

HR Cloud Increases Employee Engagement and Gratitude

Toyota Material Handling, Inc.



Danielle, an HR specialist at Toyota Material Handling, Inc. (TMH) who focuses on internal communications and community engagement, provided this case study's information. She first heard about Workmates through Jenna, a counterpart at another Toyota company (Bastian Solutions). Jenna saw a demonstration and recommended Danielle sign up for a demo as well.

Danielle says, "Both companies were looking for an employee experience platform that would allow us to share communications, provide recognition opportunities, and connect our associates."

The hallmark of the Toyota Production System is TMH's commitment to quality. Their focus includes reliability and customer satisfaction.



Company:

Toyota Material Handling, Inc.



Industry:

Manufacturing



Number of employees:

1001-5000



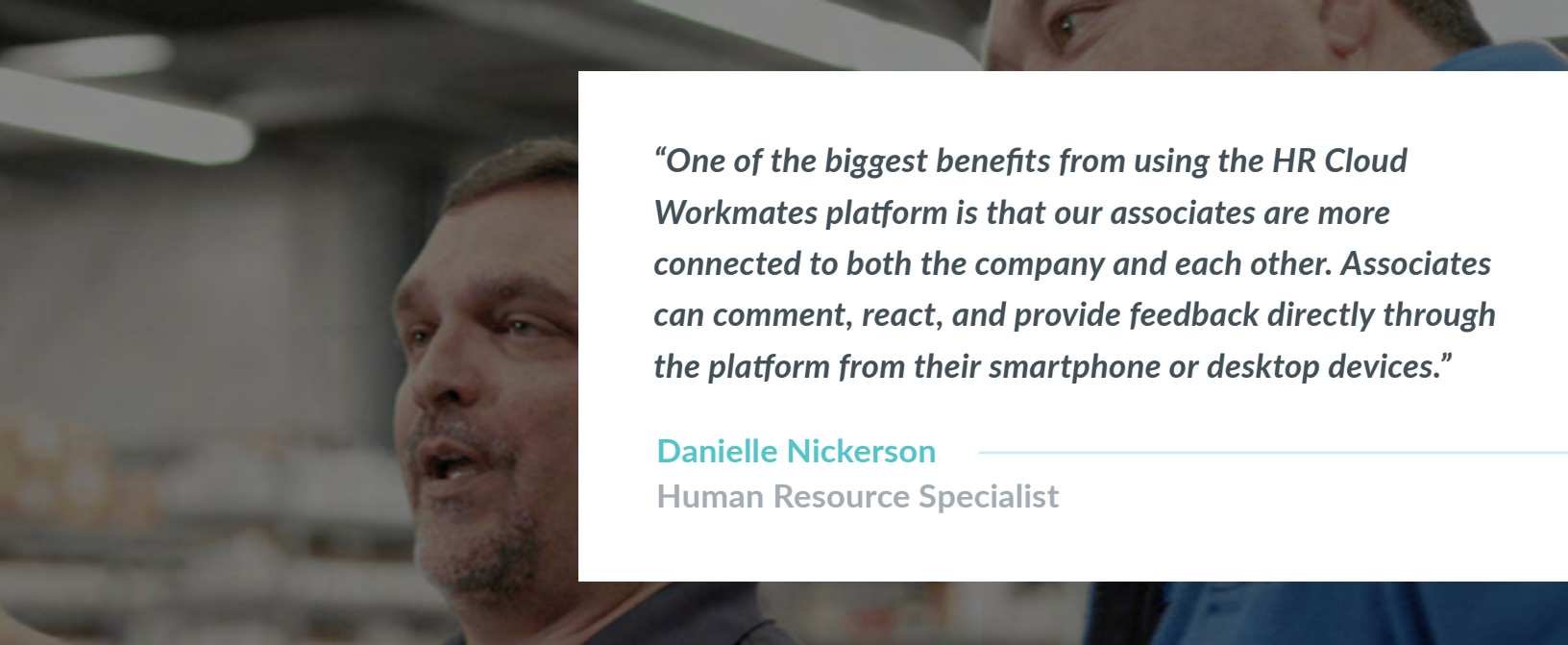
Challenge:

Find an employee experience platform to empower associates to share communications, provide recognition, and facilitate connections.



