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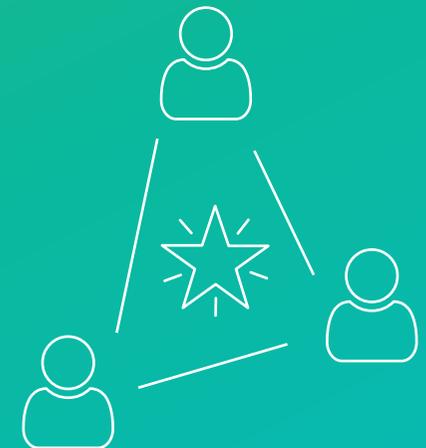
**iPSL**  
A Unisys Company

# iPSL – Hi5

Driving culture through recognition

In the context of a global pandemic and enforced remote working, it could be easy to let company culture slip.

But, the HR team at iPSL knew that, if anything, their culture needed to be stronger than ever during such a tough period. This is the story of how the financial services company managed to engage its staff in their recognition system, and embed peer-to-peer appreciation into their culture, all while working remotely...



# iPSL – 30 second overview

**Full name:** Intelligent Processing Solutions Ltd

**Sector:** Banking and financial services operations

**Flex platform name:** Choices

**Recognition platform:** Hi5

**Headquarters:** Northampton, UK

iPSL are the UK Business Process Outsourcing (BPO) joint venture between Unisys, Barclays, HSBC & Lloyds Banking Group.

**Services:** UK domestic cheque clearing | Debit/ credit outclearing | Fraud detection | Image-based returns | Lockbox systems | Research and Adjustments | Mandates | ISA & mortgage processing | Scanning facilities | Reconcilements



**1,015**  
colleagues,  
across **support**  
and **operational**  
**roles**

# OneHub | Recognition – 30 second overview

It's Benefex's fun, simple, mobile platform that helps everyone in your business say a personal 'thank you', 'well done' or 'congratulations' with text, memes, videos and GIFs.



## Recognise

Employees can recognise their peers anytime, anywhere, from any device.



## Reward

Budget holders can attach a little something extra for their superstars.



## Redeem

Employees can instantly claim rewards from a whole host of retailers.

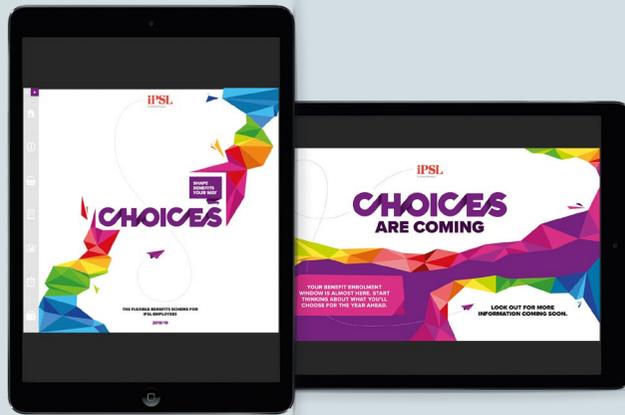
OneHub enables all employees to create personalised recognitions for each other, that are then displayed on an intuitive, social media-style feed.

All recognitions must be linked to a company value, and literally anyone can recognise anyone else!

Those employees who have received rewards can then redeem this in voucher or e-code format for a host of retailers. On the analytics side, administrators can view which individuals and teams are most active on recognition, and can see which teams are collaborating well.

SHAPE  
BENEFITS  
YOUR WAY

# CHOICES



## The story before OneHub | Recognition

iPSL had been working with Benefex for 7 years (with their parent company, Unisys, having worked with Benefex since 2008), and had a fantastic benefits platform – Choices – in place through OneHub.

They already had a recognition tool in place, but it was used predominantly by managers and only in cases where someone had really gone far above and beyond. In addition, a staff engagement survey had resulted in some negative feedback around how much people were feeling valued and recognised, and that the process of recognising someone was difficult (it didn't even notify you when you'd received a nomination!).

