



CHANGE:
ONE PERSON
AT A TIME

About WOW

Since 2007, **WOW4RESULTS**, a **BEE Level 1 Contributor**, has created better working environments by promoting productivity and teamwork through personalised recognition & reward (R&R) programmes that motivate **employees** and **intermediaries** in sales channels to work harder and meet their targets.

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A Recognition & Rewards Programme designed to create a motivated workforce with customer service as a priority.



December 2011
Programme Launch



19 000
Registered Participants



970
Sites across SA



4 410
Emails sent per cycle



36 606
SMSes Sent per cycle

Good to know

Successful Campaigns:

Bi-monthly
Mystery Shop

Retail Campaigns

Competitor NPS

What we've achieved

Updated live database of 19 000 participants and 970 Engen site details

SMS personalised communications with participants

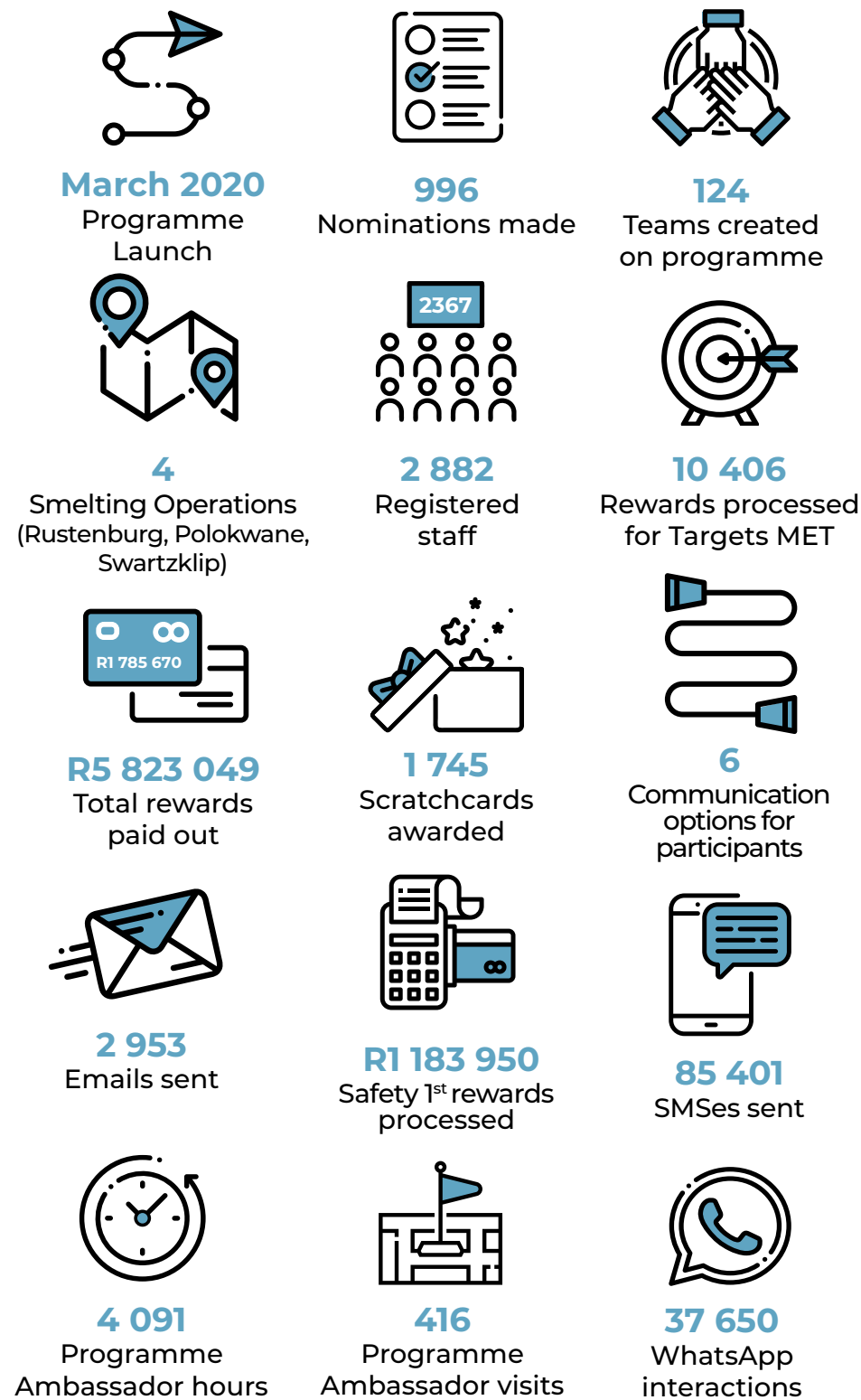
Customer service feedback within 1 to 3 hours

Flexibility of rewards provided to participants





Tjovitjo is the AngloAmerican Platinum Smelter's Recognition & Rewards Programme designed to create a motivated workforce within an atmosphere of celebration with Safety as a priority.



Good to know

Successfully implemented modules:

Scratchcards
Safety 1st
Team Celebrate
Nominations
Quiz It
Morale BOOSTERS
Innovation

What we've achieved

Achieved a 91% registration rate in the first year across four smelting operations

Successfully created a team targets tracking & reporting system for Management

Standardised the Recognition & Rewards programme for all locations

Created a dedicated communication channel between all participants and the programme



Hi, ur August 2020 team target results are: 1. Safety Milestone: MET, 2. Manager Target: NOT MET. Ur card will be loaded with R50 in 24hrs. Tjovitjo



RENAULT SHIFT

Renault SHIFT is a customised communication and rewards programme. It rewards participants for successfully selling new Renault vehicles, accessories, parts and for successfully completing pop quizzes. It is also a mobile app.



February 2018
Programme
Launch



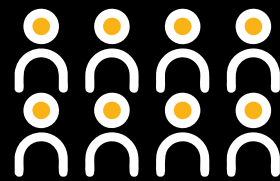
1 316 003
Push Notifications
dispatched



R75 834 234
Total Rewards Pay-out



1 039
Talk to Zian (Sales and
Operations) / Albrecht
(Aftersales)



1136
Registered Participants



24 098
SMSs sent



220 386
Number of Reward transactions

Good to know

Renault SHIFT is used daily by 98% of Renault's Sales Executives, Sales Managers, Used Car Managers, Parts Managers, Workshop Managers, Service Advisers, Technicians and Head Office customer support staff to drive knowledge, sales, service and quality!

Participants have the option of 3 payment options: Bank, Reward Card and Save



90
Dealerships Nationwide

What we've achieved

Instantaneous communication with the entire Renault network through push notifications

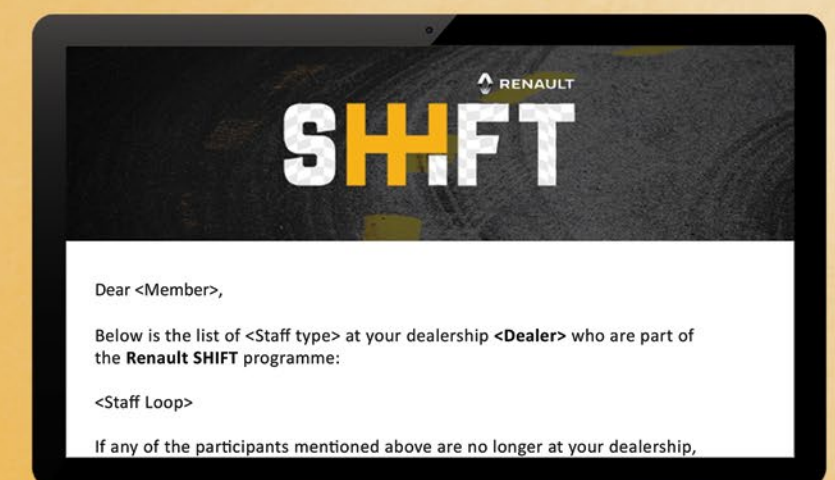
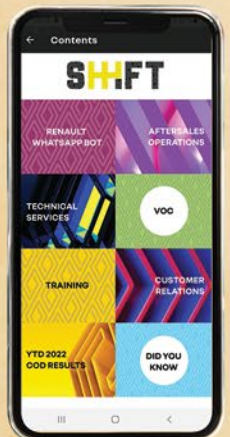
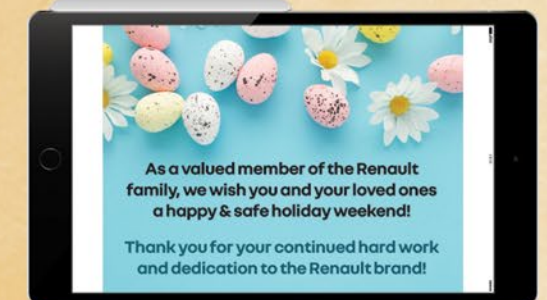
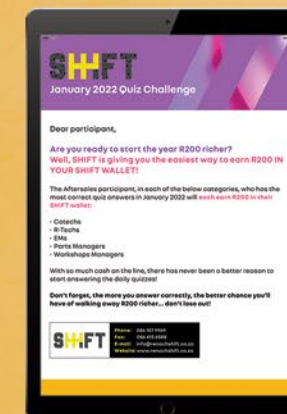
Direct interaction with the Renault MD through a messaging platform (Talk To Zian, Talk To Albrecht)

