



100% Remote World is new for us!



Hiten Shah
@hnshah



Do you work remotely?

Yes

61.7%

No

24.1%

No, people on my team do

14.1%

609 votes · Final results

2:56 AM · Apr 27, 2019




10



5



Copy link to Tweet



It is even more difficult to keep the motivation juices flowing

"I never ever met any of my colleagues face to face, so isolation is definitely a huge factor - it feels like I'm not part of the company."

"I get really 'in the zone' when working. It's easy for an entire day to fly by where I only get up from my desk once or twice (or where I don't leave the house). This creates feelings of disconnection / isolation."

"Not leaving my house and therefore feeling socially isolated or like I 'didn't do anything' all day...sometimes if I don't change my physical scenery, I can get this creepy feeling that nothing really happened or changed throughout the day and that I didn't really do anything. I do talk to my coworkers over Zoom, but it doesn't feel the same as interacting with real people in the world."

Work never ends when you work from home

"Boundaries between work and life — knowing when enough is enough."

"Drawing the line between work and life. I used to just sit all day long and work, even when waking up and still being in the bed."

"Work never ends."

"Always at home, always at work."

"My wife is a stay at home mom & we have a toddler. I need to always do a good job making sure they both understand why interruptions can be very frustrating & how to do them well."

"Getting friends/neighbors/family to respect the fact that I'm not 'at home,' but I am 'working from home.'"

"Working with coworkers and clients across time zones, which can result in getting Slack pings at dinner or when I'm putting my kids to bed."



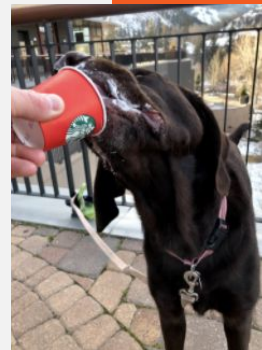
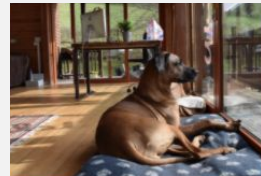
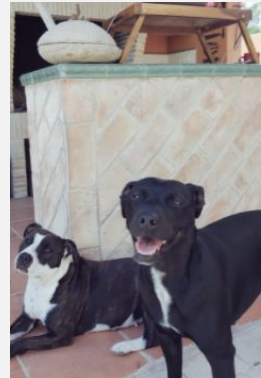
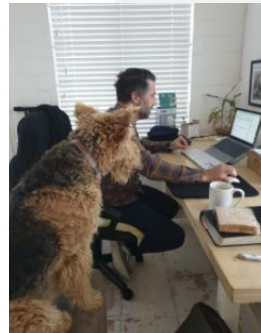
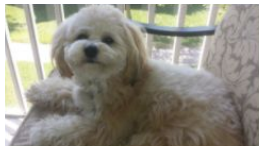
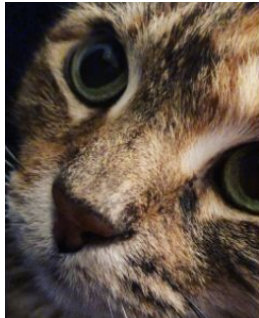
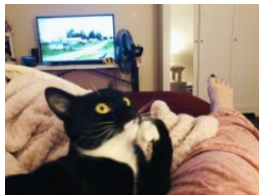
What is your #1 challenge with remote work?

Communication 27%

Motivation 16%

Loneliness & isolation 13%

**Not all of us,
have furry
friends**



As business leaders, it is imperative to solve for motivation



**Extrinsic
Motivation**



**Intrinsic
Motivation**

Systems which help
us reinforce the
desired positive
behaviour

Feedback centric
workplace with a
culture of
appreciation.

Where there is
alignment in goals
and purpose.

Motivation can be solved with a system to Delight

01 A system to reinforce the desired behaviour

02 A system to be heard and understood

03 A system to align goals & purpose

A Robust Rewards & Recognition Program

Leverages technology to deliver delight across the employee lifecycle



Reward Programs work but making them work is a pain!



01

countless vendors to
manage logistics with.

