



Driving Sales Performance

Client: National Pawn Shop Chain
Platform Name: Rock Star Rewards

Challenge

A major retailer in the Dallas/Fort Worth area, one of the largest pawn shop chains in the country, believes in helping “ordinary people meet their needs and pursue their dreams.” Through their core values this belief extends to their own employee population. Although the client has a strong recognition culture, leadership wanted to find a way to drive sales associate performance across the company. The challenge was finding an integrated way to track sales activity within the scope of the recognition platform and gain a comprehensive picture of the data over time.

Solution

Inspirus created a platform to integrate daily sales reports into the user friendly, scalable Rock Star Rewards recognition platform. The reports reflect sales from the previous day and are available immediately when managers access the platform. The new platform provides immediate individual or team recognition, color coded “at-a-glance” highlights of performance trends by location and employee, easily identifiable coaching opportunities and report download capabilities that support conversations with operational sales leaders.

Results

By creating a platform that provided the tools to directly monitor sales activity, the organization was able to directly improve performance. Almost instantly, sales within the organization increased an average of 89% in just 90 days and participation within the program increased by 75%. As a result, we were able to positively impact and unify an entire workforce through an integrated recognition platform. Not only has this benefitted each individual salesperson, but has also our clients’ shareholders.

About Inspirus

Employee engagement is a company’s most powerful lever for driving results, building a best place to work, and contributing to a better world. The Inspirus employee engagement platform draws employees into purpose-built employment experiences and gives organizational leaders continuous measures and a full portfolio of solutions to drive employee engagement — and demonstrate business impact.

Only the Inspirus platform combines an integrated rewards engine, learning, communication tools, and pragmatic analytics to power 21st century talent applications spanning recognition, well-being, safety, milestone awards, community involvement, and global rewards. The Inspirus engagement platform continues decades of experience helping market-leading companies inspire their employees and [bring joy to work](#), one experience at a time.

Visit us at inspirus.com.

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