

The Total Economic Impact™ Of WorkStep

Through one customer interview, Forrester concluded that WorkStep has the following three-year financial impact.

SUMMARY OF BENEFITS

Three-year risk-adjusted

\$5.3M



Savings from a reduction in employee turnover

\$2.1M



Savings from a reduction in overtime pay

\$38.4K

HR time savings

ROI	NPV	BENEFITS PV
403%	\$5.94M	\$7.42M

WORKSTEP BY THE NUMBERS



10% reduction in voluntary turnover over three years



90% reduction in HR time spent on gathering and analyzing employee feedback



50 hours of overtime pay avoided per location per 1% reduction in turnover

UNQUANTIFIED BENEFITS & FLEXIBILITY



Reduced business disruption and increased productivity as a result of WorkStep turnover trends.



Transforming culture into a more open, feedback-rich environment where employees feel heard.



Improved customer experience through continuous employee listening with WorkStep.



Better business decisions as a result of the insights uncovered through continued employee engagement.

VOICE OF THE CUSTOMER

“WorkStep has become a part of our DNA. We’ve weaved it through everything from our people strategy down to when we do our talent review process and our nine box activities with our leaders. I can’t go to a meeting at this point where WorkStep isn’t mentioned on some level.”



VP, workforce strategy, logistics

“WorkStep lets our site leaders know what resonated with their employees so they can make better decisions to make a better work environment.”



VP, workforce strategy, logistics



Read the full study

This document is an abridged version of a case study commissioned by WorkStep titled: The Total Economic Impact Of WorkStep, June 2023.

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