

# Alvaria Motivate - Success Director™

Get more from your gamification programs with the support of our professional services team. Let us put our gamification know-how and experience to work for you, helping you optimize your ROI and create the ultimate impact.

Alvaria Motivate - Success Director is a value-added service offering that enhances the standard Alvaria Motivate suite. The Success Director works directly with the client's game master in a consultative role to ensure maximized ROI with the solution on a sustained level.

## Expert Knowledge to Maximize Your Gamification ROI

The Success Director will meet with the Game Master periodically to review and analyze the client's utilization of the Alvaria Motivate solution, across all game mechanics, and the impact on the client's goals.

### KPI Analysis

The Success Director will perform a "before" and "after" analysis at selected intervals, such as weekly or bi-weekly. This analysis of the targeted KPIs compares the historical average prior to using Alvaria Motivate and the performance since its implementation. This places a spotlight on the most impactful outcomes and helps optimize ROI achievement.

### Engagement & Utilization Analysis

The power of our solution is the robust range of game mechanics. The Success Director will ensure that each mechanic is being optimally applied. The Success Director can then suggest adjustments and tuning that will help ensure alignment toward the client's ROI goal.

## SUMMARY OF ANALYSIS:

### Goals Achievement

- Adjust or modify based on trending performance
- Evaluate top 20, middle 60 & bottom 20

### Competition

- Activity & results impact on middle 60%
- Normalization ratios

### Redemption Events

- Frequency & volume
- Impact on Performance
- Total redeemed points
- Store funding

### Supervisors

- Goal achievement & success rate
- Team success
- Coaching impact

### Learning & Coaching

- Topic frequency & volume
- Calibrate goal & topic alignment

### About Alvaria™

Alvaria helps organizations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.