Quick and efficient pay-out of incentives on a monthly and ad hoc basis

Successful integration into different departments at Renault SA

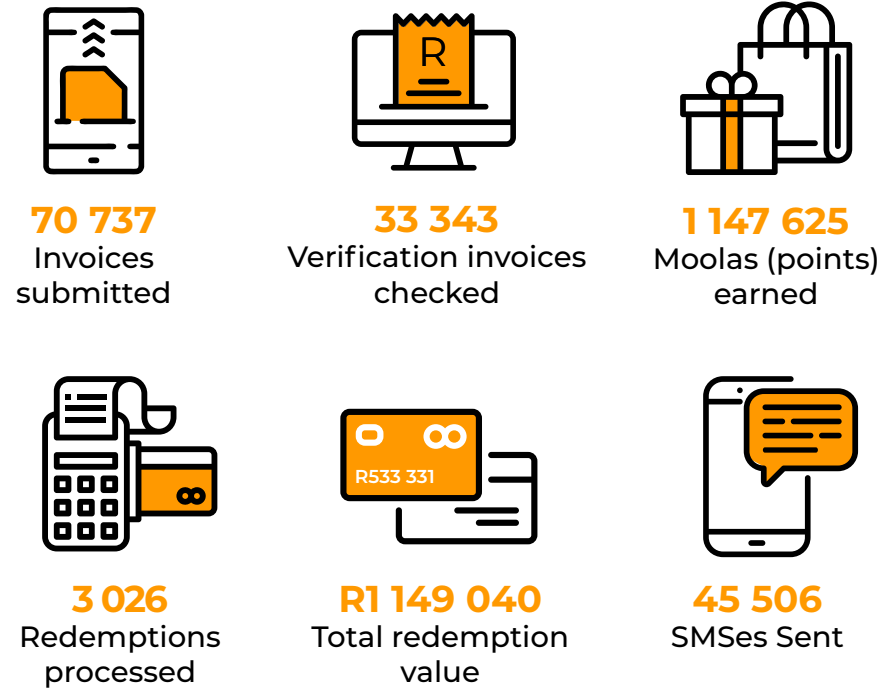
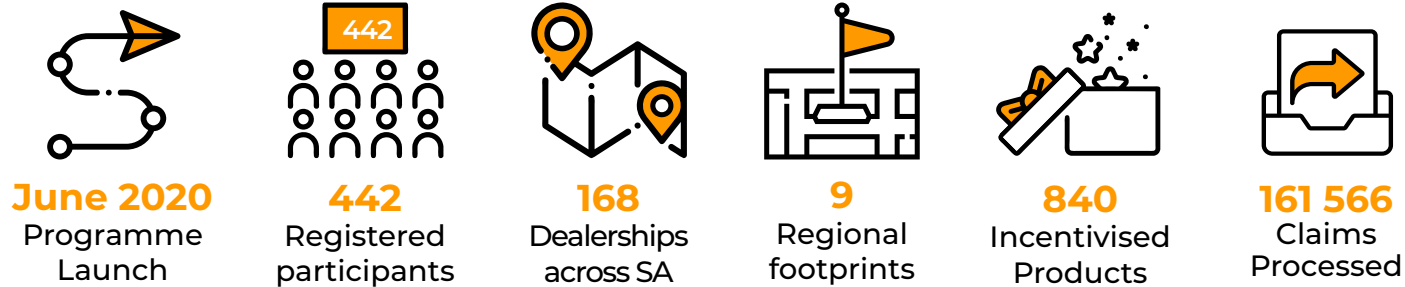
Increased product knowledge through daily quizzes on the app

Podium views for each dealership where participants can see their standings in terms of quiz responses and incentive payments





ContiMoola is an exciting sales incentive programme tailor-made to reward Salespeople and Dealers across South Africa for the sale of qualifying Continental Tyre products.



Good to know

The programme launched virtually to 168 dealerships across South Africa during the Covid-19 nationwide lockdown (Level 5)

Participants have the flexibility to redeem their points (Moolas) for any item on Takealot.com

Implemented a comprehensive reward governance (Tax compliance, issue of IRP5's, payslips and earning statements)

What we've achieved

Formed a strong relationship with franchise trade channels

Increased engagement with sales partners (Daily touch points)

Established an E-commerce platform for participants across SA to redeem programme points

Created an online system that tracks and prevents the duplication of invoices submitted

Implemented customer calls and invoice checks to validate the eligibility of the claims submitted

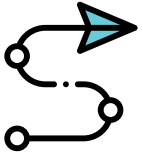
Created a direct communication channel to participants

Streamlined the communications & rewards process to support the company's trade promotion strategy



Coin it Rewards

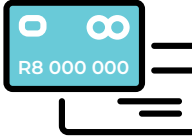
An elegantly designed lead acquisition and sale incentives solution for the motor plan industry. It enables the rapid capture, and time-sensitive conversion, of sales opportunities. The digital engagement capabilities are designed to strengthen customer retention and the loyalty of the channel intermediaries.



January 2017
Programme Launch



Automated SMS updates
to customers and service advisors



Over R11 million
seamlessly paid over to Service Advisors



418
Dealership Network



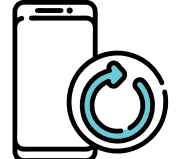
750
Registered Participants



62 321
Sales



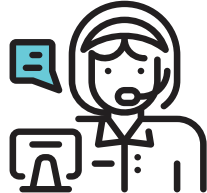
226 246
Leads Submitted



Online for Service
Desktop and App



Tight governance
Preventing duplicate submissions and guarding customer information



Leads reach the call center in seconds



Fully Tax Compliant



Keeps customers
Coming back to the dealership

What we've achieved

Improved the company's relationship with its dealer network through the creation of a dynamic participant engagement platform

Developed a web app that streamlines and exponentially reduces the lead capture process

Reduced timelines to pay owed commissions

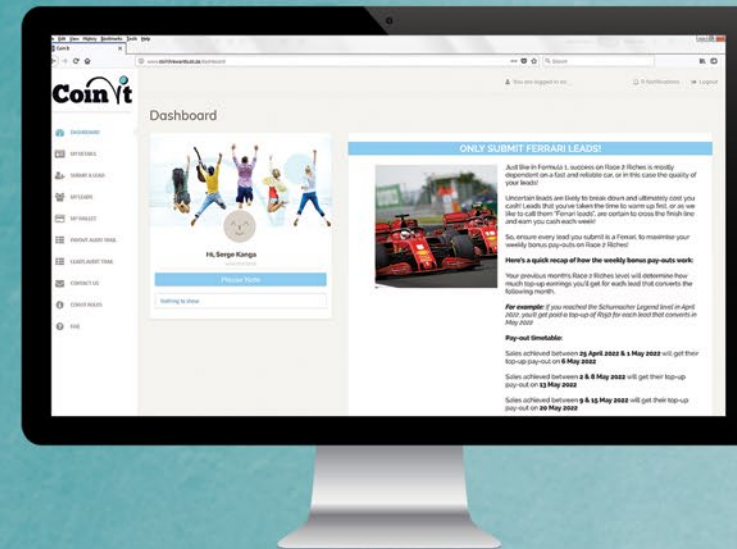
Lessened administrative burden so client can focus its resources on core services

Better incentive governance through the implementation of tax compliant pay-outs (including issuance of payslips, and earning statements)

Greater efficiency in the acquisition-to-closing loop, which resulted in a 40% increase friction in the lead conversion efficiency

Project is the client's top customer retention tool among the battery of initiatives currently in place

Project now extended to client's sister company, and firmly integrated into its holding company's long-term sales strategy



Recognizing & Rewarding Excellence



A customised programme to reward the attainment of Sales Targets that were simple for participants to understand and fully-interactive.

This rewards programme was designed to strengthen long-term engagement between the informal channels and the brand.