Plus, historically, operational groups around the business were quite siloed, and this platform wasn't encouraging the social side of saying 'thank you' or 'congratulations'. iPSL wanted to bring these disjointed groups closer together and appreciate each other more. So, they wanted a new solution that would help peers say 'thank you' more generally to each other, but would also enable managers to acknowledge that extraordinary work.



# Getting started

Resetting the recognition process was a huge part of a new project at iPSL. They had completely revamped their company values, and it was key for them that recognition and values went together rather than stood alone. So, they turned to Benefex, as they loved how OneHub | Recognition would solidify those values and embed them into people's everyday behaviours.



Benefex and iPSL worked together to build Hi5 – iPSL's very own social recognition platform within OneHub. Every single colleague has a profile on the platform and can access it at any time through desktop or a mobile device.

To launch Hi5, iPSL had to use a range of mediums to cater for their various different departments. For example, some operational staff don't have access to the system from work computers due to the nature of their work, so the Reward team targeted

their communications to encourage these teams to use the mobile platform as much as possible.

Plus, for their key workers still working on site, they set up a People Wall which displayed a live feed of recognitions as a visual reminder of the platform. Alongside email campaigns and screens around the office, the news of the new platform was shared everywhere; from newsletters to giant foam hands, the team did everything they could to spread the word!



Plus, they wanted to make sure their people could share social and personal thanks as well as work-related recognition, so they introduced a 'congratulations' option alongside the company values, which is used to acknowledge personal and social things like birthdays, as well as professional achievements like promotions.

# Hi5 and Covid-19

Hi5 was still in its infancy when Covid-19 enforced a lockdown of workplaces across the UK. While many people at iPSL had worked from home (although not permanently), for a lot of operational teams, remote working hadn't been possible before. The Reward team were supporting hundreds of colleagues who were all going through very different remote working experiences. But, in the midst of all the disruption that Covid-19 brought, the value of peer-to-peer recognition really came to light.

There's no hierarchy as we don't want to isolate anyone who feels like they need a manager's permission to give a recognition. As a business, we wanted to make sure that people can receive that instant gratification to maximise the recognition's impact. The OneHub platform was essential in this because it meant that everyone could log in, there and then, from their laptop or phone, and say an instant thank you. It's so simple.



Ema Urlic,  
HRSC & Reward  
Manager, iPSL



"Hi5 has been wonderful as, while we're 'stuck at home', we can still see those comments coming into the newsfeed, showing that people are working together and supporting each other. Working from home permanently can be quite isolating, so it's lovely to check into the platform at the end of the week and see the wealth of good news stories flying around the business. We've also hosted fun activities like 'bad hair day' challenges and baking challenges, and showcasing these through the platform has helped our people stay connected and enjoy being at work."

Katrina Flunder, **Learning & Engagement Partner**, iPSL

Engagement with Hi5 increased by 33% after the UK officially went into lockdown. The team found it was the easiest and most fun way to say, 'thank you', particularly when people have been taking on slightly different roles.

# Individual success stories

iPSL believe that it's essential for everyone to have their moment of acknowledgment when they're working hard.

One team in particular have been through a lot of changes (not just because of the pandemic), and their manager, Sam, has really embraced the platform and encouraged daily usage from her team. In fact, she is iPSL's top influencer, giving 223 recognitions across 22 weeks during lockdown!

This has ultimately helped her team reflect on what they've achieved, which is a huge help to them when getting through the toughest days.

**The platform encourages good mental wellbeing in that sense, as it invites colleagues to focus on a positive from any day:**



Recognition and reward is an important means of enabling colleagues to feel valued and motivated, it builds morale and teamwork. I use it as a good point of reflection on what colleagues have achieved both as individuals and as a team during the day, and as a means of saying thank you and expressing my appreciation. Even when the day has not been the best, it helps me reflect on what a good job the team do, ending each day on a positive note. It's a great way of encouraging the team.

Sam, **Manager, iPSL**



# 223

recognitions given across 22 weeks by a single person!

