

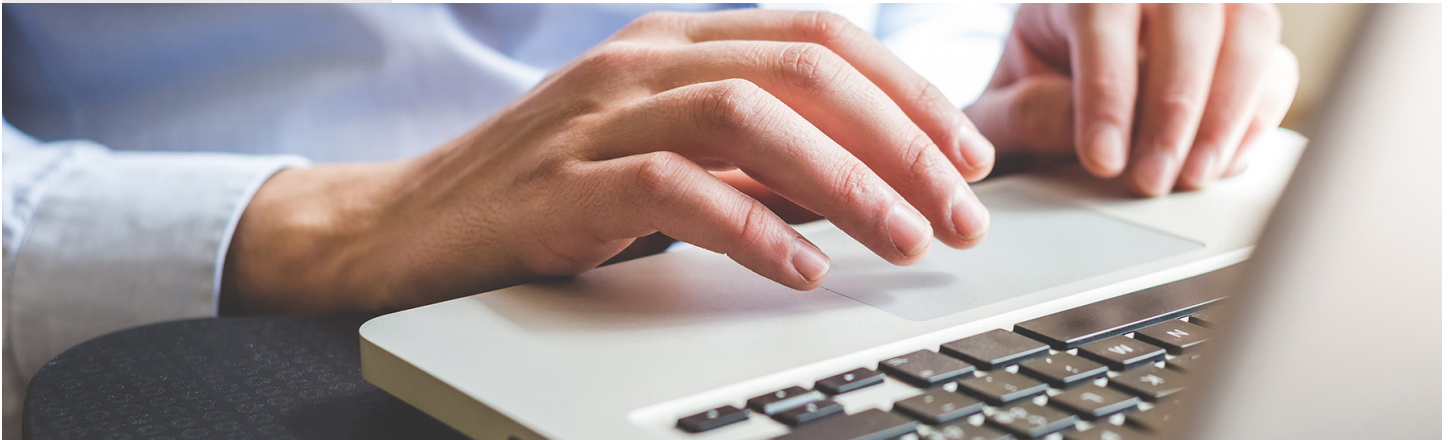


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CASE STUDY

Peer-to-Peer Recognition Program

Program Duration: Ongoing (Since 2008)



Program Results

- Increased employee morale as positive communication waves are opened between all levels of the company
- Employees experience a sense of unity when they can tangibly award and receive positive feedback
- Total Participants: 4,300 +
- Total Recognitions Submitted since Program launch: 47,700 +

Program Objectives

- Host a peer-to-peer recognition environment in which coworkers can tangibly relay appreciation to each other
- Foster the relationship between a company and its employees, building loyalty, longevity, and increased production

Program Strategies

- Launch an interface which allows the exchange of various levels of virtual appreciation among peers and management alike, resulting in an annual award of excellence
- Motivate users to interact on the website and acknowledge one another

Program Operations

- Users login to the Program website
- Program website has three levels of recognition that can be awarded:
 - Applause — Recognition from one employee to another for exceeding expectations in the workplace
 - Ovation — Manager-selected appreciation for driving business results
 - Encore — Annual award of exemplary, consistent performance that encompasses the business's values given by an Executive Leadership Team
- User navigates to the "Submit Recognition" area of the website and selects the appropriate form of appreciation they wish to submit
- All employees can send recognition:
 - Employee-to-Employee
 - Manager-to-Employee
 - Employee-to-Manager
- An "Ovation" or "Encore" earns the recipient "Award Dollars" that are issued to a personalized VISA award card