



HiveHR - Service Definition

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Introducing Hive

Hive is an Employee Voice Platform and strategic HR partnership. We believe every voice has the power to change the working world. Our mission is to enable organisations to use employee voice to its full potential.

We give our customers the technology, the insight, the coaching and the confidence they need to improve employee experience and organisational performance.

Our accessible, cloud-based platform has four flagship features:

- Hive Surveying, with flexible question sets
- Hive Open Door, for always on-listening
- Hive Messenger, to engage in two-way conversations
- Hive Fives, to cultivate co-worker recognition.

But it takes the perfect blend of technology and people to drive change, so our People Scientists are on hand to help HR teams and managers harness employee feedback and uncover the real story behind the data.

With Hive, organisations are making people-first decisions to build more engaged, productive teams.

Hive's Services are made up of several "sub-services" to ensure organisations get the most value out of the technology. The Services are:

- Employee Voice Platform (cloud software)
- Customer Success Management
- People Science
- Implementation
- Technical Support

You can find more information about Hive at www.hive.hr

1. Employee Voice Platform

1.1 Introduction

Hive helps you harness employee feedback to navigate change and make data-driven decisions about the future of your organisation. The platform is built with flexibility in mind. Easily gather and action employee feedback through timely surveys and always-on features, while feeling supported, guided and upskilled by Team Hive.

Our employee voice platform supports multiple modes of participation, translates into 16 languages and accommodates employees with special usability requirements - helping you to reach all of your workforce.

1.2 Platform Specification

Hive makes provision for three levels of permission:

- **User** - employees that can take part in Surveys, Open Door feedback, Hive Fives and Messenger conversations
- **Managers** - employees that can take part in surveys, open door feedback, Hive Fives, messenger conversations and log into the management suite for visibility of reports
- **Administrators** - employees that can take part in surveys, open door feedback, Hive Fives, messenger conversations and log into the management suite for visibility of reports, set-up and deploy surveys, manage users and settings within the platform.

Employees with Manager or Admin permission status can access the Management Suite via a secure login screen, which will be: [https://\[customer-name\].hive.hr/sign-in](https://[customer-name].hive.hr/sign-in).

Provision is made for Managers and Admins to receive a password reset notification in the event that they are locked out. Passwords must be secure and we have the ability to enable Two Factor Authentication via SMS from the Admin Console for logging into the Hive Platform.

1.3 Admin & Manager Console

The dashboard provides an overview of:

- Scores for any open or most recently closed surveys

- Response rates for any open surveys
- Comparison of response rates for open and recent surveys
- Line chart displayed the number of Hive Fives in the last 30 days (if enabled)
- Line chart displaying the number of Open Door feedback in the last 30 days (if enabled)
- Engagement summary, split into specified categories of which the default are:
 - Engagement Index
 - Meaningful Work
 - Motivating Managers
 - Irresistible Workplace
 - Realising Potential
 - Leadership and Inspiration
 - Health & Wellbeing

Survey Builder

Survey builder allows you to create and send surveys through your Hive. From the Hive dashboard, Hive admins can access survey builder to build a survey from the ground up, a little something like this:

1. Writing questions
2. Choosing languages for employees
3. Previewing email invitations, reminders and surveys
4. Previewing surveys
5. Assigning a closing date
6. Adding recipients
7. Final survey review
8. Send!

Hive Admins can undo/redo a change, delete the survey or save changes - allowing you to come back to the draft any time.

Survey Results

The Surveys page is a repository of all open and closed surveys, presented in chronological order and provides navigation into individual reports for each survey and each survey question. The Surveys page can be rendered to present surveys from a specified date range or campaign. Results are available in real-time, for each survey question; showing key statistics, filtering options, scores and verbatim comments.

Survey results are available in Dashboard, Heatmaps, Word Clouds and Free Text format. Survey results include:

- eNPS (employee Net Promoter Score)
- Engagement Index
- Response Rates
- Benchmarking

- Percentage Favourable
- Average Score
- Sentiment Analysis
- Free Text

Filtering options allow the above statistics to be filtered in accordance with the segments and attributes that are specified within each Customers' Hive. For example, if Age, Tenure or Location are segments in use then provision is made to filter the data by the attributes belonging to those segments.

Verbatim (employee comments) are accessed via several links in each report and can also be filtered. Employee comments can be exported into CSV format.

Customers can also view our trackable metric, Hive's Engagement Index - a universal engagement measure, backed by People Science.

Using data from across Hive's customer base, organisations can benchmark their eNPS, Engagement Index and Response Rates results with other organisations in the same industry, of a similar size. Customers can also compare these metrics to their previous surveys to quickly view any changes in performance.

Heatmaps

Heatmaps can be used to build a comparative picture of average survey scores across different attributes and segments. Each segment you select will add a new row to the heatmap.

