

The Total Economic Impact™ of Lattice

Featuring FORRESTER®



Katy Tynan
Principal Analyst
Forrester



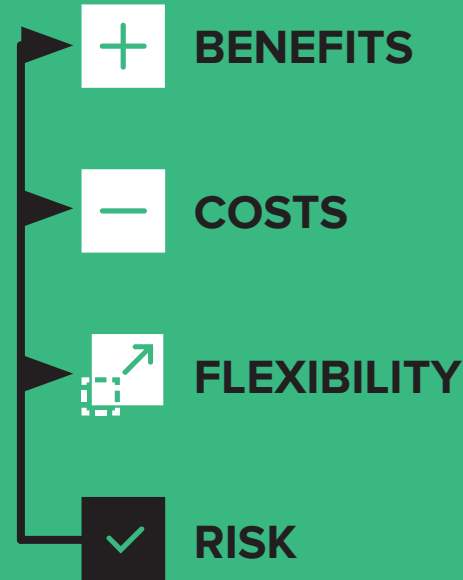
Amy Harrison
Senior TEI Consultant
Forrester




Julia Markish
Director, Advisory Services
Lattice

TEI™ is a proven,
consistent, repeatable
methodology to justify
technology investments

TOTAL ECONOMIC IMPACT

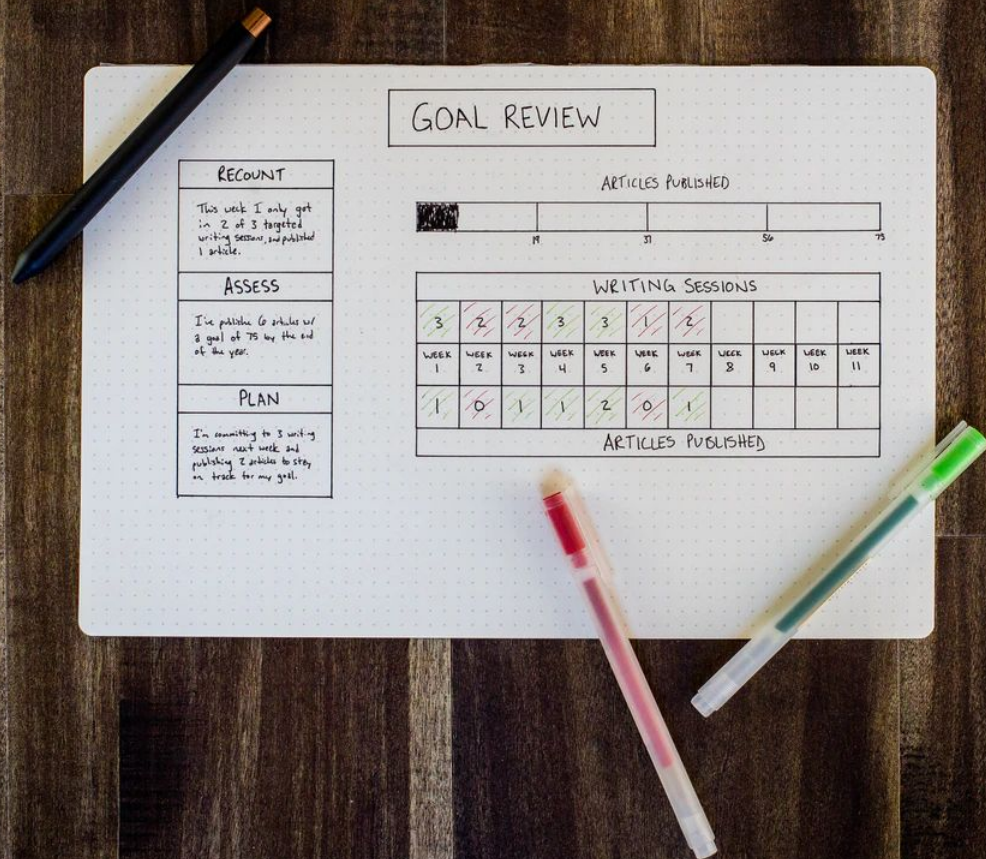




Companies with the most engaged employees have half the turnover of their peers.

Before Lattice, customers had a mishmash of solutions to address employee performance and feedback needs. Customers wanted more powerful tools to provide quick and meaningful feedback on employee experience and performance.

After Lattice, employees reported higher rates of engagement, reductions in turnover and improved performance.



Prior challenges

Drivers to make the investment

- **Customers were outgrowing their old systems.**
- **Versatile organizations require versatile talent tools.**
- **Existing surveys and review cycles were time-consuming.**



“Lattice has been the single most important thing we did to set the foundation for change as we drive forward the importance of things like people management and engagement. By improving engagement, we had a positive impact on turnover, retention and ultimately the bottom line.”

— **Senior program manager for performance and talent management**

Three-year Impact

Based on an analysis of Lattice customer feedback and quantified benefit, cost, risk, and flexibility factors



ROI

195%



BENEFITS

\$3.5M



NPV

\$2.3M

Key Results

- Attrition rates plummeted nearly 40% due to higher levels of employee engagement.
- Both employees and administrators saved time during the review cycle.
- Lattice provided a unified platform.
- Lattice Surveys and Lattice Pulse enabled fast insights into the business.

Reduction In Turnover Attributable To Improved Employee Engagement

“Before Lattice, our employee engagement score was 50%; because of that, our turnover was enormous. We had a 30% or 40% turnover rate last year...

[Now,] our turnover rate is currently 4% and our engagement score is 72%.”

Nearly **40%**

Reduction in turnover

Employees & Managers Saved Thousands of Hours

“When everyone had a batched review exactly the same time, everything came to a standstill for about a week. Everyone would be focusing on writing the review...

Essentially the company would come to a standstill all at once... about a week's worth of productivity was being lost.”

— Finance, People Operations Analyst

50%

Employee and manager time savings

78%

Admin time savings

Q&A

Thank You

Learn more at lattice.com/forrester-tei →

Katy Tynan
Principal Analyst
ktynan@forrester.com

Amy Harrison
Senior TEI Consultant
aharrison@forrester.com

