

How ZIZO Transformed PFC USA:

Boosting Culture, Engagement, and Performance



Company Background



About PFC USA

Professional Finance Company, founded in 1904, has been a leading provider of accounts receivable management solutions for over a century. Headquartered in Greeley, Colorado, PFC USA serves a wide range of industries, with a particular focus on healthcare. Their services include debt collection, self-pay management, and early-out programs, and they are recognized for their commitment to ethical practices and consumer respect. Over the years, PFC USA has built a reputation for reliability, professionalism, and a strong partnership approach with its clients.

Despite PFC USA's long-standing success, they faced several challenges typical of the collections industry, including:



High employee attrition rates

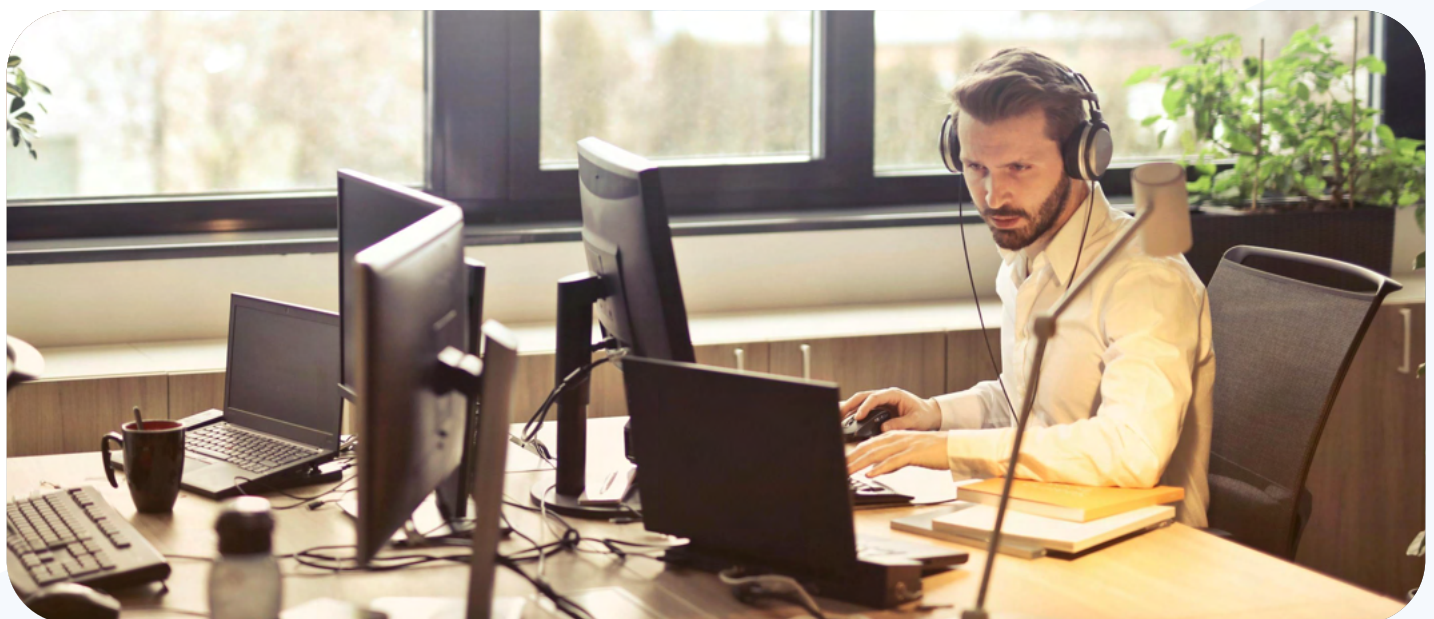


Disengaged workforce



Need for modernization in management practices

In an industry with high demands and challenging work, PFC USA looked to motivate its disengaged workforce, boost productivity, and create a positive work culture to reduce turnover and improve overall performance.



The Introduction of ZIZO

A Modern Solution for Modern Challenges

To address these issues, PFC USA implemented ZIZO, a performance management platform designed to modernize management and enhance employee engagement. ZIZO turns routine tasks into engaging challenges, fosters a healthy competitive environment, and provides real-time feedback, making work more interactive and enjoyable.

The main features that stood out to PFC USA were:



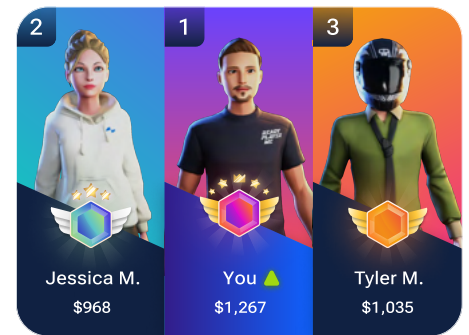
Game-like Challenges

Routine tasks were transformed into fun, competitive challenges, making work more engaging and exciting.



Instant Feedback

Employees received real-time feedback on their performance, helping them stay motivated and on track.



Leaderboards & Recognition

A sense of friendly competition motivated employees, with leaderboards highlighting top performers and driving continuous improvement.



Learn more about modern management at www.playzizo.com

The ZIZO Effect

Cultural Shift

The introduction of ZIZO sparked a major cultural transformation. Employees who once saw their roles as repetitive and overwhelming began to feel a stronger sense of purpose and engagement. By turning routine tasks into enjoyable, game-like experiences, ZIZO has fostered a more dynamic and positive workplace environment.

Enhanced Employee Engagement

ZIZO's real-time feedback and recognition features were crucial in increasing employee engagement. By providing instant performance updates, employees remained motivated and focused on their goals. The introduction of leaderboards added a layer of friendly competition, encouraging teams to continuously improve and perform at their best.

Before ZIZO, my job felt like a grind. Now, I actually look forward to the daily challenges. It's made my work feel more meaningful and rewarding.

—Employee at PFC USA

Boost in Productivity

The structured goals and rewards system within ZIZO significantly improved productivity. Employees stayed focused and achieved their targets more efficiently, while managers gained valuable insights into performance and areas for improvement. This data allowed leadership to offer timely support, ensuring continuous progress.

Reduction in Attrition

ZIZO's ability to make work more engaging increased job satisfaction and reduced turnover. By transforming routine tasks into interactive challenges, employees felt more valued, motivated, and loyal, contributing to stronger retention at PFC USA.

↑ 20%

Productivity increased by 20% after implementation.

↓ 15%

Attrition rates dropped by 15% in the first year.

Conclusion

A Transformative Partnership

The implementation of ZIZO at PFC USA has been a tremendous success, delivering both measurable and intangible benefits that have reshaped the company's culture, enhanced employee engagement, increased productivity, and reduced attrition. By transforming routine tasks into engaging challenges, ZIZO has modernized PFC USA's management approach, fostering a more energized and motivated workforce.

ZIZO hasn't just transformed our business; it's become a cornerstone of our culture. The way it's brought our team together and made work more enjoyable is invaluable.

-Supervisor at PFC USA



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