March 2019
Programme Launch



75 070
Claims Processed



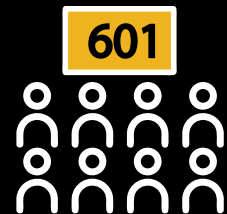
65%
Increase in
Participation



114
Incentivised
Product codes



151
Incentivised Stores
Across SA



601
Registered
Salespeople

What we've achieved

The programme's reports feature allows Whirlpool to track changes in behaviour and trends with Sales reps and Product categories

A strong relationship with informal trade channels

Increased engagement with sales partners (Daily touch points)

Drastically reduced fraud and duplication (Quadruple level of checks)

Payment System: Points that translate into direct rand value

Randomised product sales validation (via customer calls)

Good to know

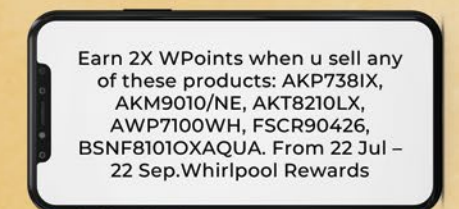
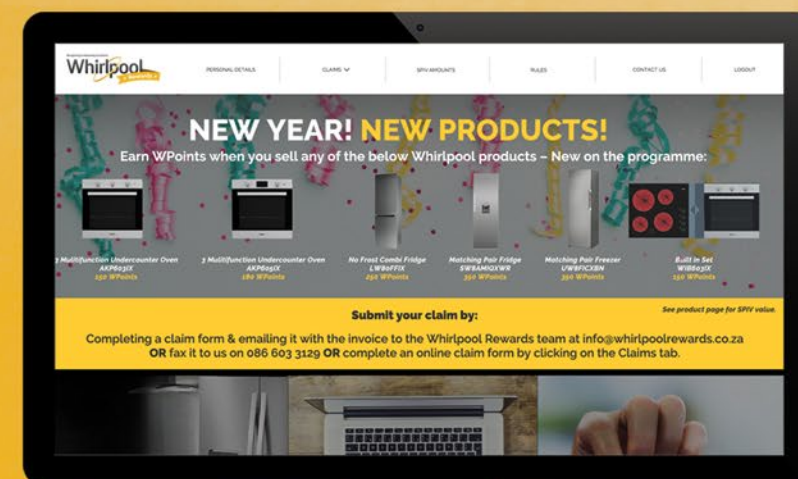
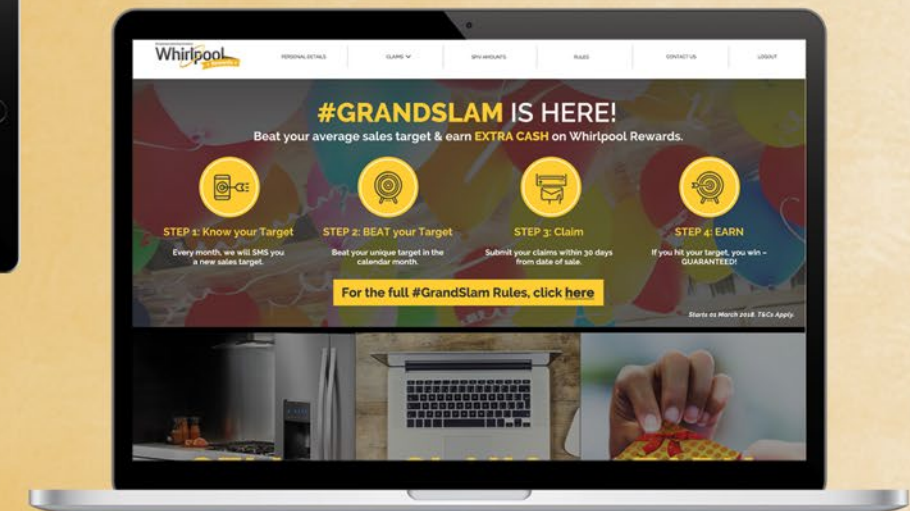
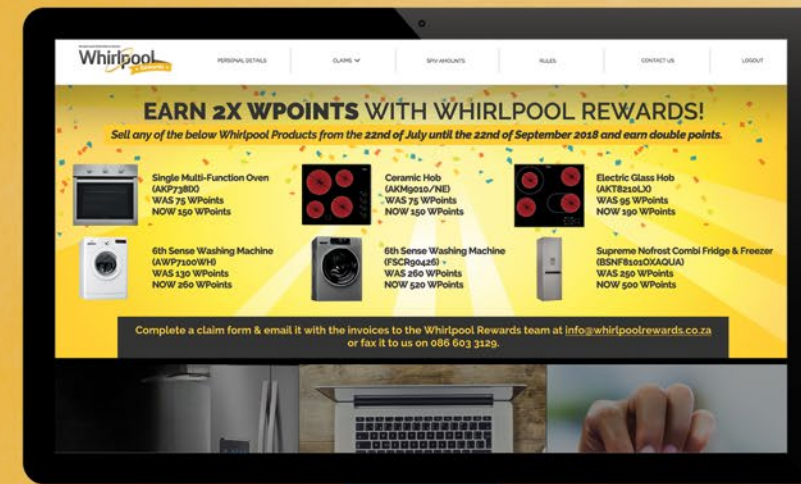
Sales Incentive Programme for Salespeople that promotes the Whirlpool brand

Each sales rep has a Reward Card

The programme launched to Whirlpool KAMS and then sales reps

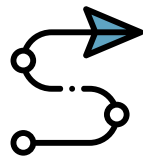


R2 345 066
Total Rewards
Pay-out





A Recognition & Rewards Programme designed to create a motivated workforce within an atmosphere of celebration and unity with Safety as a priority.



Sept 2019
Programme
Launch



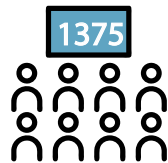
3 397
Nominations Made



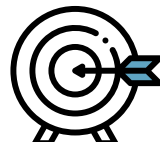
3077
Teams that
met Targets



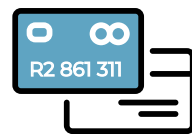
3
Sites Across SA



1375
Registered
Staff



26 133
Instances of Team
Target Winners



R2 861 311
Total Rewards
Pay-out



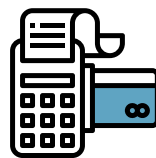
2199
Scratchcards
Awarded &
Dispatched



111
Near Misses /
Unsafe Acts /
Safety Suggestions
submitted



29 853
Emails Sent



R 92 7715
Safety 1st Payments
Processed



175 241
SMSes Sent

Good to know

Successfully
implemented modules:

Scratchcards
Safety 1st
Team Celebrate
Nominations
Wellness Days
Birthdays
Innovation
Quiz It
Trolley Dash

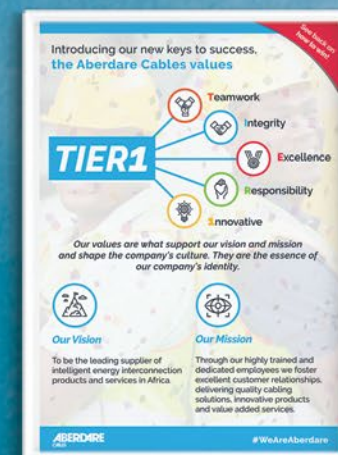
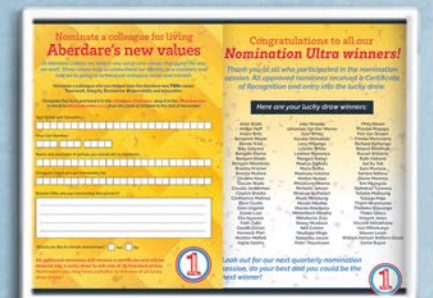
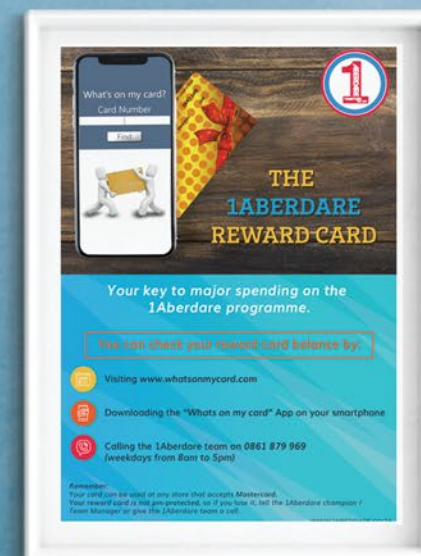
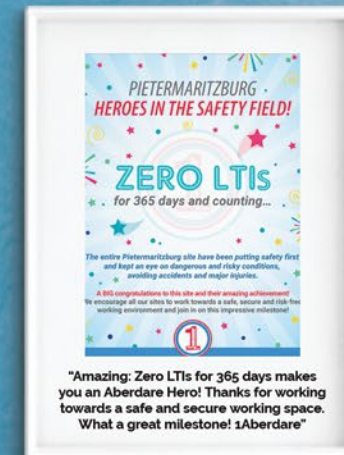
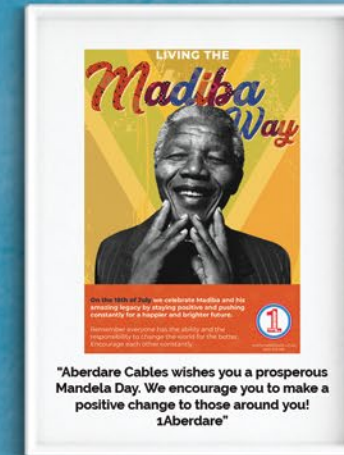
What we've achieved

Site of 360 employees
achieved 365 days LTI free

Successfully
implemented the
company's new values
to the workforce across
South Africa

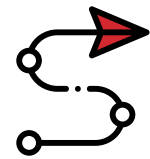
Improved communication
on Team Targets

Achieved a 99%
Registration rate

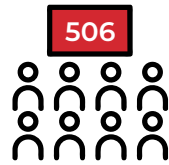


TENACITY

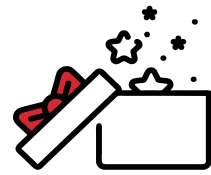
RAP Stars is a Recognition & Rewards Programme designed to reward call centre agents, create a motivated workforce and ensure happy employees who feel appreciated.



