

Success Story: National Pawn Shop

Scalable platform provides visibility and improves performance

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 desired employee engagement activities that would 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

75%
increase in
program participation

89%
increase in
sales performance

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.

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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%. All employee engagement activities, including recognition efforts, were unified into one platform that provided visibility and drove performance across the company. Not only did this benefit each individual salesperson, but also the clients' shareholders.



About [Inspirus](#)

Employees play a large part in defining a company's culture — their everyday experiences create the foundational structure that drives an organization to be strong, high-performing, and ultimately successful. Through our technology and integrated solutions, we elevate the employee experience and optimize organizational culture by providing a holistic approach throughout the entire employee journey. We influence the employee experience through our six Quality of Life dimensions: recognition, health and well-being, personal growth, physical environment, social interaction, and ease and efficiency.

Only Inspirus combines an integrated rewards engine, learning courses, communication tools, and analytics into a single platform spanning recognition, service anniversary, well-being, and diversity and inclusion. Inspirus aims to bring joy to work, one experience at a time.