

# LOGICnow

CHOOSE INTELLIGENCE

**LOGICnow** is a company with a history of getting things right and they know it's their people that make them great. As the global market leader, LOGICnow provides the only 100% SaaS, fully cloud-based IT service management (ITSM) platform that helps IT professionals secure and manage their systems and data through actionable insights - rewriting the rules of IT. Backed by a powerhouse team of leaders across multiple areas of expertise, including engineering, finance, and marketing, the company has successfully expanded its influence over the last few years - and is set for even greater things in the future.

One of LOGICnow's priorities is supporting an outstanding corporate culture that includes developing opportunities for better employee engagement. As a rapidly growing start-up, but one that's made up of over 500 employees globally, LOGICnow has been able to create a strong foundation of employee engagement because of its relatively flat organisational structure. The leadership team is highly approachable with an open door policy that starts at the top with LOGICnow's CEO, Walter Scott. The overall culture depends on an environment where colleagues can share ideas and solve problems collectively. It makes sense, then, that the LOGICnow team would want to build on this philosophy with an emphasis on even greater employee engagement.

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**Steve Heckert**  
VP of People Operations

## The Challenge – Finding a Simplified Way to Measure Employee Engagement

It's typical for start-ups to experience fluctuations in employee satisfaction and engagement. After all, they're going through a lot of changes and people are shifting upwards into new areas of responsibility on fast forward. LOGICnow was aware of this, and wanted to keep their finger on the pulse of their organisation.

They were facing two critical issues, however:

- They wanted an engagement survey that would enable them to increase the frequency from an annual exercise to a regular ongoing practice
- They needed an engagement survey that was simple to use and not as time-consuming as their previous process

Steve Heckert, VP of People Operations, advised that "Prior to choosing Thymometrics for engagement tracking, our old system would take several weeks to produce the results. This meant that by the time we had analysed and socialised the findings with our leadership team, and were ready to share details with colleagues, the developed action plan was already out of date."

This is an all-too-common problem for many companies using outdated engagement products and a challenge that Thymometrics' real-time engagement and feedback solutions overcome.

## What Was the Solution?

Having identified what was missing from their previous employee engagement methodology, LOGICnow began searching for a solution. They investigated several well-known products, but nothing met their needs 100% until, after an exhaustive search, LOGICnow was introduced to Thymometrics through their General Manager, Alistair Forbes.

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## The Appeal of Working with Thymometrics

Having reviewed what Thymometrics provides in terms of a simplified process and the immediacy of managing employee engagement data, LOGICnow identified three main benefits:

1. **Real-time information** – The “always-on” concept they found at Thymometrics was very attractive.
2. **Control over data** – No reliance on a third-party to provide findings, with the analyses owned and controlled by LOGICnow.
3. **Direct, private communication** – Being able to preserve employee anonymity, yet having the ability to communicate directly with employees.

LOGICnow chose Thymometrics over competitor products because, according to Steve Heckert: “We were immediately impressed by the powerful features and functionality, including access to real-time results, plus the ability to communicate directly to anonymous employees and filter by responses. The two dimensional analysis of employee satisfaction and importance, displayed in strong visual reports, were outstanding.”

Lastly, the simple implementation of Thymometrics meant that LOGICnow could get up and running quickly.

The responsiveness of the Thymometrics implementation team made it simple to start making use of the platform in just a few short weeks.

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## How Thymometrics has Improved LOGICnow as a Business

Since working with Thymometrics, LOGICnow has benefited in many ways. Steve Heckert explains, “I believe we’re more in tune with our employees than we have ever been, now we have real-time employee engagement information. We’ve also opened up a new employee communication channel using the Thymometrics Communicate System.”

LOGICnow’s selection of Thymometrics’ affordable solution to replace their previous annual survey has saved them both money and time, with its always-on survey and its real-time analyses able to facilitate a faster and better-informed response to any engagement issues that may arise.

Finally, LOGICnow is now excited to be working with Thymometrics on a new project to bring the same innovative approach to the automation of their employee exit interview process, allowing fresh insights to be gained through analysing their exit interview data alongside their existing employee engagement data.

## About LOGICnow

LOGICnow delivers the only 100% SaaS, fully cloud-based IT service management (ITSM) platform, backed by collective intelligence and the highest levels of layered security. LOGICnow’s MAX products including Risk Intelligence, Remote Management, Backup & Disaster Recovery, Mail and Service Desk – comprise the market’s most widely-trusted integrated solution. Deployed on over two million endpoints across 240,000 networks, the platform has the industry vision to define and deliver the future of the market. LOGICnow provides the most comprehensive IT security available as well as LOGICcards, the first ever IT notification feature powered by prescriptive analytics and machine learning. LOGICnow’s passion is helping IT professionals secure and manage their systems and data through actionable insights, rewriting the rules of IT.

For more information, visit [www.logicnow.com](http://www.logicnow.com).

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