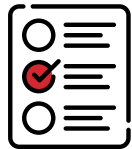
Dec 2020
Programme
Launch



506
Registered Call
Centre participants



388
Scratchcards
awarded



1 158
Nominations
made



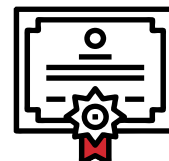
124
Teams created
on programme



40
Trolley Dash
winners



R478 070
Total Rewards
Pay-out



338
Monthly Award
Winners



832
Special
Recognition
products



2 219
SMSes Sent



2 040
Emails Sent

What we've achieved

Achieved a 92% registration rate in the first 5 months of the programme

Successfully created a virtual shop for Managers to award their agents during Covid-19

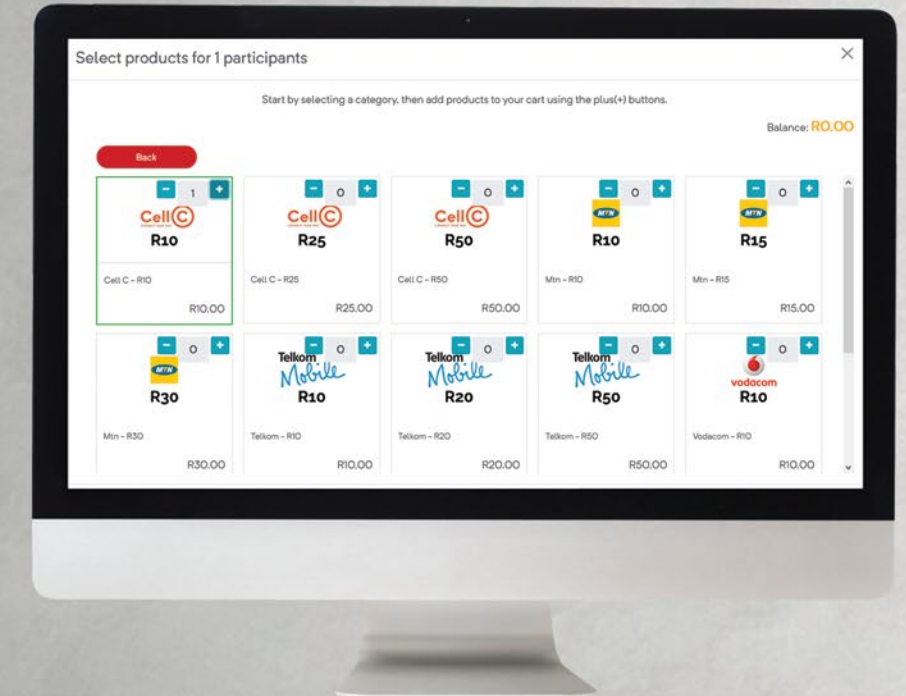
Created a dedicated communication channel between all participants and the programme

Created performance leaderboards for all the departments

Good to know

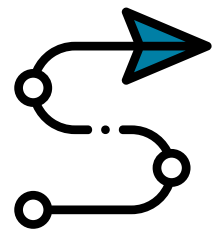
Successfully implemented modules:

Scratchcards
Team Manager
Online Shop
Team Party Box
Nominations
Monthly Awards

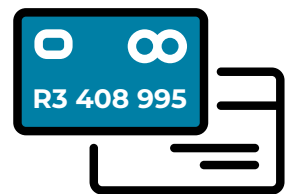




The Boost Rewards programme rewards Finance and Insurance agents at participating Motus group dealerships for submitting successful motor insurance deals on new vehicle sales.



Oct 2020
Programme
Launch



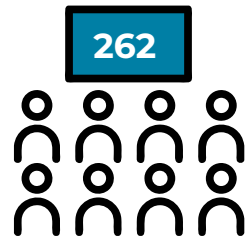
R3 408 995
Incentives paid out to date



156
Dealerships
nationwide



12 555
Transaction Emails sent



262
Registered
participants



10 527
SMSes sent

Good to know

Participants can work at multiple dealerships and still get rewarded for all their successful deals reported at each dealership

Participants are paid their rewards straight onto their Boost Rewards Cards

What we've achieved

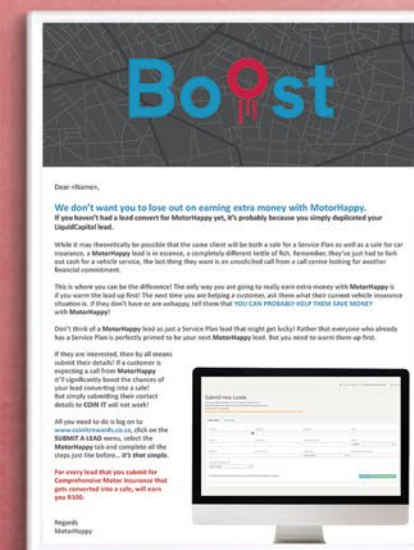
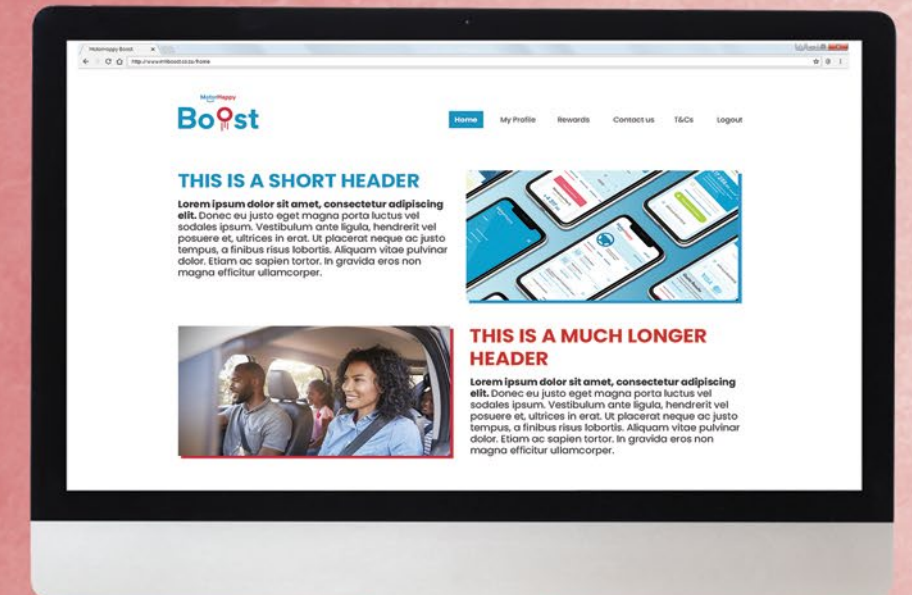
Increased engagement: 92% of the participants were paid by the end of the first quarter

Participants know and understand the rules for receiving a pay-out

Streamlined the payment of rewards & accelerated the frequency of pay-outs

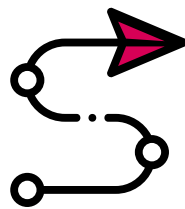
Flexibility: Participants can view their Boost payslips and statements on the programme website

Improved the reporting on the rewards processed and participant submission behaviour to enable MotorHappy management to better understand the participants' performance within the channel





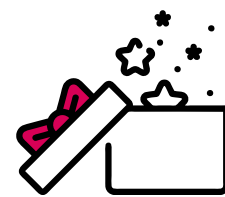
The iCare Recognition & Rewards Programme combines various WOW modules to recognise individuals who contribute more than required, while encouraging team building and increased team productivity within the hospitality industry.