02

Below Average end-user
experience

03

Lack of visibility to
prove ROI

On-ground blockers leads to lost opportunities to build meaningful relationships

Plum by Xoxoday

A robust Reward program that works across the employee lifecycle

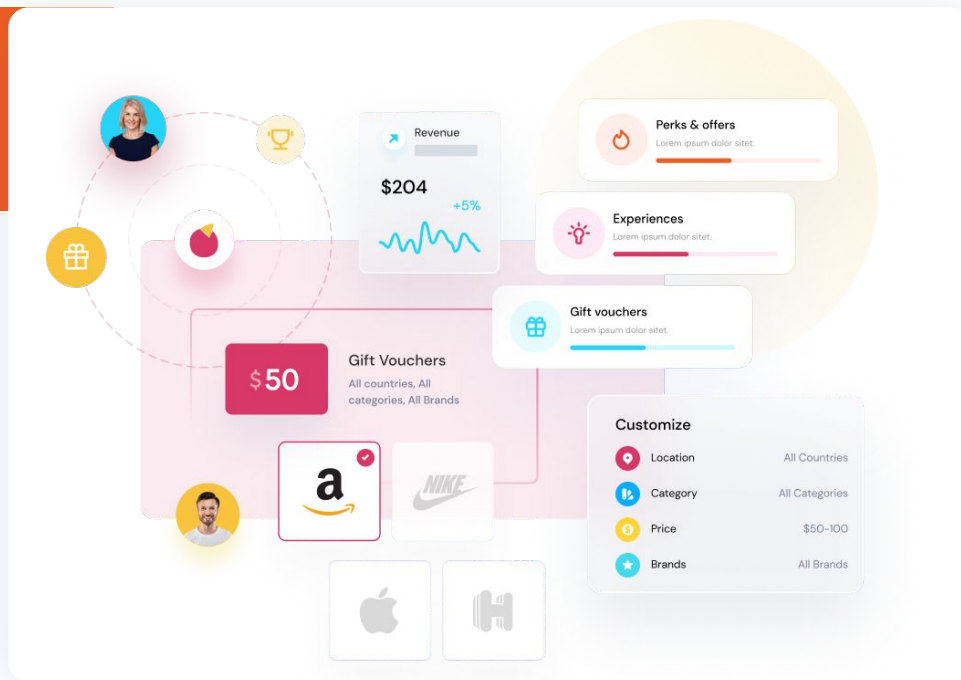
Built in a way that **saves your time** to run a rewards program



Simplifying high involvement tasks of end-to-end logistics and redemption support from interacting with multiple vendors using technology.



Automating tasks using workflows & rule engine to make the whole process seamless.



Plum by Xoxoday

A robust Reward program that works across the employee lifecycle

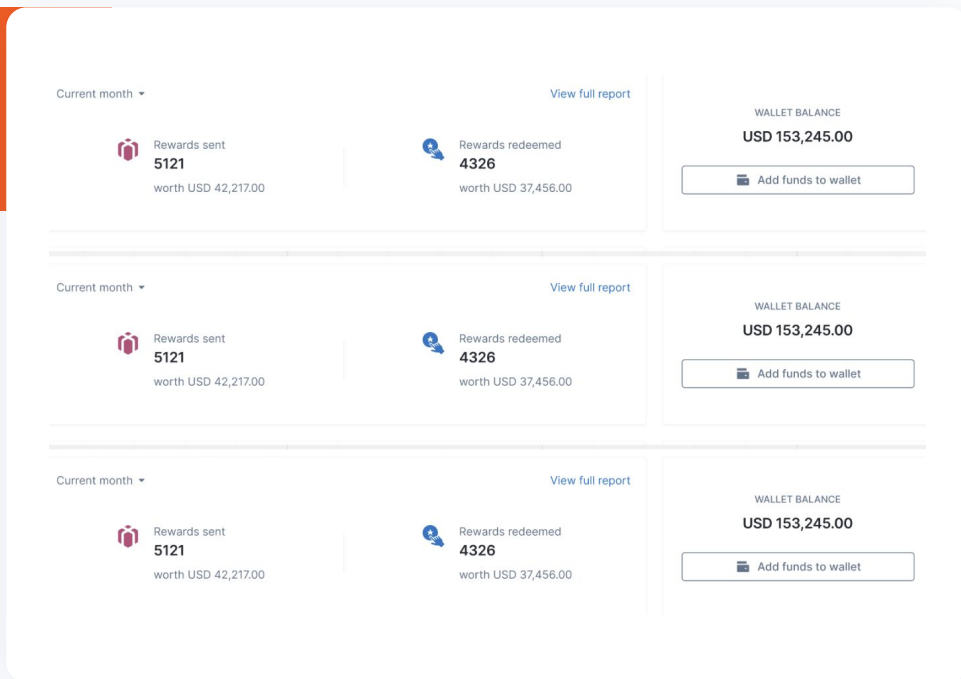
And delivers a **delightful experience** end-user experience



