

**Full-Service Solutions** Why ramp up internal staff or spread your people thin when you can work with a single source to design and deliver a full service performance solution? We have the specialist skills and resources to help you define your specific performance weaknesses, set meaningful goals, design effective solutions and manage efficient delivery of your entire program.



**Research and assessment.** We establish a holistic view of your organisation through performance GAP analysis, questionnaires and qualitative and quantitative research methods.

**Program design and set up.** Based on assessment findings, we design a single, or multi-component program to drive the performance you need. Detailed program design includes financial modelling, business case development and an integrated program covering your launch, communications, IT and reporting, management and reward requirements.

**Produce launch event.** Our in-house teams produce an engaging, entertaining and inspiring launch event complete with invitations, program packages, premium gifts and your campaign-specific Rewards Portfolio. Our [Rewards Portfolio](#) offering includes a wide range of competitively priced items and services. We help you define a reward mix that most cost effectively motivates performance and achieves your program objectives.

**Develop communications.** Strategic communications inform, encourage and keep goals top of mind. Web, email, SMS or print messages are structured to keep motivation high. Our in-house call centre agents handle inbound and outbound program communications.

**IT systems development.** Robust back-end systems handle points banking, redemptions, call centre data

and detailed reporting. At the front end, our IT staff will customise data import to integrate with your internal systems, or accommodate other unique program requirements. A special focus is placed on sound reporting systems so that both day-to-day and strategic progress can be effectively monitored.

**Program management.** A dedicated account team manages and monitors delivery.

**Program administration and coordination.** Efficient data management and administrative processes keep participant details and *AwardPoints*<sup>™</sup> banking records current and accurate.

**Reward fulfilment.** Winners can choose what they want, when they want, and how they want to order. Rewards are featured in a campaign specific printed catalogue and web-based e-commerce enabled website. Orders can be placed and tracked through our in-house IVR enabled call centre. Our on-site warehouse provides full supply chain management services all the way through to door-to-door delivery of awards, travel tickets and service vouchers.

[Travel rewards](#). Individual and group travel is planned and managed by our in-house IATA-accredited travel agency.

**Measurement and reporting.** Periodic reviews, surveys and on-going assessment keep you informed. We keep on top of program strategy and implementation so you always know what's going on.

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