Solution:

Selected the HR Cloud as their employee engagement platform.



“One of the biggest benefits from using the HR Cloud Workmates platform is that our associates are more connected to both the company and each other. Associates can comment, react, and provide feedback directly through the platform from their smartphone or desktop devices.”

Danielle Nickerson
Human Resource Specialist

This is true throughout more than 230 locations across North America.

The organization’s size and quality standards make communication and engagement important.

Before HR Cloud

TMH used a communication app through another provider. The app provided information to associates, but it couldn’t handle interactivity. Also, the app was missing the tools and features needed for a proper level of engagement.

The app also had many login issues that frustrated users. The resulting experience generated a certain level of disappointment. The user experience was below the hopes that TMH wanted to provide their associates.

HR Cloud Launching Expectations

The essential element TMH looked for was engagement. They wanted HR Cloud software that would engage their associates in many ways. Danielle says, “HR Cloud’s communication app provided a more extensive list of features we

were looking for, including a recognition component that would allow for peer-to-peer recognition across the company. The communication app also provided opportunities for customization and branding across the platform.”

The launch occurred less than six months before the writing of this case study. Danielle and her team reviewed their goals and the HR Cloud’s community engagement. Danielle says, “We have been happy with the service, platform, and engagement we have received.”

Benefits from HR Cloud Workmates

The most significant benefit generated by using the Workmates platform is engagement. The associates are more connected to the company and each other. Danielle says, “Associates can comment, react, and provide feedback directly through the platform from their smartphone or desktop devices.”

Features and Price

The Toyota team gave praise for the number of

features for the cost. This was the prominent value HR Cloud provided. A close second was the platform's ability to facilitate positive engagement.

Danielle says, "I had participated in several demonstrations for different communication or employee experience platforms. But most did not provide the number of features at the price point HR Cloud provides. Having the additional features allows us to engage our associates in a multitude of ways and increase positive engagement across the company."

Kudos Module

One of TMH's favorite forms of engagement is the Kudos module. It allows associates to provide positive peer-to-peer recognition across the company. Danielle says, "It encourages a culture of gratitude."