February 2018
Programme Launch



1376
Total Number of
reward instances
paid



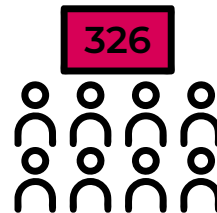
1287
Scratchcards Awarded



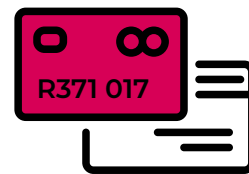
3 000+
SMSes Sent



100+
Number of
Ambassador visits



326
Registered
Hotel Employees



R371 017
Total Rewards
Pay-out

Good to know

Successfully implemented modules:

Star of the Month
Micro-Innovation
Nominations
Scratchcards
Swag Bags
Celebrate
Tatamachance
Team Targets

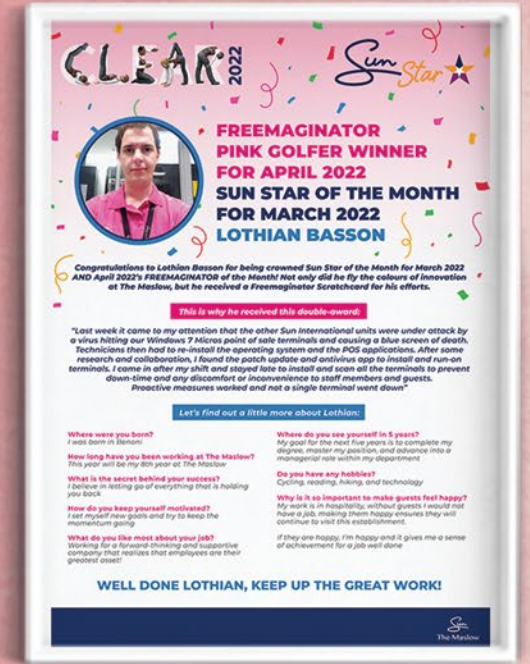
What we've achieved

Improved customer service engagement with hotel guests

Better team spirit and buy-in from staff to a high-performance culture

Enhanced self-pride evident through employee's feeling part of The Maslow family

Increased awareness around the common goals within the company





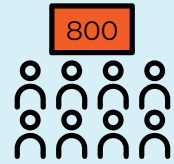
A Recognition & Rewards Programme designed to create a motivated workforce, with a main focus on growth, excellence and client centricity.



January 2013
Programme
Launch



4 140
Attendance
sweepstake winners



800
Registered
staff



6 273
Scratchcards
Awarded



156 943
Website hits



R1 288 890
Team Leader
Cash spend audited



6 570
Queries resolved



12 033
Nominations
made



464 374
Emails Sent



166 821
SMSes Sent



1 070
Programme
Ambassador visits

Good to know

Successfully
implemented modules:

Scratchcards
Celebrate
Surprise
Nominate
Compliments
Trolley Dash
Did You know?
Quarterly Awards
Annual Awards
Deskdrops
Tatamachance

What we've achieved

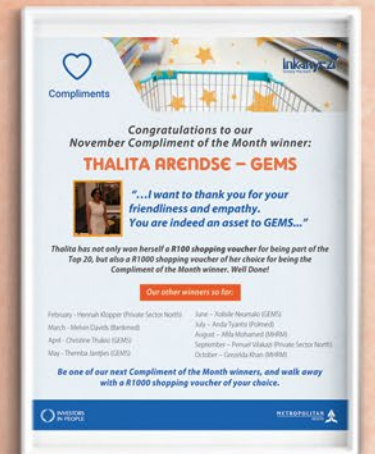
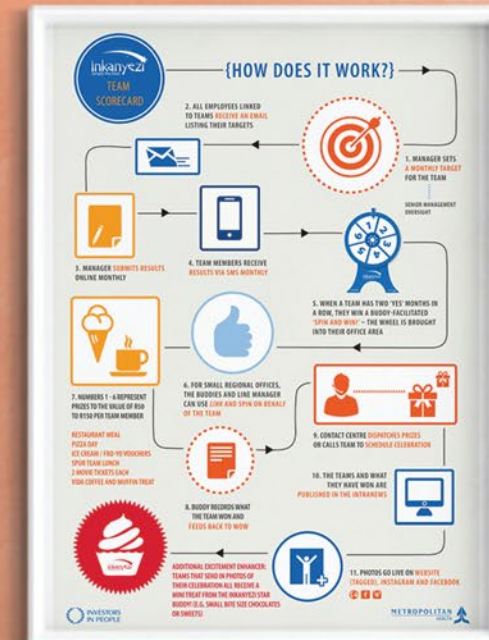
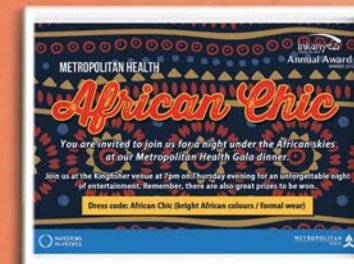
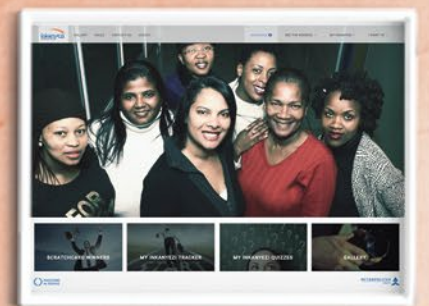
Motivated and inspired
employees

A culture of high
performance

Improved employee
engagement

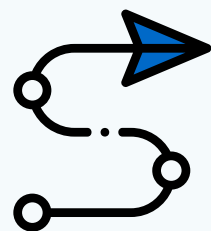
A collaborative and
target-driven
environment

Successes and
key milestones are
celebrated

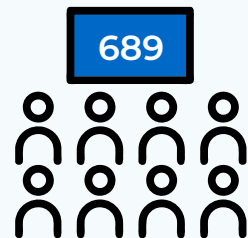




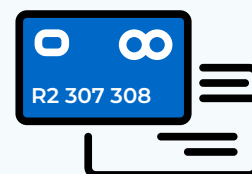
Ensuring happy employees who feel appreciated since 2016, by creating ALLSTARS in a call centre environment, with a focus on customer-service and being a team player at the heart of everything.



March 2016
Programme
Launch



689
Registered
staff



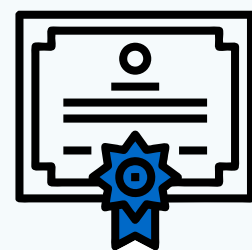
R2 307 308
Total Rewards
Pay-out



10 638
Total of products purchased
on the Team Leader Online
Shop



336
Trolley Dash
winners



2 039
Monthly Award
Winners



108
Number of "Buddy" visits

Good to know

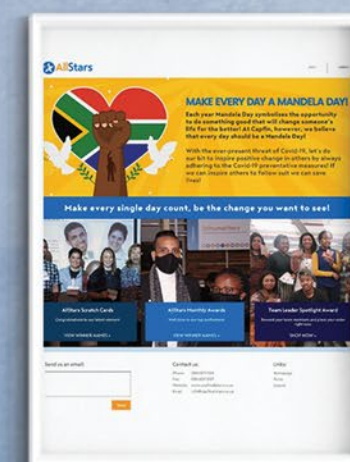
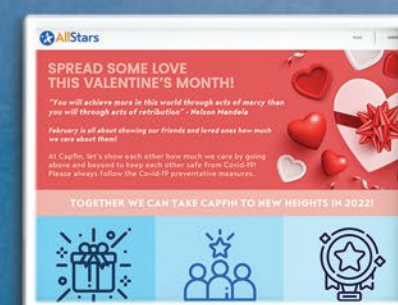
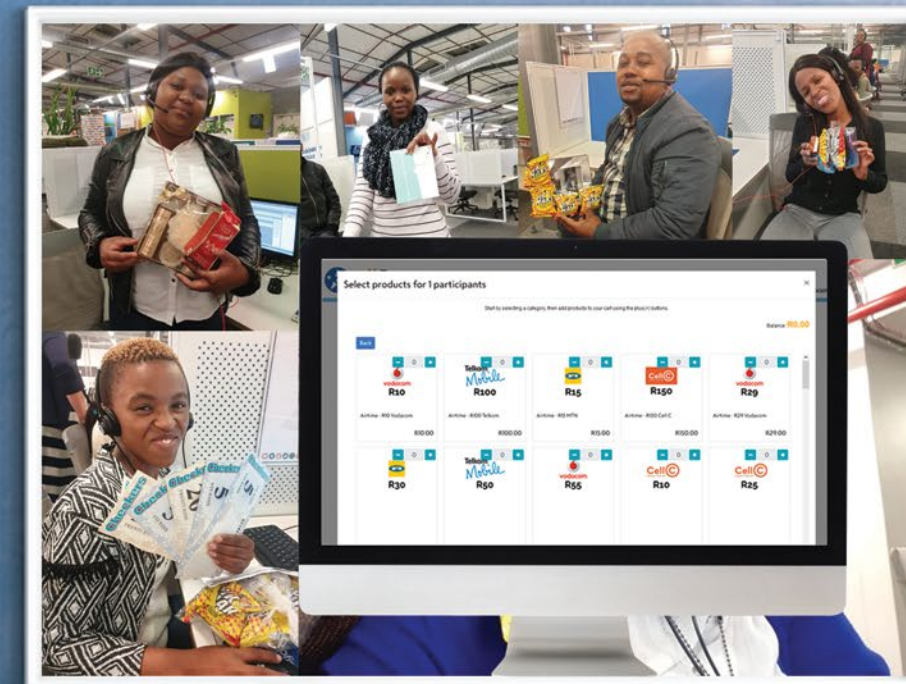
Successfully
implemented
modules:

Scratchcards
Team Leader
Spotlight
Trolley Dash
Monthly Awards

What we've achieved

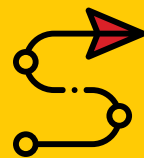
100% registration
since 2016

Online shop designed
and implemented
Trolley Dash events





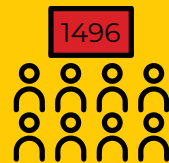
A Recognition & Rewards Programme designed to focus all staff on vital monthly metrics and to foster a values-based culture of mutual support across the company.