A reward catalog that makes delight happen support from interacting with multiple vendors using technology.



Reward types that are suited for various use cases for an intuitive user experience



Empuls by Xoxoday

The All-In-One Solution for Employee Engagement

Build a **winning workplace** culture in three easy steps



Listen

Gather employee feedback and listen the heartbeat of your culture.



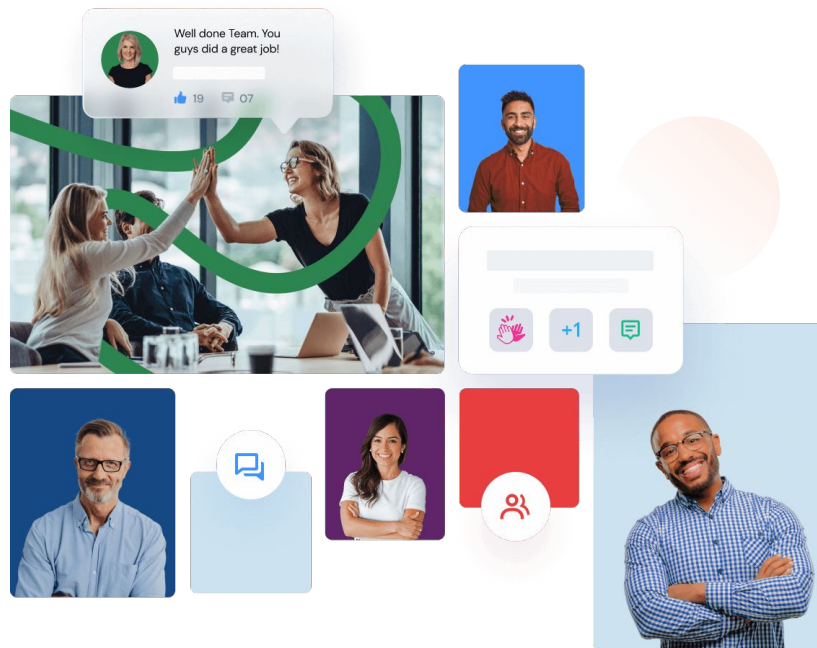
Diagnose

Deep dive insights for employee engagement & workplace culture drivers



Act

Get actionable plans to improve eNPS and employee motivation



Empuls by Xoxoday

The All-In-One Solution for Employee Engagement

1. Listen

Run engagement & other lifecycle surveys to find employee NPS. Ask the right questions designed by organizational experts & people leaders.

The screenshot displays a user interface for an employee engagement survey. At the top, a greeting "Good Morning, John" is followed by a message: "Here's a list of actions to help you get started quickly." Below this, a progress bar on the left shows three steps: a first step with an orange circle and checkmark, a second step with a blue circle and checkmark, and a third step with a green circle and checkmark. The first step is active, leading to a survey card. The survey card has an orange header with the question "Can you respond to this survey?" and a subtext "Alex is collecting responses for eNPS survey. Please do respond." with an orange arrow. The main body of the card is light purple and contains the question "On a scale of 1 to 10, how likely are you to recommend your organization as a place of work ?". Below the question is a horizontal scale from 1 to 10. The scale starts with "Not at all" and ends with "Extremely". A blue dot is positioned at the number 9, which is also marked with a gold crown emoji. The bottom of the survey card is a light green bar with the text "Thank you for sharing your thoughts!" and a gold trophy emoji.

