

KUDOS. CASE STUDY

Award-winning Employer Telarus Thrives with Employee Recognition



kudos 

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The Telarus team, at every level, enjoys using the platform. We've noticed that in months where our revenue spikes, so does the volume of our awarded recognition in Kudos.

Dawnell Unsworth

Telarus



The Goal: Build a Values-based Culture That Attracts and Retains Top Talent and Great Clients

As a professional services firm, people are Telarus' most valuable asset.

With half the team headquartered in Sandy, UT, and the rest distributed across the US, Telarus must be able to foster its values-based culture for all employees, regardless of physical location.

Telarus is passionate about its values founded on three pillars: **Innovation**, **Partner Success**, and **Team Success**. They also know that a dedicated team and strong culture will sustain the growth they have experienced over multiple decades. To achieve that, they need to adapt to today's workforce.

Telarus chose Kudos because it fosters values-aligned peer-to-peer recognition – a necessary component to the culture they've designed.



At a glance

NAME

Telarus

LOCATION

Sandy, Utah

INDUSTRY

Telecom

Telarus is the largest privately held technology services distributor (master agent) in the United States, Canada, UK, Australia, and New Zealand.

SIZE

200 – 500 Employees

KUDOS PROGRAM

- Recognition + Rewards
- Kudos client since 2019

The Approach: Meaningful Recognition & Rewards through Kudos

The Kudos platform allows employees at Telarus to acknowledge and reward each other in a public and positive way. Being recognized on Kudos feels great.

Showcase Outstanding Effort

The most impressive recognition messages on Kudos are showcased in company-wide all-hands meetings, and impactful Kudos badges are awarded to individuals contributing to Telarus' three culture pillars: Innovation, Partner Success, and Team Success.

Built On Telarus' Values and Culture

Each recognition message sent with Kudos is tied to Telarus' values to build the culture they know they need to succeed.

Accessible to All Employees

Kudos is accessible to all Telarus employees, whether in the office, working from home, or on the road.

Recognize Strengths and Contributions

With Kudos, Telarus employees are recognized for their contributions, both big and small. From large project completion to delivering outstanding results, thoughtful kindness, bringing a great attitude, and everything in between.

Celebrate Important Milestones

Employees are celebrated on their birthdays and work anniversaries automatically through Kudos, making them feel valued and celebrated.





Results and Impact

For Telarus, the ROI of Kudos is evident in its growth and success. When employees feel valued, the impact on retention, performance, and client satisfaction is limitless.

Sustained Growth

Telarus continues to experience exponential growth, which they attribute to their people. In 2021, Telarus was featured on the Inc. 5000 list for the 5th year in a row, the most prestigious ranking of the nation's fastest-growing private companies in the United States.

Clear Recognition Correlation

Telarus reports that in months when the volume of recognition shared on Kudos increases, their revenue rises.

Award-Winning Workplace

Telarus was named one of Inc. Magazine's Best Places to Work 2021. This award recognizes company cultures



Telarus sees the impact of Kudos in our employee NPS (Net Promoter Scores). Employees frequently comment about how rewarding it is to receive recognition in Kudos from their team members; the fact that employees get to redeem their points seems secondary to the good feelings and connectivity.

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Telarus

that thrive in the face of adversity. Winning this award improves engagement and retention, leading to increased productivity and reduced turnover costs.

Bringing Virtual Teams Together

The Telarus team has adapted to today's changing work environment with the help of tools like Kudos. Cross-departmental and functional collaboration and recognition flow freely regardless of geography.

Exceptional Employee Net Promoter Score (eNPS)

Against industry benchmarks of greater than 30 considered good and above 50 is considered excellent, Telarus' current eNPS report of 72 is considered excellent.



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