October 2013
Programme Launch



164
Branches Across SA



1496
Registered staff



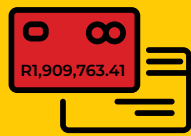
39
PR Articles Published



2881
PR Article Replies



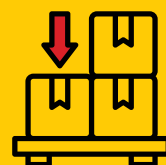
24 645
Total Transactions Processed



R 1 909 763.41
Total Rewards Pay-out



4121
Scratchcards Awarded



2100
Branch parcels dispatched



6792
Nominations Made



63 309
Emails Sent



7728
Posters Printed



461 559
SMSes Sent

Good to know

Successfully implemented modules:

Scratchcards
Team Targets
Nominations
Dress Up Days
PR Articles

What we've achieved

90% registration rate since inception of programme

Improved internal communication

Monthly metrics now a key focus for all staff across every branch in SA



Xperia™ Wow

A multi-channel sales incentive programme designed to expand Sony Mobile's market share and further develop sales in strategic designated channels (Major retailers, B2B and online).



January 2013
Programme Launch



3087
Sales Consultants



3020
Active Stores across SA



63 343
Emails Sent



Over 1 million
SMSes sent



Over R32-million
Incentives paid out



R608 575
Irregular
submissions detected

Good to know

About:

Sales Incentive programme for sales consultants who promote Sony Mobile smartphones

Each sales consultant is paid into their bank account for successful sales

Programme launched to retail, then quickly expanded to other strategic channels

Initiatives:

Consultants and dealers' sales incentives

Stock-on-hand (Stock manager Sell-out incentive)

Xperia Xperts (Retail excellence)

Refer-A-friend (Consumers lead referral projects)

What we've achieved

Created platform that integrates traditional retail (franchisee-owned, Telco-owned, independents), B2B and B2C sales outlets (call centres).

Improved the company's relationship with its channel intermediaries

Insights helped improve efficiencies in channel stock management and area prioritisation

Reduced fraud levels through proprietary algorithms designed to flag and prevent fraudulent submissions (including support for successful prosecution)

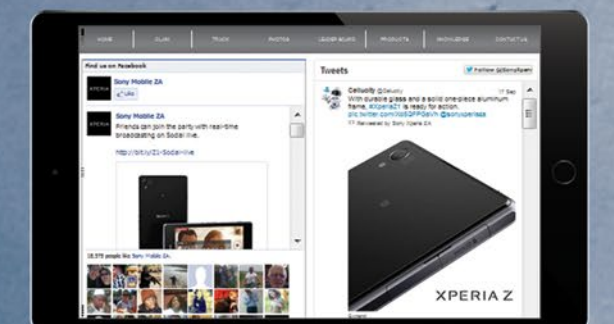
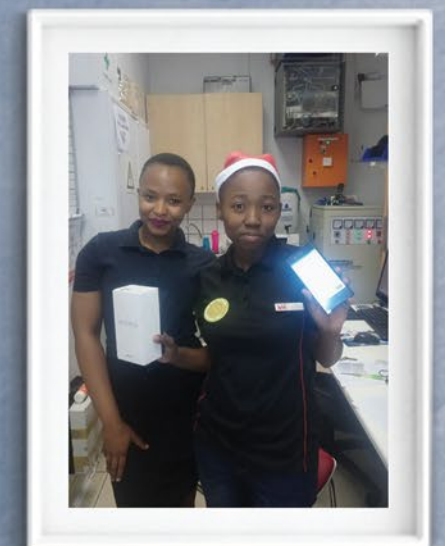
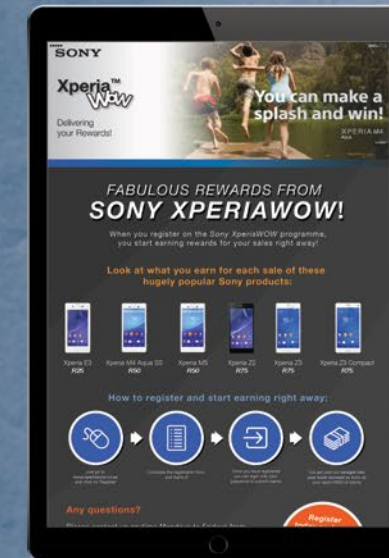
Helped the company defend market share in a context of increased competition and retail space consolidation

Improved incentive governance, reporting and pay-out traceability

Freed-up client resources to enable a greater focus on driving sales planning and marketing strategy

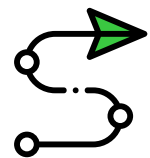
Designated by client as its top, most-reliable, and go-to service provider

Developed procurement solution to handle all the company's marketing and retail purchases

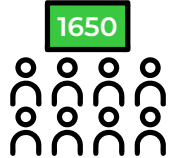




The Ignition WHAM! Programme is a tailored initiative that recognises Sales Agent Staff, Team Leaders, Campaign Managers, and Call Centre Managers for their hard work and dedication. The WHAM! slogan is "Beat your daily campaign target and earn real Money DAILY!"



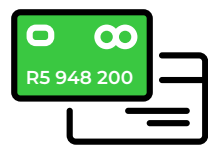
April 2010
Programme Launch



1650
Registered Call Centre participants



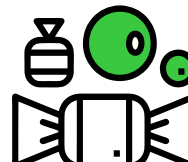
2
Call Centre Locations



R5 948 200
Total Rewards Pay-out



45 109
Total Transactions Processed



59 400
Deskdrop items dispatched



876 960
SMSes Sent



61 962
Total Emails Sent



155
Number types of email communications



1 574 from June 2019
Online Shop Orders Placed (in a 6-month period)



102
Total number of items bought



418 988
Programme Website Logins

What we've achieved

Programme successfully implemented for 10 consecutive years

Improved business performance (sales) across all teams

Improved communication on Individual and Team Targets

Increased customer service focus and quality scores

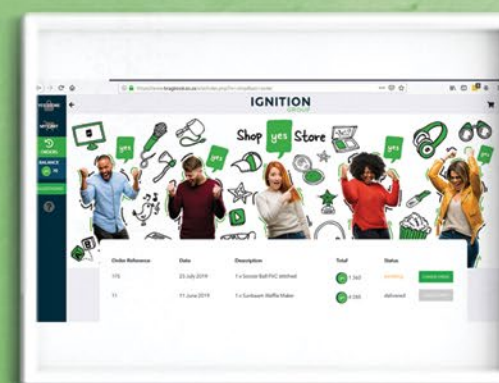
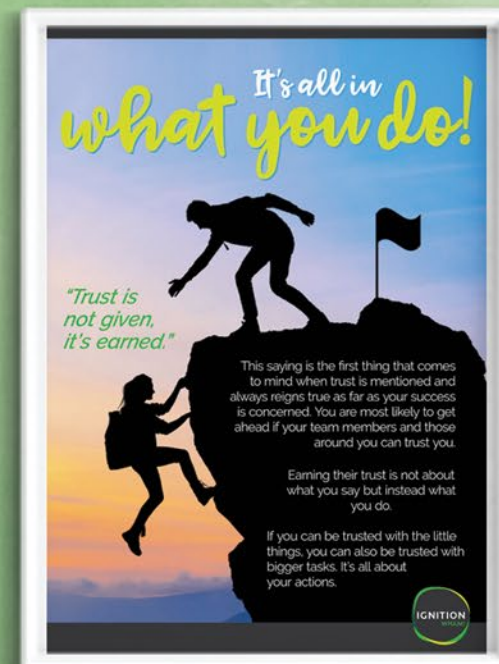
Reduced absenteeism

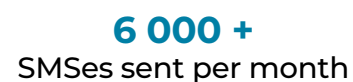
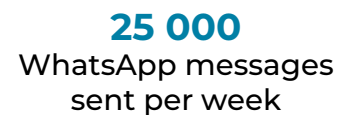
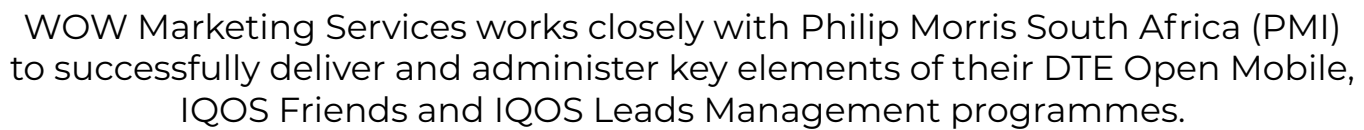
Win a Car campaign successfully implemented in 2017 with top achiever winning a car

Good to know

Successfully implemented modules:

Daily Grand Slam Sales
Sensation Communications
Bragbook
YES Store
WHAM Wizard
Double Days
Celebrate
Trolley Dash
Scratchcards
Win a Car
Star of the Week





