

Behind the Scenes: Mizkan's Epic Journey and Impactful Innovations

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Company:

Mizkan



Industry:

Food



Number of employees:

3700



Challenge:

They aim to create opportunities for employees to be more involved in the company's activities.




Solution:

Mizkan has implemented Workmates so that employees can give shoutouts to their colleagues, which everyone in the organization can view.

Pauline Rogers, a senior HRIS and payroll manager, is key in managing HRIS, technical database automation, and employee data for her organization. She also oversees the payroll team to ensure compliance with federal, state, and local laws regarding employee compensation.

Mizkan is a well-established food manufacturing company with over 215 years of experience, specializing in producing various food products, including the popular Ragu and Bertolli spaghetti sauces.



“Our KPI was set at 43%. We came in at 63% participation rate.”

Pauline Rogers
Senior HRIS and payroll manager

From Struggle to Success: How Workmates Revolutionized Their Journey

The company's recent focus has been on automation and process improvement; however, starting with the fiscal year of 2022, they have prioritized employee engagement. Their main objective since then was to find ways to engage employees with the organization, their peers, and managers. They aim to create opportunities for employees to be more involved in the company's activities.

To address this issue, the company has implemented Workmates so that employees can give shoutouts to their colleagues, which everyone in the organization can view. This initiative aims to increase the visibility and recognition for employees' achievements and efforts. The company wanted to ensure that the system was user-friendly and easily accessible, with automatic data population from ADP, minimizing the need for manual intervention. The system is designed

to be a one-stop-shop, providing a seamless experience for all users.

Empowering Excellence: How Workmates Outshines the Competition in Engagement and Rewards

Rogers recalled their experience of selecting an employee engagement software for their company. They initially considered Workmates and another platform, but they cannot recall the name of the other company due to the lack of a lasting impression.

After seeing Workmates's user-friendly setup process in a demo, they were immediately sold on the platform. The fact that the company received a discount as a preferred partner on the ADP Marketplace further solidified their decision. An additional plus was that they did not have to set up an integration with ADP, which often incurs an additional cost. Since the connection between ADP and Workmates had already been established, the company was able to seamlessly

transfer all the necessary data. This was seen as a major advantage for choosing Workmates.

Setting the Bar High: Workmates's Remarkable First Impression and Lasting Impact


Rogers mentioned that their communication team expressed their satisfaction with the level of partnership they received from Workmates. According to them, Workmates was able to handle their unique requests and ideas, providing an exceptional level of service that surpassed their expectations. They were particularly impressed with Workmates's willingness to take on out-of-the-box ideas and bring them back to their developers to determine whether they could accommodate them. Rogers mentioned that this kind of partnership is rare in the technology industry, as most vendors are quick to decline requests that are not part of their standard offerings.

They also appreciate Workmates's approach to soliciting feedback and the efforts made to make

the platform better. Workmates was willing to listen to the client's needs and concerns and was always responsive to their inquiries. This level of collaboration and communication between the vendor and the client gave Rogers confidence and credibility with her team, as they communicated that they were working with a vendor who was invested in their success.

From Good to Extraordinary: Unveiling the Astonishing Results Fueled by Workmates

Rogers explains that their organization had set a key performance indicator (KPI) of 43% participation rate in Workmates, a social recognition and rewards platform for employees, which needed to be achieved by the end of the fiscal year. The KPI was exceeded, with a participation rate of 63%, which is particularly notable given that the majority of employees are hourly workers who access the platform through the mobile app since they do not have access to a computer at work. The use of the mobile app has



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Pauline Rogers
Senior HRIS and payroll manager

proven to be helpful for these deskless workers who can give kudos to their teammates for their contributions while on the production line. The organization has around 1200 active users on the platform, and, on average, 12 kudos are given weekly, with over 400 kudos given in the last 30 days.

Rogers also highlights the Workmates ability to customize badges with the organization's artwork, which reinforces the company values as employees are required to link their kudos to one of the values. This aspect is particularly valuable as it helps employees understand the company values in a more practical way, as opposed to simply being told what they are. By relating real-world activities to a company value, employees better understand the values and their significance.

Values in the Spotlight: Kudos that Shine a Light on What Truly Matters

For example, the company introduced a safety badge this year in recognition of the importance of safety in manufacturing and food manufacturing. The safety badge has been well received and has proved to be an effective way of keeping safety at the top of employees' minds.

How the team reacted

The introduction of the employee engagement software to their employees was effortless. The company conducted live training sessions, a total of 13, to ensure that employees had ample

opportunities to attend at different times of the day. In addition, a recorded training session was created for new hires, with the rewards and recognition training program automatically assigned to them. On their first day, new hires are required to watch a 15-minute video that provides an overview of the program, explains its significance and function, and instructs them on how to give a kudo.

Engagement Rate Soared by 20% and Set New Heights

Rogers noted that achieving 100% participation would be ideal; however, it is not realistic given that some hourly employees do not have access to smartphones and may not be able to access the platform at all. Currently, the participation rate among salaried employees is almost 100%, but it is lower among hourly employees. The goal is to reach 80% participation among all employees, which would be considered a success. Maintaining that participation rate would also be important for continued success.

According to Rogers, the platform has all of the technical functionality they need to achieve full team participation. Rogers is developing a new communication and socialization strategy to improve participation with the platform. The organization has implemented monthly raffles to incentivize employees who have used the platform to give or receive kudos, but a small subset of employees remain disengaged. The organization plans to assemble a focus group to understand the motivations behind their lack of interest and identify opportunities to enhance their engagement.

Inspiring Employees to Embrace the Platform and Reap the Incentives

Rogers acknowledges hearing pushback from some employees regarding the tax implications of redeeming points for gift cards. However, they stand by their decision, since it turned out employees like the option of gift cards. The company is constantly exploring new gift card options to provide a wider variety of rewards for employees. Offering merchandise as an alternative is not an option due to logistical constraints.

The biggest advantage of HR Cloud

They expressed that configuring and setting up Workmates was extremely simple. Additionally, they noted that working with HR Cloud during the implementation process was the most enjoyable experience they had ever encountered in their professional career.

Best part about Kudos and Workmates

They appreciate the user-friendly interface of the system from an administrative perspective. The ability to adjust the navigation with ease allows for efficient management of the platform.

Employees Unanimously Declare, “This is a Must-Have!”

Rogers notes that positive feedback from employees is frequent. Recently, due to the end of the fiscal year and the start of a new one, emails were sent reminding employees to redeem their points. Following this, an email was sent informing employees that their point balances had been reset and that their balance would resume once the budget was approved. Several employees responded expressing their eagerness to resume participation, citing the program as a great way to give recognition to their colleagues.

Opportunities for Growth and Reflecting on Our HR Cloud Journey

Rogers expressed their positive experience with HR Cloud and mentioned the platform is already optimized. She further noted that Workmates is receptive to feedback and suggestions and is quick to implement them. She also believes that this willingness to listen and implement feedback is what makes the experience exceptional.

Workmates creates a social intranet platform that brings your workplace into the cloud. [Visit the website for a free demo.](#)