

Recognition that Pays Off



Abundantly Case Study

Transcosmos Boosted Engagement and Retention in Months

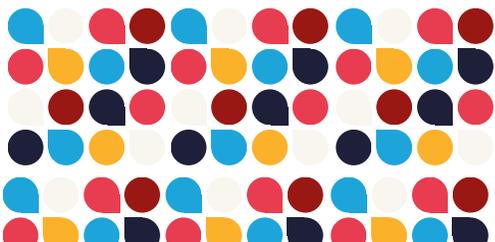
Transcosmos, a customer relationship company, faced rising attrition, low employee recognition, and KPIs that rewarded speed over quality. Only one in three service representatives felt appreciated, and annual voluntary turnover exceeded 25%. HR set out to design a scalable, fair, and impactful recognition program that would celebrate quality, empathy, and proactive problem-solving—ultimately improving engagement, retention, and customer satisfaction.



The “Resolve & Shine” program was launched for all CSRs. It featured real-time appreciation messages from peers and managers, automated badges tied to performance data, customer feedback moments, and quarterly “Customer Hero” awards with client participation. Rewards included experiences, learning opportunities, and charitable giving options, making recognition meaningful and personal.

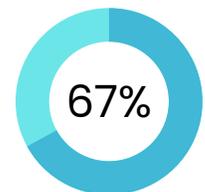
Within a year, attrition dropped from 25.8% to 17.4%, early-tenure attrition declined sharply, and employee Net Promoter Score (eNPS) rose from +7 to +24. Customer outcomes also improved significantly, with First Contact Resolution climbing to 83.4% and Net Promoter Score (NPS) increasing to +38. For HR leaders, the return on investment was clear: reduced turnover costs, higher engagement, and a stronger link between recognition and customer success.

Recognition and Rewards
Communication Tools
Engagement Analytics

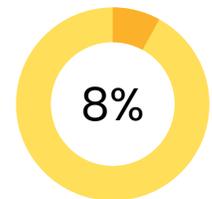


By aligning recognition with meaningful outcomes and embedding it into the daily flow of work, HR created a system that was fair, motivating, and sustainable. Employees felt celebrated not just for speed, but for quality and empathy—behaviors that matter most to both customers and the business. The program also freed managers to focus on coaching rather than administrative recognition tasks.

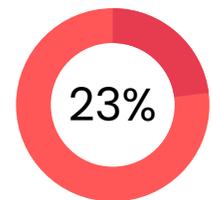
By the Numbers



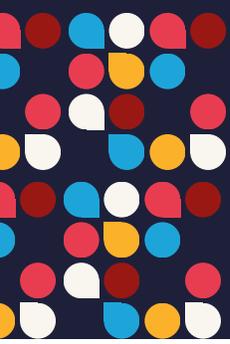
Increase Engagement



Increase satisfaction



Reduce turnover

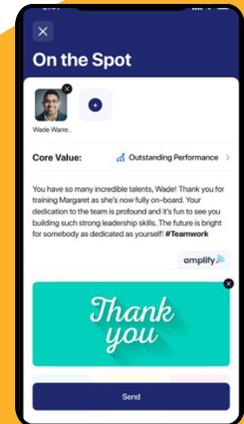
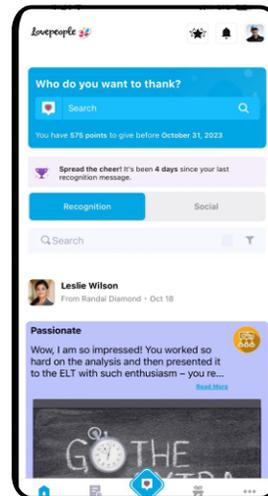


Recognition: Evolved

Empower your organization with a new way to engage, recognize, and uplift—only with Abundantly.

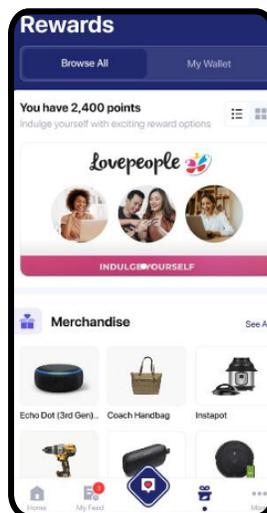
Impactful

Our platform allows employees to connect —regardless of location. We've also created pre-built, printable cards and certificates to help in-person and deskless employees celebrate wins, anniversaries, and birthdays.



Zero Markups

From gift cards and unforgettable experiences to custom company swag, Abundantly ensures everyone gets something they genuinely value.



Millions of Rewards

Abundantly, with Amazon Business, offer your employees millions of reward options—with 2-day delivery and no price markups

Abundantly offers a recognition experience unlike any other. Explore how we're reshaping the world of work.

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