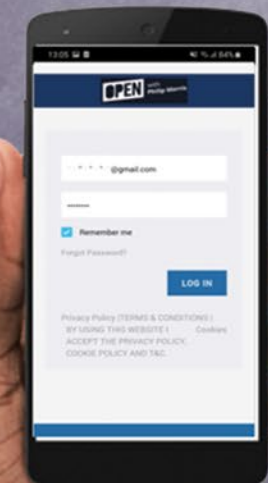
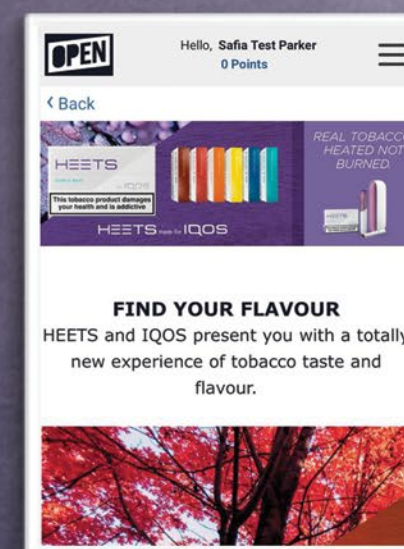
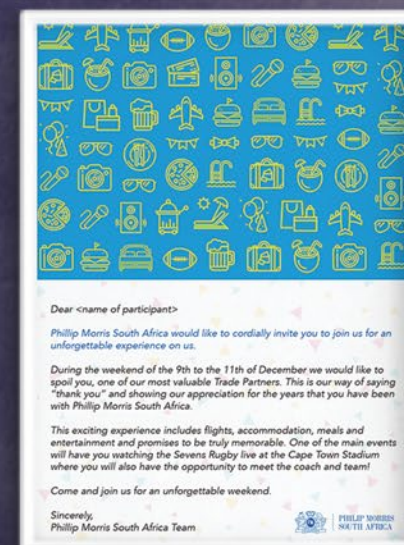
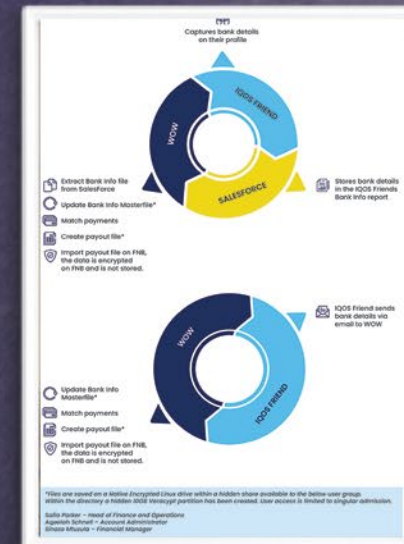
Communication methods:

Calls
 Emails
 WhatsApp
 Viber
 SMS

Launched Open Mobile with 250 stores,
store base increased to 13 480 in total to date

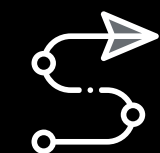
Created various communication methods

Streamlined the task completion comms to retailers

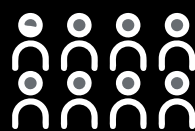


MITSUBISHI GEARUP

Gear Up is a communication campaign specifically designed to empower Mitsubishi South Africa's salespeople with the necessary information they need to confidently sell products. It also continuously tests their product knowledge with weekly quizzes.



April 2021
Programme
Launch



208
Participants



51
Dealership
Network



2 171
Emails Sent



6 413
SMSes sent



R4 248 899.55
Incentives paid out



28 953
Quizzes dispatched

Good to know

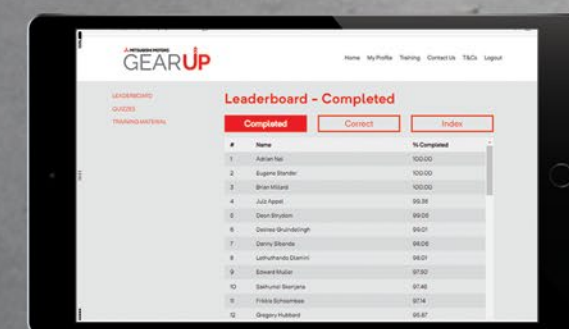
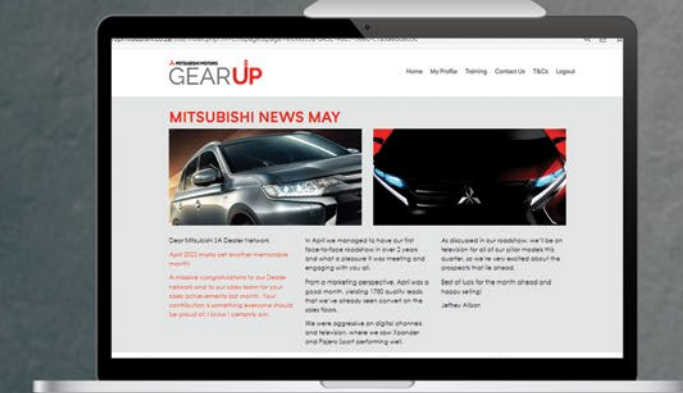
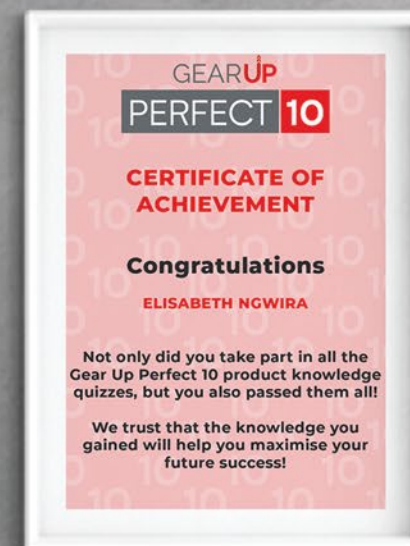
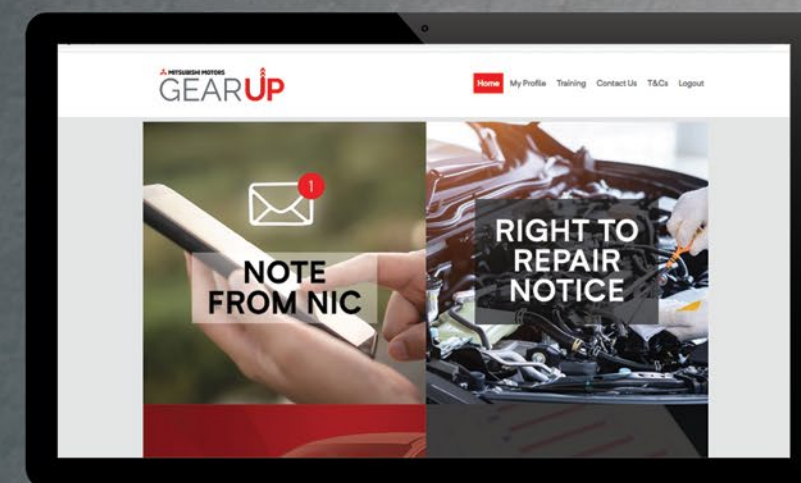
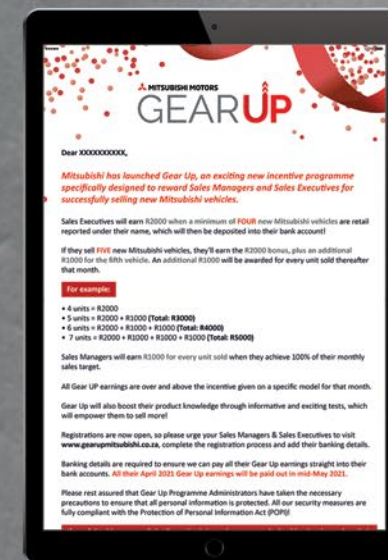
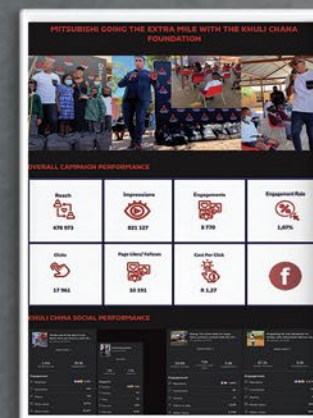
Participants' brand and product knowledge is tested by way of quizzes sent daily. A leaderboard integrating participation and performance metrics is published daily

Participants are paid their vehicle sale incentive directly into their designated bank account

What we've achieved

The enhanced learning management system (LMS) that WOW deployed allows for instant feedback to participants taking a quiz, which enables better knowledge retention

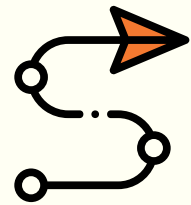
The LMS reporting system allows for a tighter monitoring of participants' activity and performance



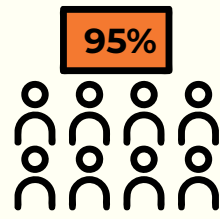




The Inkanyezi programme was launched in 2022 for Curo Fund Services. It was specifically designed to recognise and reward staff, both working from home and the head office, for embodying the Curo values: Passion & Courage



