



CUSTOMER SUCCESS STORY

# O.C. TANNER

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O.C. Tanner is a leader in employee recognition solutions. With over 8,000 clients located in 150 different countries, O.C. Tanner helps companies appreciate people who do great work around the globe. O.C. Tanner offers solutions focused around social appreciation, performance recognition, training, awards, and corporate wellbeing.

**Headquarters** Salt Lake City, UT, USA; Burlington, Ontario, CAN; Loughton, Essex, UK; Mumbai, India

**Industry** Human Resource Consulting

**Website** [www.octanner.com](http://www.octanner.com)

**Services**



Consulting



Implementation



Admin Support



Development

## The Challenge

“ We had a Salesforce admin internally, but we needed a backup due to an increased demand for some larger releases. We didn’t have enough consistent work on this level to justify hiring another admin. We needed an on-demand expert who could who could immediately take up the reigns & assist with some ‘best practices’ direction.”

- **Mila Dintimille** *Program Manager*

O.C. Tanner faced these four main challenges:

- Temporary Admin** O.C. Tanner’s internal admin left to work at a different organization. A temporary admin was needed until a full-time replacement was found.
- Additional Support** Even after a new internal admin was hired, O.C. Tanner needed additional admin support. There was too much work for one admin to handle but not enough for two full-time employees.
- Community** O.C. Tanner needed help configuring and launching their community.
- Implementation** After seeing the success its US teams were enjoying, O.C. Tanner decided also roll out Salesforce to its UK offices as well.

## The Solution

“ The team at Simplus has been an immense help to O.C. Tanner over the past year. They had the skillset and expertise we needed and we could use them when we needed them. It's that flexibility that makes working with Simplus so great.

- Mila Dintimille *Program Manager*

**Admin Support** When the team at O.C. Tanner had no internal Salesforce admin, Simplus worked as their temporary admin. After a new internal admin had been hired, Simplus continued to provide additional admin support if the projects required as too much for a single person to handle or if the internal admin is unavailable.

**Community** Simplus helped configure and launch O.C. Tanner's community. After the launch, Simplus provided additional support for any post roll out issues.

**UK Implementation** Simplus helped bring O.C. Tanner's UK offices into Salesforce. Simplus provided additional training as well to help ensure the new users were adopting Salesforce quickly.

**Custom Development** Simplus developed apex triggers that allowed data found in a custom field on a custom child object to be automatically compiled into a comma-separated list and displayed in a field on the parent object. Further coding then allowed Simplus to apply this to all 35,000+ accounts without having to manually trigger the field update.

## The Results

“ We're still using Simplus, so that should speak volumes about both their knowledge of Salesforce and customer service. They've definitely helped save us time, money, and headaches. I'm excited to continue working with them as we discover future needs and projects.

- Mila Dintimille *Program Manager*

Simplus continues to provide additional support as needed for the O.C. Tanner team. By augmenting its internal admin with the Simplus team, O.C. Tanner has been able to increase efficiency and maximize its investment into Salesforce while saving money at the same time. Satisfied with the work already completed, O.C. Tanner has also turned to Simplus to develop a custom integration between Salesforce and JIRA, which is currently being tested.