

FCBM Relies on the SwiftTec Loyalty System to Administer Employee Rewards Scheme

CASE STUDY



Having developed a loyalty programme for all employees globally, FCBM needed to identify an easy to use system capable of administering their rewards scheme. They now benefit from a sustainable programme as it is easy to administer and manage through the SwiftTec Loyalty Tracking System.



“We use the SwiftTec Loyalty Tracking System as a motivation for employees. The system is used for all of our engineers and employees globally and the system is easy to use”

**Walaa Ibrahim,
Project Manager**

About FCBM

www.fcbm-fr.com

FCBM is an international consultancy providing a comprehensive range of integrated planning, management and design services. Their field of work includes bridges and tunnels, industrial and other buildings and civil infrastructures such as road layouts.

The Challenge

FCBM provides clients with affordable and sustainable solutions , appropriate to their needs .This is achieved through their talented and motivated staff, all sharing a passion for professional excellence and high standards of care and services.

To maintain their high standards, FCBM developed a loyalty programme for all employees globally, to reward exceptional service, quality and productivity of work. To support this programme, FCBM needed to identify an easy to use system capable of administering the rewards scheme.

The Solution

Amr A. Morsy, Managing Director for FCBM commissioned the rewards scheme at FCBM and was responsible for selecting the Loyalty Tracking System.

Amr A. Morsy said, **“We needed to find a system that was cost effective, easy to use and most importantly would be simple to administer without taking up too much time. We selected the SwiftTec Loyalty System with this in mind and most of the functionality we required came as standard.”**



Following a scoping exercise by SwiftTec, they identified the need to add some extensions to the SwiftTec Loyalty Tracking System specific to FCBM Egypt to allow for: ►



SwiftTec

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- The addition of rewards that can be redeemed by collecting loyalty points
- Maintenance stock levels of each reward
- The addition of operators and operator permissions to restrict actions to certain parts of the programs according to the user
- A new module for the logging of rewards and accompanying reports in the main program
- A new PointsViewer module to allow members to query their own point's total

FCBM have produced a catalogue so that employees can see what rewards they are entitled to based on the number of points they have accrued. For example if an employee has up to 20 points they can receive a pair of cinema tickets and the value of their reward increases according to the number of points they have accrued.

The development project was undertaken as planned, the extra modules were created as required and delivered to FCBM. The additional functionality required was added to the main Loyalty System to support the extra requirements added by the rewards extension. The system was simply downloaded online and they were easily able to implement the system themselves on a PC.

The Benefits

FCBM have established a sustainable employee rewards programme now that they are able to administer the rewards scheme within SwiftTec.

Walaa Ibrahim is the Project Manager and management representative for ISO – Egypt and is responsible for administering the programme. Commenting on the use of the system, Walaa Ibrahim said, **“We use the SwiftTec Loyalty Tracking System as a motivation for employees. The system is used for all of our engineers and employees globally and the system is easy to use.”**



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