

Key Results

Company Stats

90%

Faster

Rewards program
turn-around time

100%

Improved

Employee engagement
scores

80%

Employee promoters
of Xoxoday programs

System Stats

100%

Adoption
rate

100%

Query resolution
within SLAs

75%

% of employees
rewarded

100%

Percentage
redemption

About

A global tier 1 supplier of CNC tool and cutter grinders

Net worth 209 Million USD

Number of Employees 900+ (worldwide), 50+(Asia)

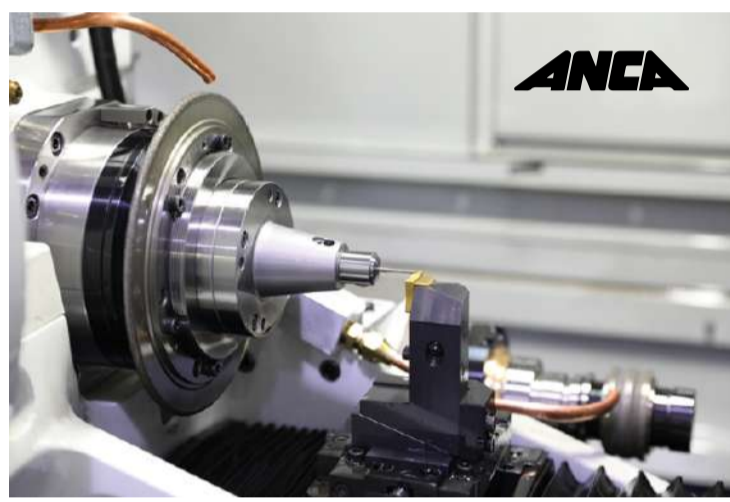
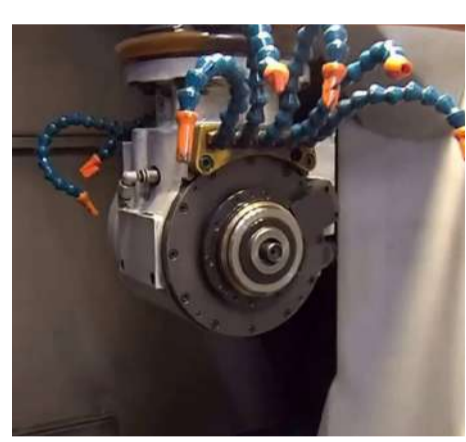
Location(s) 1 (within India), 32 (worldwide)

Industry Machinery manufacturer

Product Used Xoxoday for rewards

Pat McCluskey and Pat Boland founded ANCA in 1974, when they replaced the hardwired numerical controls of an automated milling machine with a computer. ANCA currently has over 1,000 employees worldwide and is a leading manufacturer of CNC machines and controls with customers in over 45 countries. They achieved over 209 million USD revenue for FY 2018-19.

Anca's Asian subsidiary is headquartered in Bangalore, India and they manage engineering, R&D, sales and services of their CNC machines in Asia.



Challenge

Anca had an employee engagement process that centered around major cultural events and office functions. The rewards and recognition process fell short of being continuous and completely transparent. There was also a lack of an integrated and robust rewards platform. There was a dire need to systemise the rewarding process and in turn, make the workplace better engaged and streamlined.

The evaluation process

Anca claims to have not evaluated any other alternative, and the following were the reasons why they decided on Xoxoday.

Product offering

The features that the Xoxoday for rewards product offered Anca was exactly solving the problems they were in search of. The rewards automation feature addressed the issue of incoherent rewarding and the catalogue provided an extensive range of options for redemption. Even the robust user interface offered them ease of use and required functionality.

Smooth sales process

The first rewards and recognition service provider that Anca evaluated was Xoxoday and it was the last. The seamless process of demonstrations and discussions with the Xoxoday team was a great prelude to the association. The team members interacted with Anca proactively and addressed all their concerns.

Dedicated customer support

Xoxoday promised and provided dedicated customer support to not just the HR team, but also the employees for the redemption process. The vast categories in the Xoxoday catalogue, would bring with it considerable doubts on the process of redemption. This was particularly why the customer support during redemption was important.



"In fact, we did not evaluate anybody else because Xoxoday gave us exactly what we wanted. The team came in and gave a presentation on how it works. All I had to do was now coordinate only with you and the rest is taken care of."



Rukmini Divakar, HR Manager - Asia, ANCA Machine Tools

Solution

90% faster rewarding process

The reward automation feature in Xoxoday, drastically reduced the amount of time required to implement a rewards process. The HR manager had to preset the rewarding criteria and the recipients were automatically awarded points accordingly. There were options to define even the customisation requirements - depending on the event of the rewards. Instead of the HR manager painstakingly trying to choose an apt reward, the employees could now choose a reward of their from the extensive rewards catalogue.

Employee engagement scores : improved by 100%

The nomination workflow and the reward automation feature of the Xoxoday platform brought about consistency and frequency in the rewarding process. Anca monitors the engagement levels of the employees by conducting regular employee engagement surveys. After the Xoxoday implementation, there has been a stark 100% increase in the engagement scores.

80% of employees are promoters

The greatest takeaway of the Xoxoday implementation was that it won the hearts of the employees. The extensive redemption catalogue provided them with aspirational options to redeem their rewards. Additionally, the increased frequency of rewarding made them feel that their work efforts were valued better. The employees were surveyed for their affinity towards the Xoxoday platform and amazingly, 80% of them scored themselves as 'promoters'.

The Xoxoday platform helped Anca to drastically increase employee engagement by increasing the frequency, consistency and transparency of rewarding. Xoxoday platform's usability and extensive catalogue showed great acceptance amongst employees and in turn helped further drive engagement scores.

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