Good Morning, John
Here's a list of actions to help you get started quickly.

Can you respond to this survey?
Alex is collecting responses for eNPS survey. Please do respond.

On a scale of 1 to 10, how likely are you to recommend your organization as a place of work ?

1 2 3 4 5 6 7 8 9 10
Not at all Extremely

Thank you for sharing your thoughts! 🏆

Empuls by Xoxoday

The All-In-One Solution for Employee Engagement

2. Diagnose

Find cross linkages between employee engagement, performance, and retention.



Employee NPS (eNPS) Survey

Measure employee NPS of your organization

Active



eNPS - Score



eNPS Distribution (%)



eNPS - Department Breakdown

Department	Total Responses	eNPS	Promoters(%)	Passives(%)	Detractors(%)
Engineering	33	24	42	40	18
Marketing	13	31	46	39	15
Sales	23	13	18	5	2

Empuls by Xoxoday

The All-In-One Solution for Employee Engagement

3. Act

Prioritize improvement areas in various engagement dimensions and better the eNPS.



Improve Recognition for my team

Give a brief description of your goal, and why it matters.

On Track

Action Items



Do weekly 1:1 with my team



Create and Lead monthly Recognition Program >



Increase Award & Recognition cycle >



Add Action Item

Suggested Actions

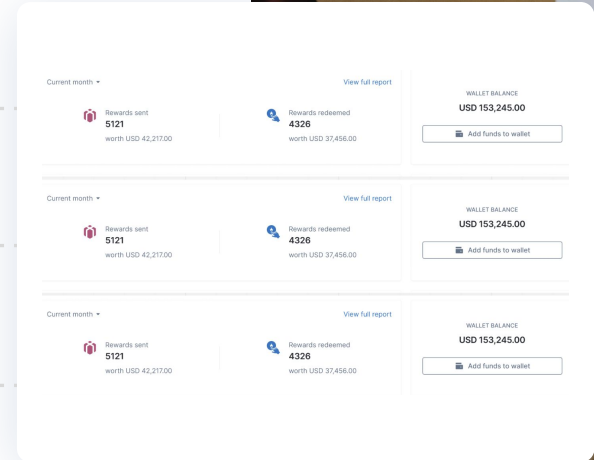
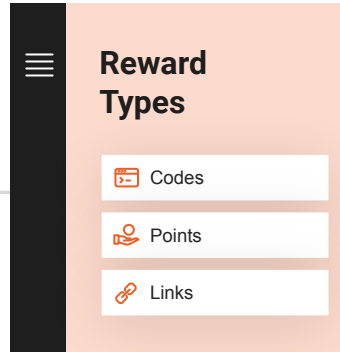
Read & Watch:

