



Finding global solutions for recognition and corporate programs

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– Erinn Gray, VP of Human Resources

Challenges

- **Employee Recognition:** With remote employees and offices in multiple countries, Trintech needed a global solution for peer-to-peer recognition.
- **Reporting and Insights:** Being an analytics-driven company, Trintech wanted analytics and actionable insights from its employee experience efforts.
- **Compliance and Training:** As a growing company, Trintech needed a way to boost on-time completion of corporate compliance and trainings.
- **Creating Cohesive Culture in a Fast-Growing Environment:** Via acquisitions and new headcount, Trintech grew from 100 to 450 in under two years.

Approach

- Roll out peer-to-peer recognition across the North America, EMEA, Nordics, and APAC offices via YouEarnedIt.
- Encourage managers and leadership to monitor YouEarnedIt Insights and Activity Snapshots for performance management.
- Revamp company swag and charitable giving efforts with customized company rewards.
- Use YouEarnedIt Behavior Bonuses to incentivize compliance training and corporate program participation.

Profile

- Trintech provides enterprise-class financial solutions for the Record to Report process to thousands of organizations — including the majority of the Fortune 100.
- **Industry:** Computer Software
- **Size:** 450 employees
- **Location:** Headquarters in Dallas, Texas with offices in Amsterdam (Netherlands), Baltimore (USA), Copenhagen (Denmark), Dublin (Ireland), London (United Kingdom), Oslo (Norway), Paris (France), Stockholm (Sweden), Sydney (Australia), and Singapore

Results

3X faster completion
of compliance training
needs

Over 22,000
employee recognition
actions in six months

14% increase in
ratings on Glassdoor



Seeing measurable success with an evolving company culture in a rapid growth environment

As an experienced VP of Human Resources, Erinn Gray knows the value of bringing a global organization together.

“We’re a SaaS company with remote employees and offices in the US, Europe, and Australia, so I wanted a platform that would bring everyone together and solve peer-to-peer recognition,” said Gray. She knew peer-to-peer recognition coupled with at-a-glance metrics and actionable insights would be central to her efforts, particularly at an analytics-driven company like Trintech. That’s when she turned to YouEarnedIt.

“I had used YouEarnedIt in a prior role, so I know the value it brings to a global organization,” recalled Gray. I also wanted the backend analytics I knew YouEarnedIt provided. Who are our stars? Who are our good managers? Those analytics are what make YouEarnedIt so valuable.”

In just six months, employees performed over 22,000 recognition actions on YouEarnedIt. Today, the YouEarnedIt insights gleaned from these are part of the company’s performance management strategy. Managers run YouEarnedIt “Activity Snapshots,” a summary of the recognition someone has earned, on employees they manage, making performance reviews more objective. It is one more way recognition is changing the company.

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“As we rapidly expand across the globe, YouEarnedIt has given Trintech a platform for us to connect with colleagues and recognize each other’s outstanding contributions in real time.”

— Teresa Mackintosh, CEO.

“YouEarnedIt gave employees a voice, and it encouraged good behavior, corporate values, and the culture we want to see,” Gray said. Since implementing YouEarnedIt, Trintech has recognized the top three employees tagged with a specific company value at their Quarterly All Company Meetings. Those recognized receive an additional 1,000 YouEarnedIt points to spend on rewards.

Other HR initiatives have also been boosted since streamlining them on the YouEarnedIt platform. After attaching YouEarnedIt Behavior Bonuses to training, compliance, corporate advocacy, community service, and other programs, awareness and participation has skyrocketed.

“60 to 70% of people are completing our corporate compliance and trainings within a month, compared to 20% before,” reported Chris Goldkamp, the company’s Corporate Trainer. “I promise you it would take four months to do this at other companies.”

Gray adds when talking about the time and money saved by streamlining their HR efforts that “The dividends have been incredible for us.” Even custom rewards play a part in revamping the company culture. Gray had the idea of offering branded company swag in the company’s catalog rather than give it out as an afterthought at events. By creating a custom swag store within YouEarnedIt, Trintech’s Dallas HQ and global employee base quickly started sporting company branded t-shirts, notebooks, and tumblers, creating a cohesive company brand.

“I look out on our volunteer days and see a sea of Trintech shirts,” says the VP. “Redeeming for swag reinforces our company values. It shows that those wearing it have gone above and beyond. They earned it.”