



Lisa Scian

VP of People and Culture



INDUSTRY | Information Technology



LOCATION | Ottawa, Ontario, Canada



NUMBER OF EMPLOYEES | 101-350



SOLUTIONS | BambooHR® Employee Satisfaction with eNPS®

The Results

Using BambooHR® Employee Satisfaction with eNPS®, Lisa and the rest of the executive team at ProntoForms have been able to more effectively identify strengths and weaknesses in their company culture, so they can work toward creating an even more incredible place to work.

A SIMPLIFIED PROCESS YIELDS RESULTS: “We had participated in a couple of surveys that were tied to award programs, but they were very onerous. Employee Satisfaction is the opposite. The polar opposite. It’s a very simplified process, and even though it’s simplified, you are still getting good, meaty content out of it.”

REVEALING BLIND SPOTS LEADS TO AN EVEN BETTER COMPANY CULTURE: “I was able to say, ‘Here is all the good stuff, but look at all the stuff we need to work on down here.’ There were a lot of things we were completely blind to. We believe we have a great culture, but it’s only gotten stronger as we’ve continued to use Employee Satisfaction.”

IMPROVEMENTS AT THE COMPANY CAN HELP LOWER TURNOVER: “Over the last year, our turnover was the lowest I had seen since joining the company. People are staying because of our continued efforts to maintain a strong culture.”

“Don’t compare yourself to other companies. Compare to yourself. It’s about us bettering ourselves.”

Lisa Scian



The Challenge

When Lisa Scian started at ProntoForms five years ago, she was the first HR rep the company had ever had, which meant she was building from the ground up. Her first initiative was to gather all the spreadsheets the company had been using in a variety of formats and compile them in one place. “I was a one woman show, so I had to be able to find a solution that I was going to be able to implement quickly and easily,” Lisa recalls.

She had heard about BambooHR® from others in the “Silicon Valley of the North” (aka Ottawa, Ontario, where ProntoForms is based), and knew this all-in-one HR platform was the perfect solution. “The application was right for the company, and the simplicity and ease of implementation made it easy on me.” Once processes were automated, Lisa could move onto strategic initiatives like implementing BambooHR® Employee Satisfaction with eNPS®, so she could get the data she needed to help take ProntoForms from good to great.

The Solution

BambooHR® Employee Satisfaction with eNPS® lets Lisa and her team at ProntoForms get to the heart of how employees feel about their organization with simple questions and an easy to interpret score.

ANONYMOUS RESPONSES MEAN EMPLOYEES CAN REVEAL TRUE FEELINGS

Employee responses are anonymous, so they can share their true feelings about company culture and leadership can get an unbiased look at employee satisfaction. “Now that employees have gotten into the cycle and can see that Employee Satisfaction is totally anonymous, there is trust in the process.”

IMPORTANT INSIGHTS WHEN YOU NEED THEM MOST

When the pandemic hit, ProntoForms had to move to a remote work model. But to maintain their awesome office culture while working from home, they looked through Employee Satisfaction results to see what really mattered to employees. “We tried to maintain culture by supporting mental health, providing opportunity for fun and games, and hosting virtual events. People are feeling good about the support they’ve received during the pandemic.”

RESULTS HELP THE COMPANY IMPROVE AS A WHOLE AND ON AN INDIVIDUAL LEVEL

“As an executive team, we review the Employee Satisfaction reports together. We read all the comments and go through all the details,” shared Lisa. In their review, they were able to see that employees had honest feedback on how the company could better support them.

EMPLOYEE SATISFACTION GIVES EMPLOYEES THE CHANCE TO BE HEARD

Lisa sets goals to not only improve ProntoForm’s eNPS score but to improve the number of responses they get. She believes employees deserve to have their voices heard. “Over time our score has improved, but people having a voice is even more important than a score.”

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