*Focusing on Employee
Motivation*

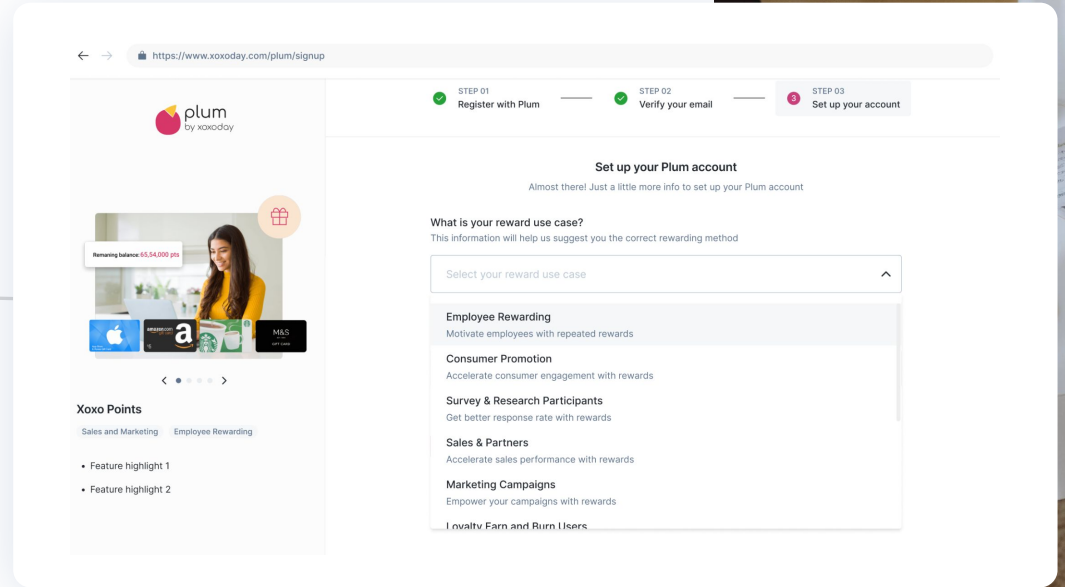


The goal here is to determine what each team does in order to understand how they would like to be recognised in jobs.

Plum Product



01 Choose the Reward Use case



02 Choose the Reward Sending Mode



Xoxo Codes

These are unique gift codes which can be sent individually or in bulk. Best for new users



Xoxo Points

Gamify actions with fluidic nature of points. Best used for repeat users.



Xoxo Links

A unique link which lets recipients choose the reward of their choice with a single click.



03 Curate the Catalog



Fashion



Automobiles



Baby & kids



Beauty & wellness



e-subscription



Fintech



Grocery



Insurance



Travel



Experiences

**Global Catalog
that drives
moment of delight**

65% of the rewards program do not deliver on ROI as they fail to put together a reward catalog that appeals to their employees while reaffirming the company's value.



Experiences



Gift Vouchers



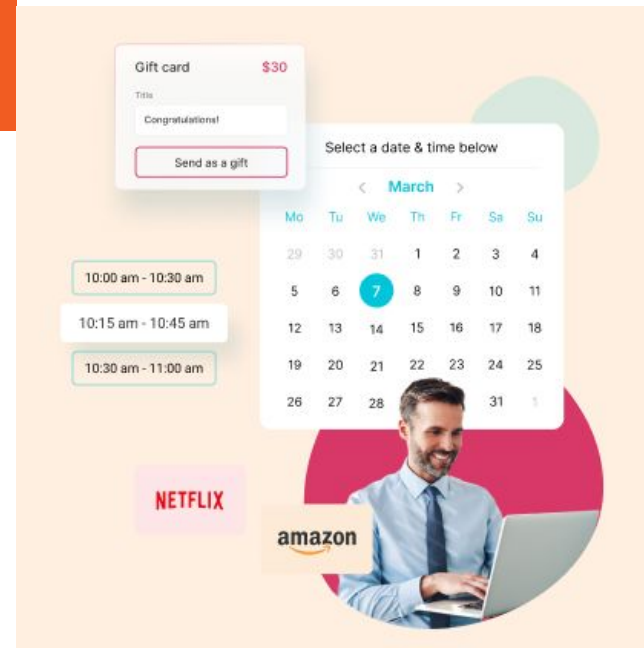
Perks & Offers

Widest global catalog with **20,000+** gift cards, experiences, perks, subscriptions, merchandise, wellness, & more.

