

# Scalable platform provides visibility and improves performance

## CHALLENGE

One of the largest pawn shop chains in the country fosters a culture where “ordinary people meet their needs and pursue their dreams.” Although they had a strong recognition culture, leadership desired employee engagement activities that would drive sales associate performance. They wanted to track sales activity within their recognition platform to gain complete visibility into their data.

## SOLUTION

Inspirus created a platform to directly monitor sales activity, integrating daily sales reports into their user-friendly, scalable Rock Star Rewards recognition platform. The new platform provided

- Immediate individual/team recognition
- “At-a-glance” highlights of performance trends by location and employee
- Identifiable coaching opportunities
- Downloadable reports to support conversations with sales leadership

## RESULTS

**Sales performance increased** an average of **89% in just 90 days**, with **program participation increasing by 75%**. All employee engagement activities, including recognition efforts, were unified into one platform that provided visibility and drove performance across the company.

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