March 2022
Programme Launch



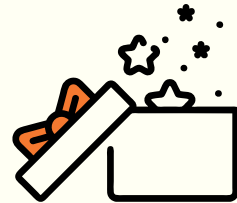
293
Registered staff



96
Emails Sent



87
Nominations Received



27
Scratchcards Awarded



994
SMSes Sent

Good to know

Successfully implemented modules:

Scratchcards
Team Manager Shop
High Five
Nominations
Dress Up Days
Birthdays
Team Targets
Trolley dash
CEO Award
Friday Hangout

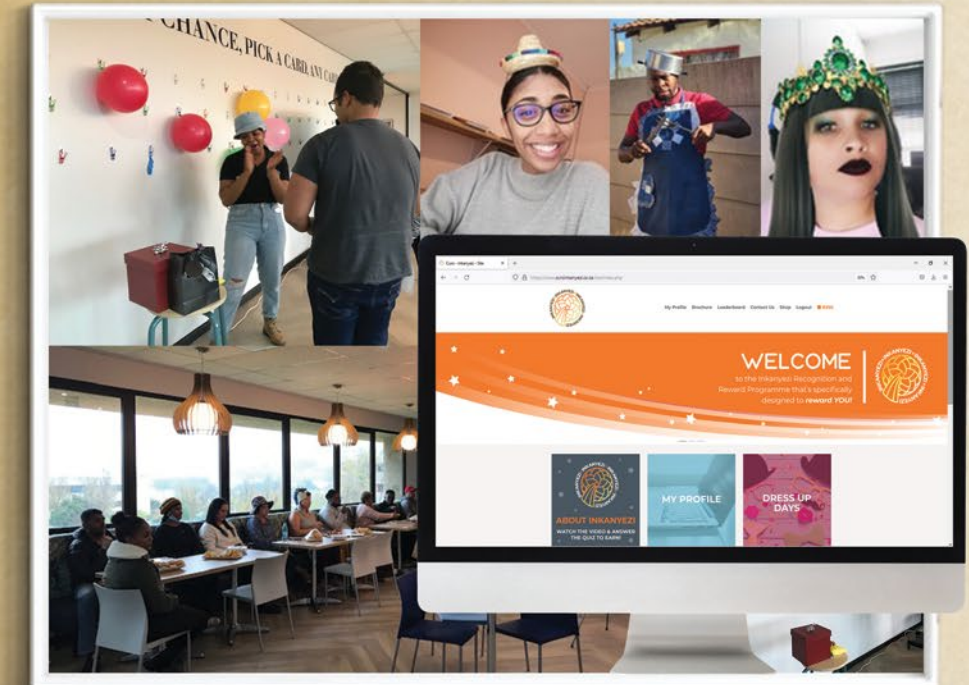
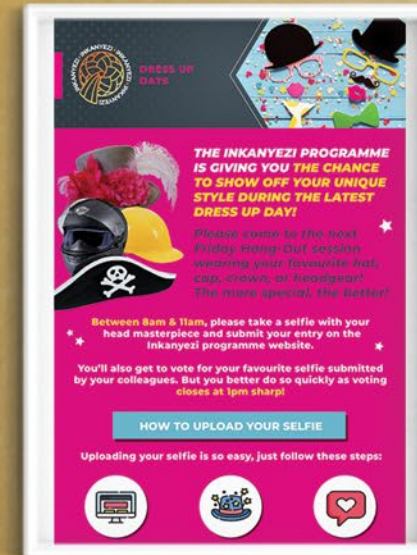
What we've achieved

Achieved a 95% registration rate in the first 3 months of programme

Positively influenced staff engagement through social activities

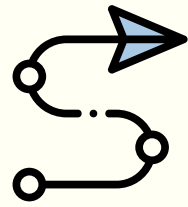
Encouraging team building and increased team productivity

Raised awareness about Curo's values and educated staff

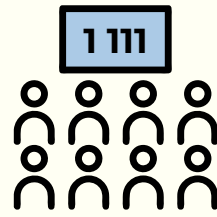


HYUNDAI REWARDS

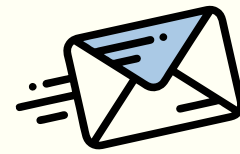
Hyundai Rewards is a payment portal specifically designed to pay incentives to Hyundai's Service Advisors, Sales Executives and Sales Managers for successfully selling Hyundai Genuine Parts.



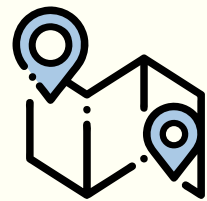
August 2021
Programme Launch



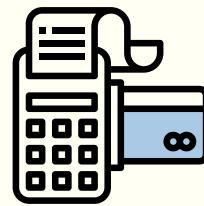
1 111
Registered participants



2 566
Emails Sent



126
Dealership Network



R2 481 200
Paid out to date



3 965
SMSes Sent

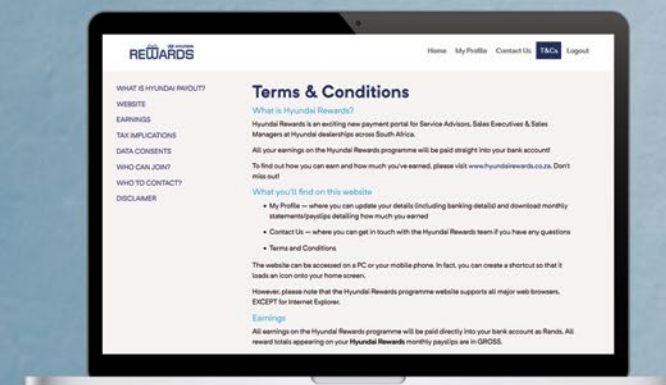
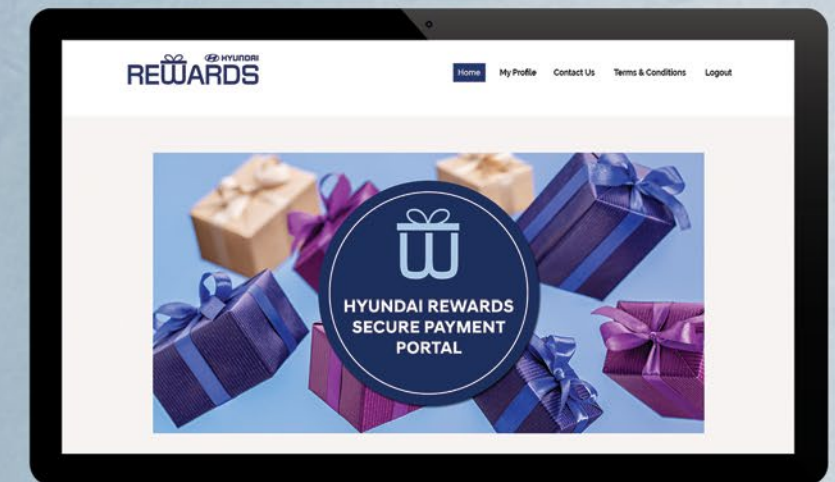
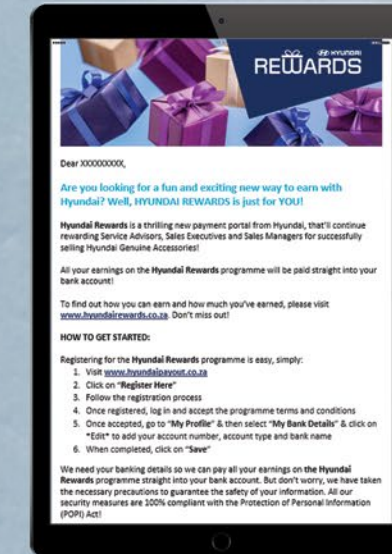
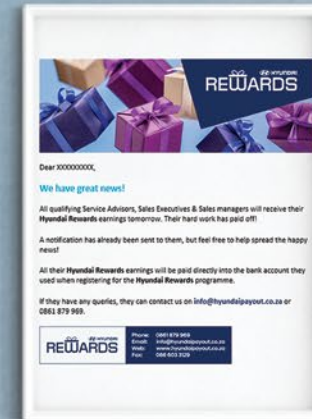
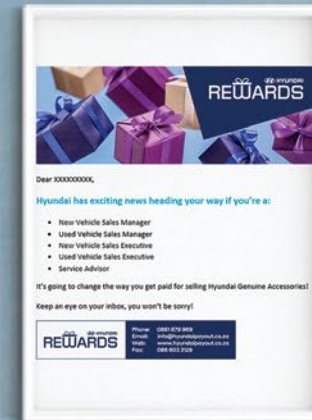
Good to know

Hyundai Rewards is available to Service Advisors, Sales Executives and Sales Managers at Hyundai dealerships across South Africa

Participants are paid their approved accessory and parts sales incentive straight onto their designated bank account

What we've achieved

A faster query resolution than on the legacy system, and a quicker turnaround time for the payment of monthly incentives to qualifying participants





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