated solutions.

**Services:**

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

## 6. Workhuman

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

Workhuman makes work more human for millions of people and organizations 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™

## 7. MTM Recognition

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

MTM Recognition is North America's largest and most diverse awards and recognition provider.

**Services:**

- Social recognition
- Peer-to-peer recognition
- Custom awards
- Service awards
- Custom rings and jewelry

## 8. WorkProud™

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

WorkProud provides the expertise, technology, and change management services to strengthen company culture and build purpose and pride in the workplace. Far more than a technology platform, WorkProud is a comprehensive approach to building a company culture that inspires people to be proud of their work and proud of their company.

**Services:**

- Manager recognition
- Peer-to-peer recognition
- Custom spot awards
- In-depth reporting and insights
- Gamification and badging

## 9. Point Recognition

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

Point Recognition believes that celebrating employee successes goes a long way toward helping employees feel like they're a part of something bigger. Point Recognition's platform allows all engagement programs to work together on one easy-to-use platform.

**Services:**

- Develop, design, execute, and manage corporate award and recognition programs
- Points-based, customized, branded online program
- More than 200,000 award options
- On-time, fast, and free award delivery
- E-gift cards offered at face value

## 10. Rideau, an Engage2Excel Group company

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

Rideau leverages its expertise in employee recognition and engagement to help organizations transform the career experience throughout the talent lifecycle. Its award-winning "Career Experience Suite (CXS)," powered by Vistance®, provides recruitment, employee recognition, and engagement survey solutions.

**Services:**

- Employee recognition solutions (service and career milestones, performance, safety, social, and wellness)
- Recruitment solutions
- Employee surveys
- Prescriptive leadership training and learning
- Advanced ROI-based analytics

## 11. CSI STARS

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

For 40 years, CSI STARS has been helping clients recognize their people with high-tech, high-touch recognition solutions. Its tax-compliant service anniversary program, mobile-friendly recognition platform, and personalized 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



## Overall Leaders

Provider	Overall Score
1. Madison	310.34
2. Achievers	308.50
3. Engage2Excel	305.07
4. O.C. Tanner Company	300.28
5. Inspirus, a Sodexo Group company	297.38
6. Workhuman	283.73
7. MTM Recognition	282.44
8. WorkProud™	282.39
9. Point Recognition	265.02
10. Rideau, an Engage2Excel Group company	259.11
11. CSI STARS	249.68

## Breadth of Service Leaders

Provider	Breadth of Service
1. Workhuman	19.64
2. Achievers	18.95
3. Madison	17.64
4. O.C. Tanner Company	14.83
5. Engage2Excel	14.82
6. Inspirus, a Sodexo Group company	13.84
7. CSI STARS	13.71
8. WorkProud™	13.29
9. Rideau, an Engage2Excel Group company	11.71
10. Point Recognition	11.67
11. MTM Recognition	8.31



## Size of Deal Leaders

Provider	Size of Deal
1. Workhuman	10.73
2. Engage2Excel	10.60
3. Rideau, an Engage2Excel Group company	10.43
4. O.C. Tanner Company	10.10
5. Madison	10.07
6. MTM Recognition	9.92
7. Achievers	9.86
8. Inspirus, a Sodexo Group company	8.79
9. WorkProud™	8.57
10. Point Recognition	8.27
11. CSI STARS	8.00



## Quality of Service Leaders

Provider	Quality of Service
1. Engage2Excel	130.64
2. Madison	130.14
3. Achievers	128.27
4. O.C. Tanner Company	127.62
5. Inspirus, a Sodexo Group company	127.47
6. MTM Recognition	124.46
7. WorkProud™	120.86
8. CSI STARS	116.81
9. Workhuman	115.64
10. Point Recognition	114.00
11. Rideau, an Engage2Excel Group company	110.43

