

Achievers



ERICSSON 

How the Achievers Platform Makes Ericsson a More Connected and Data-Driven Workplace

Business Challenge

Ericsson is a world leader in communications technology and services with more than 2.5 billion subscribers around the world relying on the networks they manage, every day. In 2014, the organization's North American arm, with more than 15,000 employees across 30+ regional offices and hubs, was looking to create a technology-enabled culture of recognition across its many locations that would help encourage and support shared goals and values, especially a spirit of innovation. With already outstanding employee engagement scores, the Dallas-headquartered organization sought to consolidate its many manual recognition programs into an enterprise-wide, cloud-based platform. Ideally, the system would enable the HR team to automate recognition among employees, track program spend, and use program data to link recognition to business results.

Achievers Insight

Employee engagement is a key driver of business success in today's knowledge economy where recruiting, retaining, and inspiring top talent provides the only true competitive advantage. According to Aon Hewitt, each incremental percentage increase of employee engagement translates to an additional 0.6 percent growth in sales¹. Additionally, Gallup has found that companies in the top quartile of employee engagement see heightened levels of business success (compared to bottom-quartile organizations), including:



21% higher productivity



22% higher profitability



41% higher quality



48% fewer safety incidents



37% reduced absenteeism²

Employees who are engaged in their work stay longer. Highly engaged employees are 87% less likely to leave their companies than their disengaged counterparts³, making a highly engaged workforce an important factor in increasing retention and retaining top talent.

Employee Success Platform™ Solution

Ericsson rolled out the Achievers Employee Success Platform to its 30+ geographically-dispersed locations across North America, connecting the widely spread workforce onto one program. The program was quickly adopted by the company's employees, becoming the most widely-utilized "voluntary" enterprise platform the organization had implemented. Ericsson credits the program's success to the platform's intuitiveness, as well as the popularity and "stickiness" of social recognition, which reinforces employee achievements and behaviors on a consistent basis, while allowing the program to stay on budget. The majority of recognitions given and received through the platform are social – or free – recognitions, with no monetary rewards attached.

1. [Aon Hewitt Analysis Finds Managing and Improving Employee Engagement is Key to Achieving Revenue Growth and Profitability Goals. Aon Hewitt.](#)
2. [State of the American Workplace 2013. Gallup.](#)
3. [Driving Performance and Retention through Employee Engagement. Corporate Leadership Council.](#)



Business Impact

The Achievers program has had an immediate positive impact on Ericsson's corporate culture and cross-continent visibility. Since launching the program in 2014, Ericsson has seen a three percent increase in engagement scores, up from an already world-class score of 81 percent. According to the organization's latest annual report on employee engagement, North America's employee engagement scores are five percent higher than Ericsson's global scores, and 14 percent higher than the industry average. The program empowers managers by offering an easy way to recognize employees for their achievements, especially their innovations. As a result, engagement survey results related to recognition given by managers have jumped four percent since implementing the program.

Additionally, the program spreads positivity throughout the geographically dispersed organization, connecting employees – through the recognitions they post on a daily basis – to each other, and to the company.

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Recognition helps fuel innovation at Ericsson. It's part of what we expect from our high-performance work culture, that we're always on the cutting edge of technology. Achievers helps us achieve our high-performance work culture, because what gets recognized gets repeated... Achievers helps us to do that because they are also cutting edge.”

–Jennifer Hulett,
Vice President of Human Resources,
Ericsson

Achievers

At Achievers our mission is to change the way the world works. We're committed to the long-term success of our partnerships with our customers and our passion for building high-performing organizations with high-performing employees.

Learn how your company can change the way the world works at www.achievers.com.



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