

Organizational health monitoring allows for real-time initiative changes to improve workplace culture.

The Company

Avail Technologies is a provider of sophisticated Intelligent Transportation System technology solutions for the public transit industry. Its strategic focus and family culture has helped them become recognized as the leading provider of ITS technology solutions to the mid-size transit market. But Avail knows it's about the people. They believe its organization isn't just a place to work- it's a place to grow, learn, live, and explore. They continuously strive for a culture that promotes a "Fun, Enjoyable Workplace" that encourages individuals to be more than just employees.



The Challenge:

Avail was reaching a critical point in its business. As their transportation technology business took off, they naturally started to increase staff to maintain its high quality operations and customer support. Like all fast growth businesses, its culture and day-to-day operations evolved as it grew. Soon it became harder for leadership to maintain the day-to-day "pulse" across the expanding business. The core values that made Avail successful, such as communication and trust, became diluted as the business grew.

To address this challenge, Avail started looking for a way to both enhance operational insight and maintain its personable culture. It needed something to help the leadership team keep their fingers on the pulse of what was happening on a daily basis and get regular and consistent feedback across the company. With this feedback, the leadership team would be able to maintain its core values and know where to strengthen its operations. The end result required that Avail continue to be a fun, enjoyable, and productive workplace, and enhance its continuing expansion.

The Solution

Avail was growing fast, and needed a system as agile as it was. That quickly ruled out the typical annual survey. To achieve its goals, Avail partnered with Applos Technologies to implement AMP across the organization. AMP served as the way for Avail to obtain an ongoing organizational “health check” across the company. By measuring the impact the organization had on its employees, AMP gave valuable insight to management on how culture and climate were evolving, and identified areas that needed development. Once again, Avail was able to “feel” the pulse of the organization. With AMP results, the leadership team and human resources department had real-time access to employee feedback. This helped them to understand how their employees were doing, pin-point areas for

development, and track trends across all teams and departments.

As Avail’s leadership implemented solutions to enhance operations, AMP also served as a key benchmarking tool. AMP was able to measure and monitor the progress of initiatives as they were implemented. This let the leadership team see what was working, and where adjustments were needed without the lag of a traditional survey system.



“...if you aren’t monitoring and measuring operational improvement, then you will never truly capitalize on its benefits or realize where you had expected to achieve improvement, and haven’t done so.”

--Dorsey Houtz, Founder and President

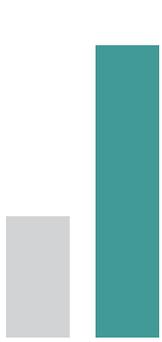
The Results

Since AMP’s start, **99% of Avail employees have voluntarily participated in AMP**, and 97% have completed the assessment three or more times. This has given leaders powerful results to make timely decisions and create targeted advancements in their work culture. Looking deep into specific teams, leaders are able to see what is occurring moment to moment, and make fast changes where needed. As a result of these targeted interventions, Avail achieved significant organizational improvements.



Turnover Prediction

AMP accurately predicted all individuals that voluntarily left the organization- giving Avail time to prepare.



50.1%

Clear Career Opportunities Generated

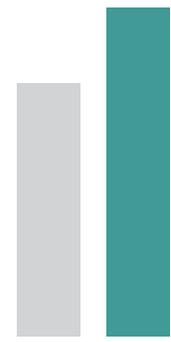
Employees felt their career path became clearer and had more opportunities for personal development.



20.6%

Work-Life Balance Improvement

Awareness of staff needs helped Avail understand how to help employees balance work and personal life.



15.2%

Clear Purpose & Goals Improvement

Enhanced communications led to increased clarity of direction and purpose across the company.

“I appreciate the executive and leadership team using the tools around them to create a better work place for all.”

--Zachary Stimely, employee

Attrition Risk Reduction

Overall attrition risk across the organization dropped by 35.5% as employees felt more connected with the organization.

35.5%



42.6%



Increase in Satisfied Employees

42% of employees increased their level of satisfaction with their work place.