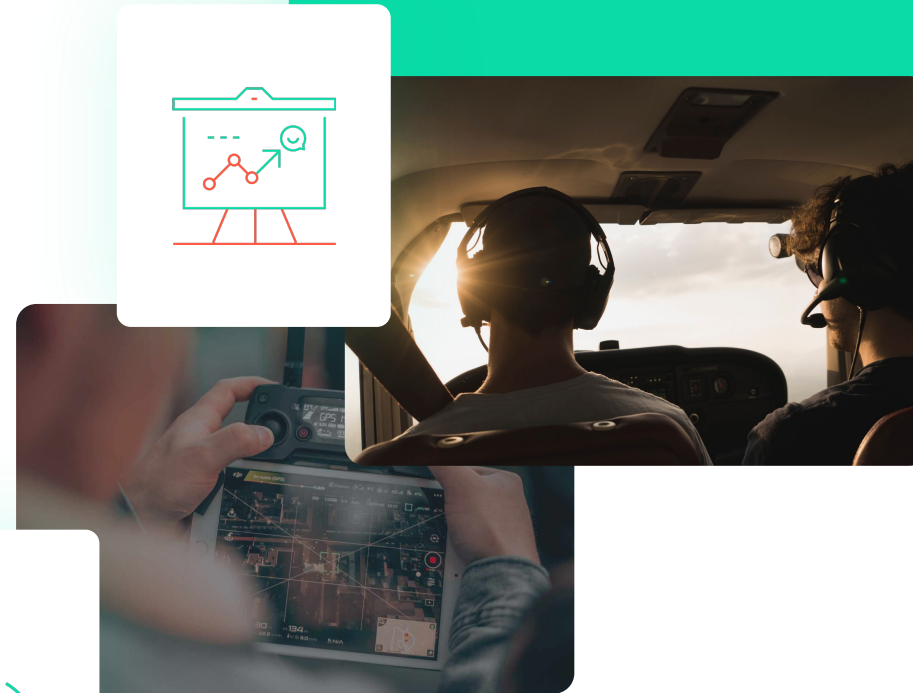
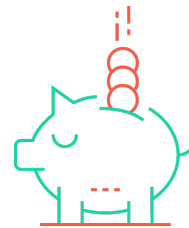




**Uncertainty, a pandemic,
and finding ways to
immediately improve.**

Client Story: ACLIVITI

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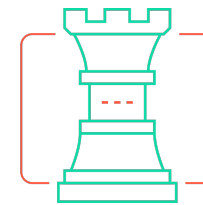
INTRODUCTION

Every company has its tense moments. At the end of 2019, there were meetings about the future of ACLIVITI. And then the pandemic happened.

Uncertainty multiplied. Anxiety took root. Life changed immediately. For a company that normally had a good idea of how its people were doing, the pandemic swallowed up any hint of employee wellbeing. Operations Coordinator Eren Navarro, knew their people were struggling, but she had no idea how much.

Their need became urgent because employee wellbeing and culture is such a core focus of the company's vision, so Eren hoped on Google to find a solution. "I was pleasantly surprised at the number of companies in Europe that focused on wellbeing, but I was a little upset I didn't find a company that worked for us in the United States," said Eren.

And as a company that specialized in helping clients make the right technological choices for their needs, selecting Friday Pulse for their own personal needs was an immediate no brainer. Within a few days of using the platform, ACLIVITI was able to get a read on their people. As the platform identified weak areas, ACLIVITI made quick adjustments that brought the team closer together.



The Business Challenge

CHECKING IN WITH PEOPLE
VIRTUALLY AND FINDING WAYS TO
IMPROVE THROUGH A PANDEMIC
AND BEYOND.



Our Solution

→ Measuring weekly happiness from team members as they worked remotely from home and around the United States gave leaders a clear picture of how their teams were doing.

Sharing wins was always a part of ACLIVITI's office culture. Friday Pulse's weekly check-ins recreated that space for team members to express themselves during the pandemic.

The platform identified the need for more one-on-one interactions, while icebreaker check-ins helped the organization get to know those that were normally more reserved.





Continuous Improvement

- ✓ | Low scores turned into high scores, and high scores continued to get higher as the company narrowed their focus improvement areas by creating a plan and acting on it.
- ✓ | While a look at work hours didn't reveal an imbalance in work/life balance, the pulse check was able to identify breakdowns in process that lead to moments where team members had to work well into the night.
- ✓ | Open conversation helped the company transition into a more permanent hybrid office/remote environment. Establishing a semi-annual full office meetup changed the discussion from **“When are you making me come back?”** to **“When do I get to see everybody together?”**



Ryan Young

MANAGING DIRECTOR

“ For the first six months of the pandemic, like many other companies, we really didn’t know what the future held for our work environment. This really bothered us, because we pride ourselves on being a company that cares about its people.

With Friday Pulse, we’re able to spot trouble areas and make changes right away.



Friday, don't leave it another day

Book a demo to see how your organization can benefit from measuring and improving happiness – the ultimate people KPI.

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