Let's improve (work) lives, together

for

City of Kyle

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The current state of work

86% feel their peers aren't heard fairly or equally

66% don't trust their company's leadership

80% aren't confident their manager will provide regular, constructive feedback

33% want to leave their job because they don't feel they fit in

47% of teams say underrepresented voices are totally undervalued by leaders

20% of employees globally are fully engaged

This is our moment to improve (work) lives

The way work has CHANGED	FROM	TO
Communication & feedback	Top-down	Up, down & across
Nature of work	Siloed	Aligned & networked
Performance conversations	Annually	Continuously
Leadership	Managers who manage	Managers who coach
Why we work	Pension	Purpose & people
Where we work	Office	Anywhere
When we work	9 to 5	Anytime
People process	HR-led	Manager- and employee-led
Key outcome	Satisfaction	Engagement
Company focus	Employee loyalty	Employee experience

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Implementation - Surveys & Insights

Plan

- Define goals, objectives, and employee listening strategy
- Design first survey
- Discuss launch timeline, user roles, platform features, and communication plan
- Review technical integrations & design needs

Build

- Review branding, and discuss & review program design
- Technical & integrations setup
- Conduct deliverability testing
- Configure environment
- Confirm production environment

Train

- Establish communication & training plan
- WorkTango training materials & communication templates
- Live training sessions for managers and admins – either pre or post launch.
- Additional "Train the trainer" resources

Launch

Post-launch

- Dedicated account representative and full support team on standby
- Insights & survey debrief
- Success metrics
- Outstanding questions
- Annual business review
- Support team available 9am–5pm Eastern Time

Customer Success

Pre-Implementation

- Pre-kickoff discovery session
- Decision matrix

Implementation Management

- Step-by-step project plan
- Communications plan and rollout strategy
- 'How-to' training materials & training assistance
- Key integrations into HRIS, SSO, etc.

Program Support

- Dedicated Customer Success Contact
- Knowledge Base/Support Portal
- Email and phone support
- 8am-6pm CT, M-F

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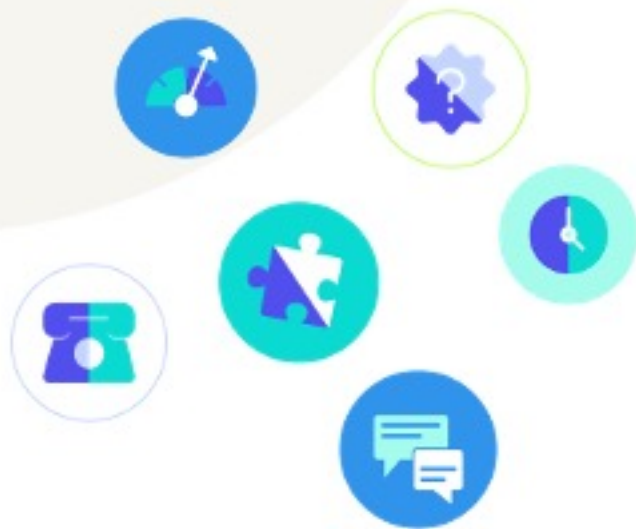
Customer Resources

Program Resources
- Knowledge Base
- Monthly release notes
- Product videos, guides, and FAQs
- Support Portal

Customer Communications
- Product announcements
- Email updates
- Quarterly engagement reports*

Customer Newsletter
- Feature 'deep dives'
- Product updates
- Helpful resources
- Employee Experience best practices
- Spotify playlist

*for customers with dedicated Account Managers

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Why do companies choose WorkTango?

It truly is better together
- Recognition & Rewards, Surveys & Insights, Goals & Feedback — support each other towards driving an improved employee experience

We're easy to use and easy to love
- Companies care most about widespread adoption and everyday use. So do we.

We fit your business, not the other way around
- Our implementation experts will get you configured and up and running in no time.

Our insights support better people decisions
- Reporting helps everyone know what's working and what needs a little extra attention.