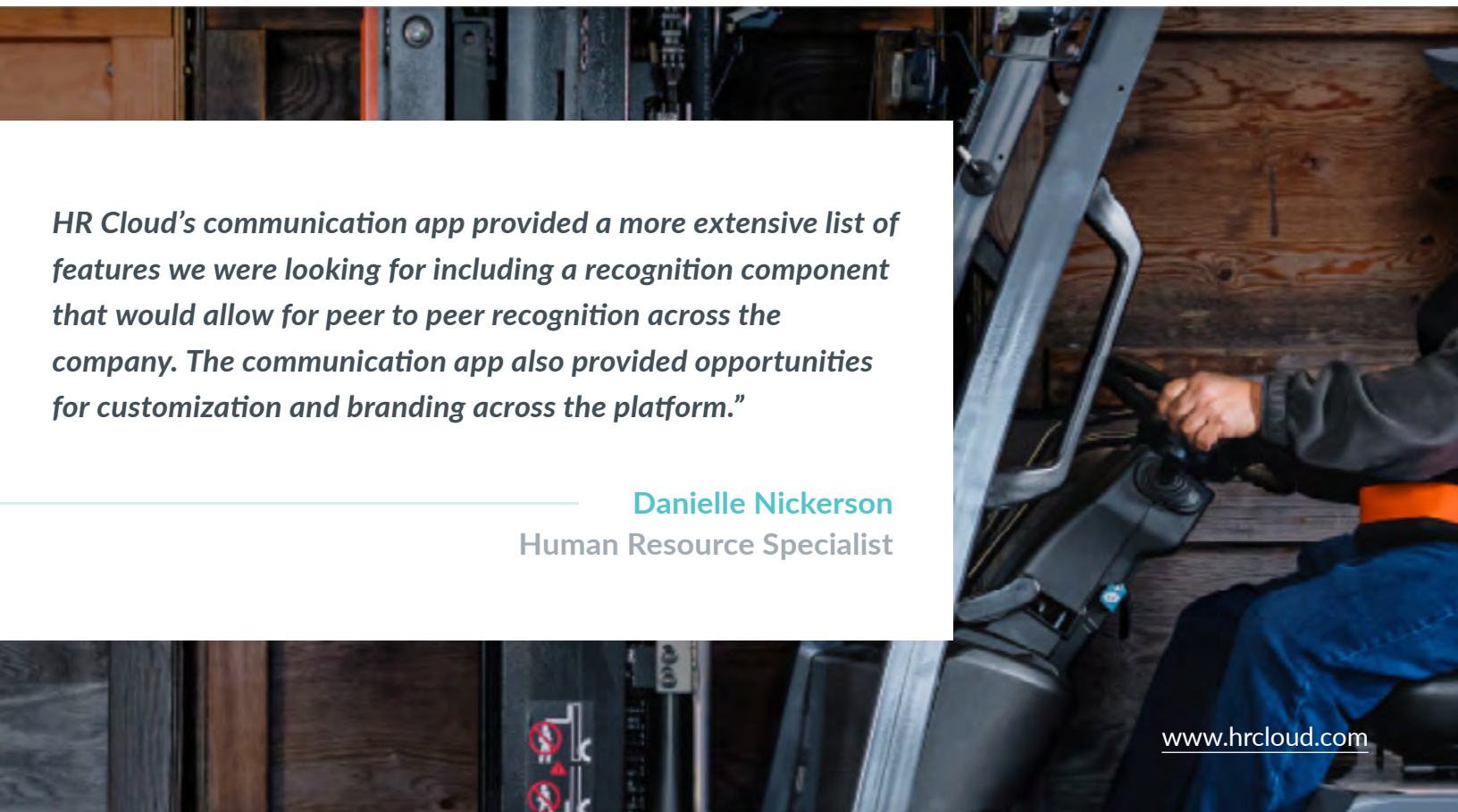
TMH saw the use of this module increase the employees' overall engagement. The personalization allowed the sender to give a digital high-five or reflect on something more endearing and heartfelt. The Kudos module engaged employees to look for opportunities to share their gratitude and praise.

Needed Improvements

All quality case studies assess the good and the bad. The TMH team provided notes on areas of HR Cloud they felt needed improvement, offering two recommendations.

Scheduling of Posts

The TMH team recommended an ability to schedule posts for a time later in the day. They felt this improvement could "create huge value."



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Formal Onboarding Introductions

There was a desire for proper introductions during each phase of onboarding. This refers to HR Cloud team members with whom the client interacts.

“I talked to one person when we were going through demonstrations, but another for technical questions,” says Danielle. “I wasn’t sure who the second person was in relation to the first, or whom I should reach out to when I had issues. When I did reach out, I was always met with positive and customer-focused service.”

The HR Cloud team considers all suggestions for process improvements.


TMH’s Solution is Universal

TMH desired employee engagement improvement before HR Cloud. Their decision to inves-

tigate the HRM suite gave them the engagement they hoped for. The suite solutions included On-board Software, Recruit ATS, People HRMS, and Workmates Intranet.

Extra features included the HR Cloud mobile app, offboarding, and implementation/integration. The software also worked with many third-party applications. This gave TMH’s team the ability to increase positive engagement across the company.

According to the case study, HR Cloud improves engagement and communication. This software solution offers employee recognition, team communication, and collaboration. To learn more about the application, [contact us](#) for a free demonstration.



“Kudos allows our Associates to provide peer to peer recognition across the company and encourages a culture of gratitude.”

Danielle Nickerson
Human Resource Specialist