



# Traditional engagement survey to predictive, empowering Happiness Score

Client Story: Travelex  
People: 9,000+

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CURRENCY SOLUTIONS



9000+ PEOPLE

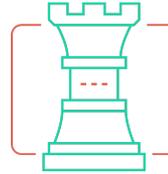
# Travelex

Travelex knows that its customer experience in exchange booths across the globe is driven by how happy employees are at work.

To give employee happiness the strategic importance it deserves in the business, Travelex needed a way to 'see' and respond to how over 9,000 employees feel in real time.

Three years on, Travelex continues to innovate with happiness data, learning that the 20% least happy employees are twice as likely to leave as the 20% most happy.

This is a new dimension to predicting business risk.



## The Business Challenge

READ AND RESPOND TO THE FEELINGS OF A  
GLOBAL WORKFORCE IN REAL TIME



## Our Solution

- The delivery of real-time actionable data on the drivers of happiness at work to teams, HR business partners, leaders and people analytics.



## Impact

- ✓ Travelex have an intelligent and responsive people KPI, which is allowing them to focus on improving work culture
- ✓ Travelex can predict risk of employees leaving and intervene early to prevent the costs of hiring new staff
- ✓ Teams are empowered to take action to remove frustrations and improve happiness



## Helping to move company strategy forward

- ✓ | Access to data on happiness has helped solidify the strategic importance of employee happiness in the business, providing insights to a core group of senior-level employees accountable for driving profitability.
- ✓ | Easy-to-use dashboards with traffic light colours to signal high and low scores and easy-to-follow trend lines have allowed teams and HR business partners in all corners of the globe to engage with the results. Scores for the key drivers of happiness at work – Connect, Be Fair, Challenge, Empower and Inspire – have helped teams to take action. The focus within teams has been to lessen day-to-day frustrations.
- ✓ | Travelex have set a goal, Leap 2020, to distribute responsibility for business performance by geography through empowering employees to shape Travelex’s future success. Team action on happiness is emboldening business-wide people strategies to help shape the new work culture and reach this 2020 goal.



## Gareth Williams

CHIEF INNOVATION &  
TRANSFORMATION OFFICER, TRAVELEX

“ Friday Pulse helped Travelex move away from the traditional global employee engagement surveys. It allowed us to use seamless cloud technology to understand how happy our people are.

Their system gets to the core of how our employees feel and empowers our managers locally to make a difference to the overall colleague experience using real-time data.



# Friday, don't leave it another day

**Book a demo to see how your organization can benefit from measuring and improving happiness – the ultimate people KPI.**

CLIVE STEER

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