04 Send out personalised notifications

A **cookie-cutter approach** does not cut it

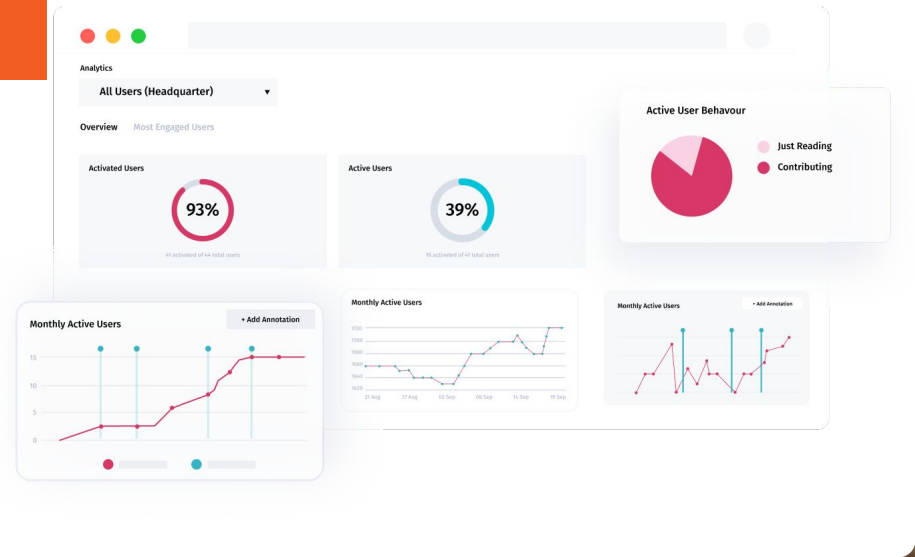
Your employees should feel the emotion behind every reward you send their way. We understand technology helps us optimize but do we not forget the sense of personalisation that makes your recipients feel they're worth the extra time you took.



05 Track ROI

Measure Impact that proves the **effectiveness** of your program

Never question the effectiveness of your reward programs again. Not only can you easily see sent, received, or redeemed reports, but you can track overall campaign performance to see exactly how Plum is impacting your end goal.



As we said, We are in the business of Making it easier for you!



**We integrate seamlessly
with the tools you love!**

We do not believe in re-inventing the wheel. We make the whole process happen directly from the tools you already spend most of your time on. Yes, we are not giving another tool to login and wait for the signs of ROI. We let you send the rewards from favourite tools itself.



Microsoft Teams

Add Empuls to MS Teams. Build happy remote teams.



Slack

Add Empuls to Slack channels. Engage employee at work.



Gusto

Connect with Gusto HRIS and enhance employee experience.



ZohoPeople

Improve efficiency and productivity using automated and personalized rewards.



DarwinBox

Drive employee productivity and motivation with an integrated rewards platform.



SAP SuccessFactors

Send automated and personalized rewards to your employees on click of a button.



BambooHR

Delight your new joiners and increase the new hire retention rate by giving them a digital reward via Xoxoday Plum.



Namely

Delight your new joiners by giving them a digital reward via Xoxoday Plum.



Beekeeper

Give a sense of instant gratification to your employees when they celebrate an anniversary event with gift cards.

Rewards Sent Impact made



6 million rewards sent,
to over 2.1 million
end-users and counting



Long Service Awards :
~5,000+ awards delivered
over the last 2 years



Catalogue APIs for end
users: ~120K transactions
per year



Incentives to boost survey
response: ~25% improvement
in response rate



Reward solution for shop floor
employees: ~2,500 awards
delivered in last 6 months



Employee Engagement:
Reduced program execution
cost by 75%



Customer Retention &
Referral: ~1,000 new
referrals in last 6 months



Employee Benefits: ~150K
users benefited through
the platform



Dealer Engagement:
500+ pan India dealers
engaged



Offline Customer Reward
Program: US\$ 2M worth of
rewards distributed



Communities and Groups:
~25 communities created
with 5,000+ members



Sales & Hotel: Around 250+
partners rewarded within
6 months



Long Service Awards: Improved
Engagement by ~25% within
6 months of program launch



Feedbacks & Surveys:
25+ surveys created for
around 4,000+ Employees



Automated birthday awards
for employees: Reduced
efforts worth 2 FTEs



Automated rewarding for
employees: Platform
implemented for ~250
employees



Long Service Awards:
~50,000+ employees awarded
in over 20+ countries

Unmatched Support that users swear by



Customer Satisfaction (CSAT)

Industry	94%
Xoxoday	97.4%

First Response Time

Industry	4 hrs
Xoxoday	within 2hrs

First Call Resolution

Industry	35%
Xoxoday	72%

Thank you!

**People work for money but go
the extra mile when they find
meaning at their workplace**



Australia | India | Ireland | Philippines | Singapore | UAE | UK | USA

www.xoxoday.com
cs@xoxoday.com