While it can be hard to quantify a monetary value for recognition, iPSL have seen huge amounts of engagement with the platform; Hi5 has been hugely successful in getting colleagues to collaborate and appreciate each other while working remotely.



iPSL saw a record high of **820 individuals recognised in a single month!**



At the start of lockdown, the number of recognitions given **increased by 50% in just two months.**

The platform has been engaged with **every day** since its launch.



# The Results

So far, over **£14,000** in reward has been shared through the platform.

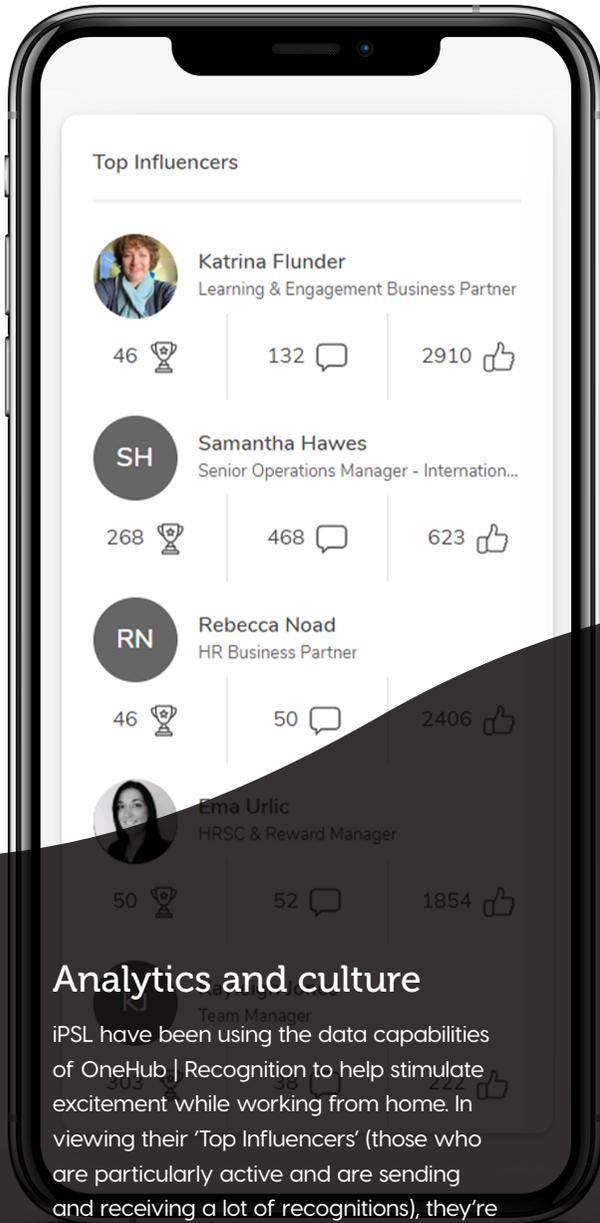
In their previous system, people were **being rewarded** infrequently at **£50-£150** a time. **Now, staff are being rewarded an average of £20 at around 150 times per month!** While overall reward spend has remained roughly the same, the spread of engagement and the share of reward has increased to all corners of the workforce.



It's **helping to drive conversations** with managers as they can see anecdotes about colleagues' work.

## But they're not stopping there!

Following such wonderful engagement with Hi5, the team at iPSL plan to keep it fresh and exciting so colleagues keep returning to the system. They'll be personalising the platform even further by introducing new rewards for the different business areas to share their own winners of team member of the month. Plus, they're going to dive even deeper into the analytics side and view the data of recognitions sent across teams, to see if there are key drivers between departments that need working on. Overall, Hi5 has done exactly what it set out to do; bring together colleagues, help teams collaborate, embed company values into people's everyday working habits, and keep iPSL's culture alive, even through the toughest of times.



## Analytics and culture

iPSL have been using the data capabilities of OneHub | Recognition to help stimulate excitement while working from home. In viewing their 'Top Influencers' (those who are particularly active and are sending and receiving a lot of recognitions), they're encouraging healthy, fun competition between teams and colleagues.



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