WorkTango customer reviews
★★★★★

"Outstanding business partnership"

"WorkTango has provided tools and expertise to create and execute surveys with easy-to-understand results."

"The amount of data we have received from WorkTango is phenomenal!"

Momentum Leader
SPRING
2022

WorkTango User Ratings

9.6 — Ease of Use
Employee Engagement
Average: 9.0

9.9 — Quality of Support
Employee Engagement
Average: 9.0

9.3 — Ease of Setup
Employee Engagement
Average: 8.9

Surveys & Insights – Implementation Timeline

Milestone	Date(s)	Details	Est. Time
Award Business	November 11	Order form signed by both parties	
Success Kick-Off	November 14	Upon approval, WorkTango CS team coordinates kick-off with key stakeholders	1 hour
Project Plan	November 18	WorkTango delivers project plan within 3 business days of kickoff	
Employee File Discussion and Safelisting	November 21	Begin discussion and actions for employee upload file and Safelisting IPs for email deliverability	1 hour
Admin Training	November 28	WorkTango will invite admins onto the platform and provide 1 hour training and relevant training material	1 hour
Survey Strategy	December 5	Session to design survey questions best suited to client needs. Followed by survey building and review	1-2 hours
Communication Strategy	December 5	Discussion to review communication strategies and to share best practices to optimise client participation	1 hour
Target Launch Date	December 12	Customer to sign off on all elements of survey experience. Upon launch, customer to have access to WorkTango Knowledge Base and Customer Support Team	2 hours
Reporting Dashboard Training	December 19	WorkTango to review results with customer after survey close and identify next steps for training, actioning, and socialization	1 hour

Surveys
& Insights

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Pricing Overview – Surveys & Insights

Annual Subscription
$11,160

300 employees two–year term
pricing available through 12/21/21

- $3.10 per employee/month
- Unlimited surveys, access for users, & custom questions
- Expert advisory employee listening strategy support
- Support through dedicated Customer Success Manager and online support via email, chat, or phone

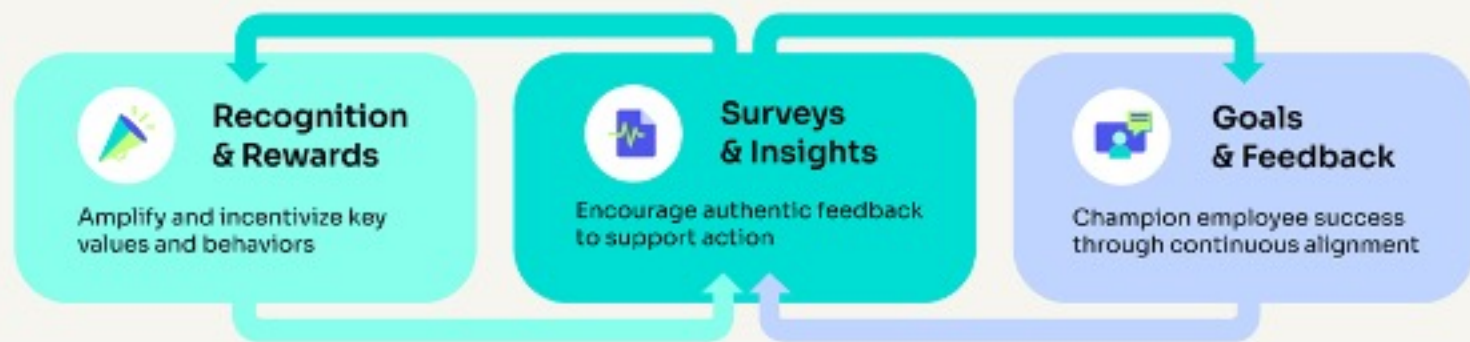## One–Time Launch Fee
$2,000

- Dedicated Implementation Manager to partner & lead launch
- Communication plan
- Live training sessions for admins and managers
- Set-up account tailored to your specific goals & current programs
- Key integrations with HRIS & SSO

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Appendix

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Surveys & Insights

Measure engagement & get authentic feedback to support action

- **Unlimited surveys** and customizable questions **across the entire employee lifecycle**

- **Role-based dashboards** with trends, heatmaps and insights by any employee attribute

- Predictive analytics with **recommended actions for leaders**

- Sentiment clouds and **themes from employee comments** in real-time

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58% of employees wish their company conducted employee surveys more often.

