Rewards and Recognition (R&R) Solution Provider Profile Compendium 2021

June 2021: Complimentary Abstract / Table of Contents

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Human Resources Outsourcing

- ▶ Application Services
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- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Contents

This report is based on multiple key sources of proprietary information

- Proprietary database of 20+ R&R providers with R&R solution in scope of work (updated annually)
- The database tracks the following elements:
  - Overall operational R&R data including company revenue, new clients signed each year, total number of active R&R clients, total number of employees managed, and total number of rewards given
  - FTEs related information such as total number of provider FTEs and its split by function and by geography
  - Deal information (including split of deals based on deal term, buyer industry, and buyer size) and geography information (including split of deals based on headquarter region, signing region, employees covered, and geographic scope)
  - Process and service delivery coverage

- Proprietary database of R&R solution providers (updated annually)
- The database tracks the following for each solution provider:
  - Revenue and number of FTEs
  - Number of clients
  - FTE split by different lines of business
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed

- **Solution provider briefings**
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment

- **Buyer reference interviews, ongoing buyer surveys, and interactions**
  - Drivers and challenges for adopting R&R solution
  - Assessment of solution provider's performance
  - Emerging priorities
  - Lessons learnt and best practices

Service providers assessed[1]
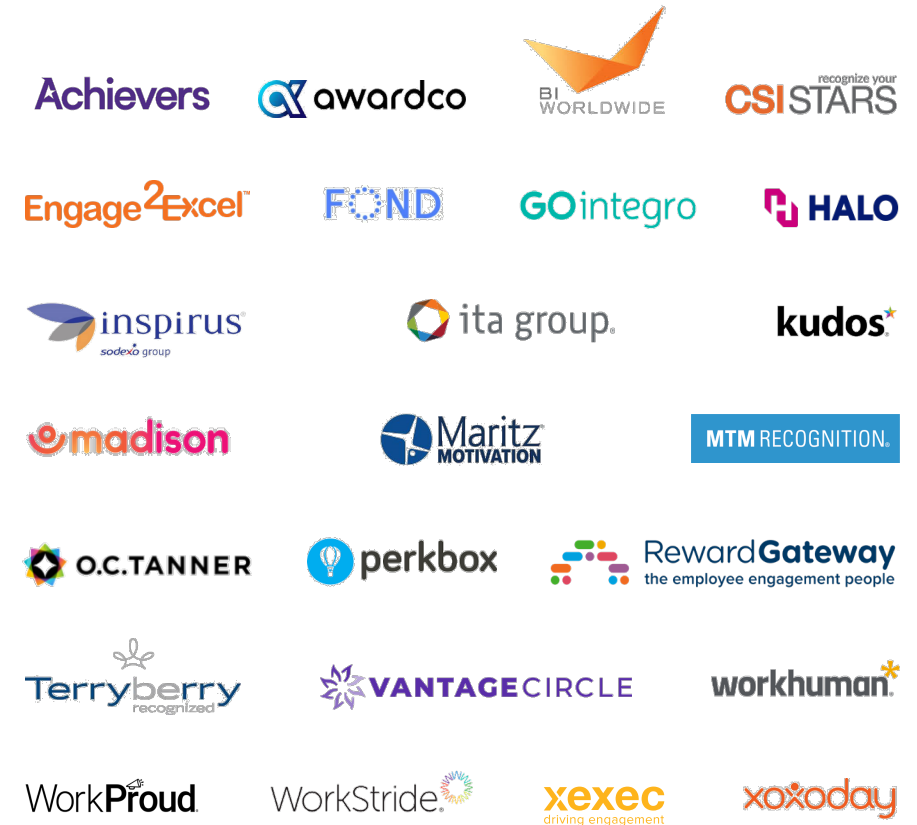
1   This assessment is based on Everest Group's estimates that leverage its proprietary Transaction Intelligence (TI) database, service provider public disclosures, and interaction with buyers. It has also taken inputs through RFIs from 10 providers – Achievers, Engage2Excel, Fond, GOintegro, Kudos, O.C. Tanner, Reward Gateway, Vantage Circle, Workhuman, and Xoxoday

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected will only be presented back to the industry in an aggregated fashion

Background and scope of the research

Background of the research

The year 2020 was eventful for the employee experience market, especially the R&R industry, as the global pandemic further emphasized the importance of such solutions. While enterprises took measures to save on their rewards budget, and the decision-making was slowed down as senior stakeholders wanted to ensure reaping the maximum benefits from these investments, on the other hand, the inclusion of technology-driven recognition platforms was identified as one of the key solutions to solving issues pertaining to employee productivity, motivation, and engagement. Other employee experience solutions such as employee wellness, engagement analytics, and learning & development tools also witnessed an uptick in 2020.

