



## SUCCESS STORY

# Transforming Employee Benefits and Recognition for a High-Profile UK Government Agency

### Overview

A high-profile UK government agency with more than 6,000 employees partnered with Personal Group to transform its employee benefits, rewards and recognition strategy through the Hapi platform.

Since switching from their previous provider, the agency achieved a step change in both engagement and value. In just over a year, staff retail sales increased by more than £500,000 while over £1 million was awarded to employees through recognition.

**31,000+ retail transactions**  
in the last 18 months  
generating **over £75,000**  
in employee savings

### The Challenge

The agency needed a modern platform that could operate at scale within a highly regulated environment – without compromising on accessibility or value. Their existing solution lacked flexibility was costly to administer and failed to drive consistent employee participation.

### Why They Chose Hapi

Hapi was selected for its ability to meet complex government requirements while significantly improving the employee experience. Key decision factors included the ability to:

- Provide seamless, secure access for all employees
- Deliver a modern, intuitive user experience
- Enable more targeted and effective communications
- Offer a flexible, usage-based billing model that reduced cost and admin
- Operate within strict government IT and security frameworks

## Implementation and Engagement

Personal Group worked closely with the agency to ensure rapid adoption and sustained engagement across all roles, locations, and functions. Key elements of the rollout included:



**Mobile-first access** enabling employees to engage anytime, anywhere



**On-site roadshows** to build awareness and encourage early adoption



**Customised communications and collateral** to support ongoing engagement



**Usage-based billing** removing the need to pre-load a float and simplifying admin



**Full security compliance** allowing 24/7 access within strict government IT protections

## Results

The impact was immediate and measurable. Since launch, staff retail sales increased by £500,000, £1 million has been awarded through employee recognition, and more than 31,000 retailer transactions have generated £75,000+ in savings.

**23,000+ reward and recognition transactions** delivering over **£1 million** in rewards to employees



## Ready to see what Hapi could do for your workforce?

Discover how Hapi helps organisations deliver better benefits, meaningful recognition and measurable value – all through one simple, secure platform.

**Book a demo or find out more at [hapi.co.uk](https://hapi.co.uk)**

