

Vend uses 15Five's internal communication solution to keep their entire global team connected and aligned



“

15Five helps create a consistent cultural experience around all of the offices.”

Jordyn Riley
Employee Experience &
Development, Vend

FROM ONE TEAM TO COMPANY-WIDE

Jordyn Riley handles Employee Experience & Development at Vend, where she facilitates new employee onboarding and employee engagement initiatives like 15Five. Vend's People and Culture team measures nearly everything and they know that teams that use 15Five more often and more effectively have higher engagement.

As Vend grew quickly from a small team in one office to a larger disbursed team, they found that they struggled to scale their internal communications globally.

Vend's Chief Engineering Officer rolled out 15Five on his team in 2014, and word of this fantastic solution soon spread across the business. After its initial success, the executive team decided that everyone needed to be using 15Five company-wide.

“

15Five is a significant solution for increasing engagement and transparency, and improving manager-employee relationships.”



ABOUT

Vend is cloud based point of sale software, including reporting, inventory management, e-commerce & customer loyalty, that helps companies manage and grow their business in the cloud. Based out of Auckland, they now have global presence across all time zones with nearly 200 employees in Melbourne, San Francisco, Toronto, and London.

INDUSTRY

POS Software

BENEFITS

- Large, globally distributed team stays connected
- Maintain an open and transparent culture
- Peer recognition facilitates global communication
- New features that respond to the needs of a growing team

THE POWER OF PEER RECOGNITION

Vend's usage of 15Five has evolved with the software's many new feature releases. They started using the Basic 15Five weekly check-in, but then upgraded to the Plus Plan to include the High Five Feed and access the many metrics dashboards.

The High Fives feature is a great way to facilitate global communication. Those appreciations get pushed through to a global Slack channel that is almost universally used. People across the planet can see who is doing a great job on different initiatives, and that often starts an insightful conversation.

A CONSISTENT CULTURAL EXPERIENCE

In Vend's open and transparent culture, leadership provides everyone with the numbers around their decisions, and shares the mission, values, and strategy. They use 15Five as part of their commitment to creating a consistent cultural experience around all of the offices, and they regularly ask these questions:

“If you owned the company, what's something you'd do differently?”

“What's an opportunity that we're really missing out on at the moment?”

Questions provide employees with the opportunity to take a step back and reflect on what they may not otherwise consider. Managers capture great ideas in 15Five and easily pass them up to Vend's leadership.

“

The real standout for 15Five is their amazing customer service - they always respond quickly with helpful advice, and everyone I've spoken to in the company is extremely lovely and personable.”

ABOUT 15FIVE

15Five is a fundamentally new way for businesses to maximize their talent by creating a culture of feedback. Through a lightweight weekly check-in, 15Five delivers a full suite of integrated solutions - including continuous employee feedback, objective tracking (OKRs), pulse surveys, 1-on-1 meeting agendas, and peer recognition.

To learn more, visit www.15Five.com or contact sales@15Five.com