Employee Recognition and Rewards App

A comprehensive, unified platform to manage employee rewards, reimbursements, and internal communication, ultimately enhancing collaboration and workplace satisfaction.

Overview

QBurst built a full-stack, subscription-based platform using Flutter and PHP Laravel to modernize employee recognition and financial interactions.

- **Unified Platform:** Consolidated rewards, financial transfers (per diem, reimbursements), and communication tools into a single, intuitive platform.

- **Financial Flexibility:** Implemented a robust e-wallet feature managed by services like Stripe and Plaid, enabling real-time internal and external fund transfers.

- **Integration and Deployment:** Designed the platform as a scalable SaaS product with a dedicated integration application to ensure continuous, seamless data import from third-party HR systems.

Client Profile

A US-based technology startup focused on delivering business gamification and incentives to improve employee engagement and retention.

Challenges

- **Fragmented Systems:** Managing rewards, reimbursements, and communication across different systems created inefficiency and a disjointed employee experience.

- **Complex Financial Integration:** Integration with multiple financial gateways (Stripe, Dwolla) and HR systems (Service Titan, Housecall Pro) complicated secure fund transfers and per diem settlements.

- **Data Synchronization:** Ensuring continuous, accurate data flow between the new platform and external HRIS/CRM solutions to keep employee and statistical data updated was a challenge.

- **Scalability and Security:** Multi-tenant SaaS platform requirements complicated secure onboarding, Role-Based Access Control (RBAC), and e-wallet transaction security.

QBurst Solution: Streamlining Employee Recognition and Rewards on a Unified SaaS Platform

We developed a unified, cross-platform solution featuring a responsive web app (Vue.js) and high-performance mobile apps (Flutter), all powered by a robust PHP Laravel backend. The backend's primary application manages user management, company onboarding, and core financial and recognition features.

Key Features

- **E-Wallet and Payments:** Implemented a secure wallet feature managed by services such as Stripe, Plaid, and Dwolla. This enables employees to transfer funds to peers, redeem them for gift cards, transfer to bank accounts, or reload in-house debit cards.

- **Integration Application:** A dedicated middleware application was created to interface with third-party systems (CRM, HRIS, and CMS) to ensure continuous, synchronized data import.

- **Engagement and Recognition Tools:** Incorporated features like instant chats, company-wide broadcasts, pulse surveys, contests, and the AutoCUES feature to automatically send gifts for milestones such as birthdays and work anniversaries.

- **Access and Security:** Integrated Okta for Single Sign-On (SSO) and utilized SalesBricks for invoicing, streamlining security and administrative processes.

Technical Highlights

- **Cross-Platform Development:** Used Flutter for native mobile performance (iOS and Android) and Vue.js for the web application, ensuring a consistent user experience.

- **Backend Framework:** Built on PHP Laravel for the robust and scalable backend infrastructure.

- **Financial Integration Suite:** Seamlessly manages payments and transfers by integrating with multiple services —Stripe, Plaid, and Dwolla for transactions; Venmo, TangoCards, and CardCentral for redemption options.

- **Automation:** Developed the AutoCUES feature to automatically initiate recognition gifts for specific employee milestones.

- **Cloud Hosting:** Utilized AWS for cloud hosting, ensuring the multi-tenant SaaS platform is scalable and reliable.

Impact: Improved Workplace Dynamics

- **Increased Productivity and Satisfaction:** The platform enhanced business productivity by improving workforce satisfaction by over 60%.

- **Financial Transparency:** Meticulous recording of wallet transactions and redemptions enabled company management to monitor financial activities and cash flows accurately.

- **Enhanced Communication:** The transparent top-down communication channels allow employers to effectively encourage, motivate, and address employee queries.

- **Seamless Integration and Scalability:** The platform's design supports effortless integration with other systems and ensures that new companies can be onboarded quickly and efficiently, supporting the client's aggressive growth trajectory.