

Employee Recognition Provider Checklist

Finding the right employee recognition partner is easier when you know the capabilities you're looking for. Below are a few to consider. Use them to get started or integrate them with any you may already have. Regardless, keep such criteria top of mind as you research and evaluate potential partners.

- How comprehensive are their recognition products (everyday effort, career anniversaries, achievements, etc.)?
- How do their recognition products integrate with tools your employees already use every day?
- Do they offer mobile apps and plug-ins to make recognition more timely and seamless?
- Can they help you recognize and reward employees who don't use online tools or systems?
- What insights do their reporting tools provide?
- Are their awards customizable?
- Can they provide resources, services, and best practices for leadership training, communication, and implementation?
- Do they offer evidence-based insights to help you deliberately improve your organizational culture?
- Can they integrate all of your wellbeing programs so they're easier to use and manage?
- Do they have flexible billing options?
- What is their warranty and return policy?



And if your organization is global:

- Can they provide guidance and best practices on how much your organization should budget for recognition based on the local economies?
- Do their invoices include the appropriate local taxes?
- Do they have the reporting capabilities needed to manage a global solution? (And is this reporting automated? Is it multi-lingual?)
- What local or regional support do they provide for your employees, managers, and program administrators located around the globe?
- From where do they answer your recipient calls and emails? Is it in their time zone? Is service provided in their own language?
- Is their technology platform capable of supporting your diverse global workforce and integrating systems across the globe?
- Do they have a global support model for your employees outside the U.S.?
- Do they offer a variety of culturally relevant global award offerings?
- Can they help you create a global recognition strategy, not just a U.S. program rolled out to other countries?
- Do they conduct and share research on global recognition best practices?

Some of the answers may not be evident or easy to find. That's okay. Hang on to the questions for presentations, demonstrations, or in-person visits.