# Understand Employee Sentiment

- **Measure engagement with research backed questions**, or customize to keep historical trends

- Get diagnostic **feedback across the entire employee lifecycle**. From onboarding to exit, DEI, or M&A, use our library templates or customize your own

- A frictionless experience for employees to **complete on any device**

- Designed for authentic feedback and high participation rates, our **Employee Promise supports confidentiality**
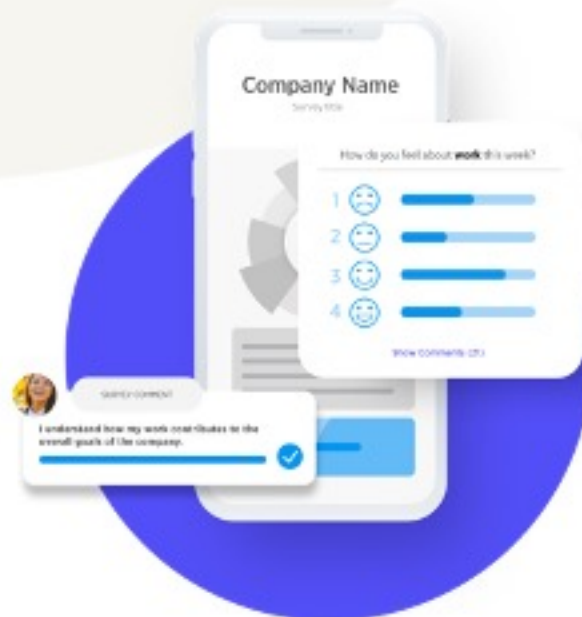
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Real-time insights and themes

- Sophisticated and **Intuitive reports and dashboards** that are easy to understand

- Compare data, see trends, and rank feedback **by any part of your business**

- **Integrated with your HRIS system** – slice your data any way you want in real-time

- Don't be limited by your HR data – **collect data such as Diversity demographics** to view in your reporting

- **Role-based dashboards for leaders** – give access to leaders to see sentiment for their team

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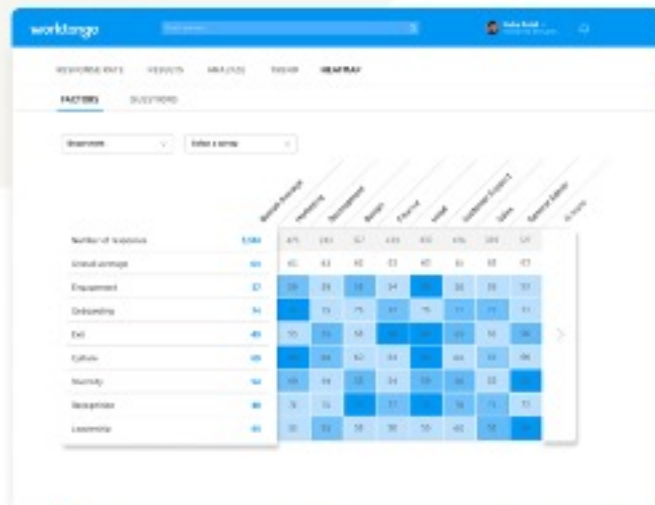
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Enable leaders with recommended actions

- Predictive analytics support **suggested actions specific to each leader**

- Recommended actions can be added to **Action Plans for accountability**

- Upskill leaders with Learning Coach – **recommend learning content** such as articles, videos and studies based on key concepts from surveys

- Add flexibility to recommendations – **allow HR or leaders to create custom action** items or assign them to others

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