

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

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About Alvaria

Alvaria was founded through the merger of Aspect Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our name is derived from Latin for "hives" – nature's perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.