



# Through the early adoption of Zensai's engagement surveys, we have found the setup process to be straightforward and highly customizable.

– Emma Taylor, Culture and Organisational Development Manager

**What do you like about our current functionality for engagement surveys?**

*The dashboard is simple and intuitive and similar in design to the Perform & Engage weekly check-ins, so familiar. There are some pre-built questions, or you can set your own, so great flexibility.*

*You can schedule surveys in advance if you want to run them regularly and we can use them for our regular eNPS survey.*

**Any other comments on how engagement surveys work at Phoenix?**

*We value our employee's feedback at Phoenix and we offer several vehicles for providing it. What's most important for us is that we act on it, and we take this really seriously. All managers are provided with a summary of their teams' feedback from our annual survey (anonymous of course), and are tasked to work with their teams on any areas that could be improved. We focus on the lowest scoring areas to see if we can improve things, and celebrate the highest scoring areas and try to replicate the things we see work well.*

**What are your plans for engagement surveys at Phoenix in 2025?**

*At this stage, we plan to continue with our Great Place to Work survey as we value the external recognition this gives us and our partnership with them. It provides us with detailed feedback, broken down into several demographics such as age, tenure, department etc so we can really drill down to see where things are going well, or identify the areas with room for improvement. We envisage using the P&E engagement surveys to help us monitor specific areas on a more regular basis, using them as a pulse survey and for our eNPS survey.*

**What have you learned from the early adopter program on engagement surveys?**

*From what I have seen so far, the surveys look simple to set up and easily customisable.*

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