In this research, we present detailed profiles of 24 R&R solution providers, featured on Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2021. Our assessment is based on Everest Group's annual RFI process for 2020, interactions with leading MPHRO providers, client reference checks, and in-depth analysis of the R&R market. This research includes the following components:

- PEAK Matrix® assessment of R&R solution providers
- Detailed profiles of 24 R&R solution providers

Scope of this report:

Geography
Global

Solution providers
Achievers, Awardco, BI Worldwide, CSI Stars, Engage2Excel, Fond, GOintegro, HALO Recognition, Inspirus (a Sodexo Group company), ITA Group, Kudos, Madison PG, Maritz Motivation, MTM Recognition, O.C. Tanner, Perkbox, Reward Gateway, Terryberry, Vantage Circle, Workhuman, WorkProud, WorkStride, Xexec, and Xoxoday
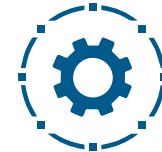
Solutions
Rewards and Recognition (R&R) solutions

The study provides detailed view of providers' R&R offerings & capabilities as well as key strengths & areas of improvement | snapshots to illustrate the depth of report (page 1 of 2)

Rewards and Recognition (R&R) Solution Provider Profile Compendium 2021

R&R provider
Overview

Company profile: Solution provider implements R&R solutions to increase employee engagement and productivity. Its solution aims to provide a holistic employee experience platform encompassing social recognition, service anniversaries, life events, employee wellness, and performance management modules.

Headquarters
City, Country

Leadership
- XYZ, Chief Executive Officer and Co-founder
- XYZ, Chief Operating Officer and Co-founder

Website
www.companyname.com

Split of R&R FTEs		
Total FTEs for R&R processes	Number of FTEs in service delivery	Number of FTEs in technology development and maintenance
XXX	**XX**	**XX**

Current R&R market segment focus
• **Buyer size:** serves every organization size – from small (<3,000 employees) to enterprise-size (>15,000 employees)
• **Geography:** Region 1, Region 2, and Region 3

Non-exhaustive list of announcements
- **Year:** recognition and award detail
- **Year:** accolade and awards

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Rewards and Recognition (R&R) Solution Provider Profile Compendium 2021

R&R provider
Capability

Solution capability	Details
R&R offering	The SaaS-based solution aims to engage and motivate employees through its result-driven incentives and recognition programs. It offers peer-to-peer recognition, service and milestones awards, and social recognition.
Reporting and analytics	Offers onscreen, real-time dashboards and downloadable reports. Custom and interactive dashboards possible.
Ancillary features	Provides a platform for employee communication and collaboration for employees to access company news, announcements, and other relevant content, along with employee surveys.
Integrations	Integration with HR and HCM systems via API.
Mobile capability	Application is available for Android and iOS.
Other value-add services/tools	Offers consulting and advisory services for organizations.

Partners
Logo 1   Logo 2

Key areas of enhancements in the solution
- **2020:** announcement 1
- **2019:** announcement 2

Process coverage ■ Offered in-house ■ Offered through partnership ■ Both ■ Not offered

Strategy & plan design	Spend data analysis	Rewards management	Recognition management	Nomination & approval cycle management	Rewards fulfillment	Branding
Day-to-day management	Billing & payments	Performance & compliance monitoring	Technology / platform service management	Contact center / helpdesk	Vendor management systems	

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Research calendar
Human Resources Outsourcing (HRO)

■ Published ■ Planned ■ Current release

Flagship HRO reports	Release date
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment with Services Provider Landscape 2021	January 2021
Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2021	February 2021
Multi-process Human Resources Outsourcing (MPHRO) – State of the Market Report 2021	February 2021
Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2021	March 2021
Rewards and Recognition (R&R) Solutions State of the Market Report 2021: The Era for Modernizing Employee Engagement	June 2021
Rewards and Recognition (R&R) Solutions – Service Provider Compendium 2021	**June 2021**
Learning Services PEAK Matrix® Assessment with Service Provider Landscape 2021	Q2 2021
Learning Services – State of the Market Report 2021	Q3 2021
Learning Services Provider Profile Compendium 2020	Q3 2020
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Service Provider Landscape 2021	Q3 2021
Digital Adoption Platform (DAP) Products – State of the Market Report 2021	Q3 2021
Digital Adoption Platform (DAP) Products Provider Profile Compendium 2021	Q3 2021

Thematic HRO reports	Release date
Impact of Recession on the Business Process Services (BPS) Industry	March 2020
Price Trends in HRO	September 2020
Employment Outsourcing Models	March 2021
Employee Experience Management (EXM) Platforms	June 2021

Note: For a list of all our published Human Resources Outsourcing reports, please refer to our website page

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