Heatmaps can be developed by selecting the desired data criteria, including question category/theme, segment/attribute (demographics) and date (start date to end date view). Variation within the average score data is displayed in a colour-coded red to green scale, with shade variation. Higher average scores are displayed in green, whilst lower average scores are displayed in the corresponding shade of yellow, orange or red, based on their ranking within the group.

Reports

Quick Survey Reports are available to download. Hive platform admins can export any completed survey into a quick report - and they're compatible with PowerPoint, Keynote, and Google Slides. When downloaded, your scale-based survey results are broken-down into key headlines using easily digestible infographics, and the exported slide deck is editable so that you can add your own narrative.

Data/Export

Data and exports are available during and following the completion of a survey. Data / Images can be exported. Formats include PPT, CSV and PNG format.

Hive Open Door

Open Door is an optional feature that can be switched on by contacting your Customer Success Manager. When switched on, a free-text Open Door box appears within the Employee Console, allowing employees to provide feedback, whether a Survey is open or closed.

Provision is made for employees to categorise their feedback (for example: idea, question, other) when adding it via Open Door. These categories can be customised.

Provision is also made for Customers to rebrand the Open Door box feature (e.g. ideas box, innovation station).

All responses are collated in chronological order within the Open Door page of the Admin & Manager Console. Filtering options make provision to filter feedback by keyword, date range, category (e.g. idea, question, other) and by segment/attribute.

Hive Fives

Hive Fives are an optional peer-to-peer recognition feature that can be switched on or off by contacting your Customer Success Manager.

When switched on, there is provision within the Employee Console for employees to send a Hive Five to a colleague. Employees can send Hive Fives to colleagues both via a live survey (if this feature is enabled) or outside of any surveying activity (via any email or SMS text communication received from Hive) by following call to action prompts.

Provision is made, through custom Hive Fives, for our Customers to include their organisational values as badges (with icons and descriptions) within the Hive Fives feature, allowing employees to send specific recognition that's linked to these values (e.g. recognising a colleague for demonstrating 'Leadership').

A colleague can be chosen by searching for them by name and then including an explanation in the free-text box below. Provision is made for multiple Hive Fives to be sent in a single submission and when submitted, the receiving individual(s) will receive email and/or SMS text notification alerting them of their Hive Five.

Provision is made for the employee sending the Hive Five (along with the one receiving the Hive Five) to decide whether they want this to be displayed publicly on the Hive Five Status Board. This Status Board (if enabled), allows the wider workforce to view all publicly displayed Hive Fives as and when they are sent/received, via a real-time dashboard that can be displayed or accessed via any browser.

Provision is made for reminders to be sent to the workforce at a defined frequency, encouraging them to recognise their colleagues.

The Hive Five Dashboard within the Admin & Manager Console provides an overview of Hive Five activity. The dashboard view can be filtered by date (start date to end date) and attribute/demographic.

The Hive Five Dashboard within the Admin & Manager Console provides an overview (based on the filters applied) of:

- Number of Hive Fives received
- % comment rate
- Hive Five distribution by month
- Hive Five distribution by category (e.g. organisational values)
- Top recipients, sorted by number of Hive Fives received

Hive Messenger

Messenger is a feature that allows Admins and Managers to respond to employee feedback directly. A message can be sent to a respondent within a respondents comment or Open Door feedback (using the Message button) where a live, online dialogue is instigated. By replying to a comment or suggestion, a message is delivered to the respondent via email and/or SMS text.

Messenger can be accessed within the Admin & Manager Console by using the navigation panel on the left hand side. Admins & Managers can then view all live conversations and click into a conversation to view the dialogue. Replies can be sent directly to the respondent and Internal Notes can be added that are only visible to Admins & Managers, not the respondent.

Admins & Managers can use the 'Leave Conversation' option to close the conversation, removing it from the Messenger.

Whilst the identity of the Admin or Manager is made visible to the respondent, the identity of the respondent remains fully confidential. Messenger is an optional feature that can be switched on by contacting your Customer Success Manager.

Settings

Settings provide control for Admins & Managers to edit settings for the Organisation and for Users. Organisation settings provide control for the name and contact details of the organisation along with the ability to view and replace the company logo. User settings provide control for filtering users by segment/attribute, adding, editing and removing users along with sending a survey reminder prompt to an individual.

HRIS Integration

Automatically update records in Hive to accurately represent your HRIS data. Once you've integrated, you'll never have to manually amend your user data. So one less thing on your

pre-survey to-do list, one less system to update when something changes, and one less reason not to make use of Hive's real-time feedback capability.

We're working with Tray.io to build our HRIS integrations. They're systematically working through different providers so we can integrate as many as possible. If we don't currently integrate with the HRIS provider you use, just let us know and we'll add it to the list!

Notifications

Notifications are the communications that are sent to users, managers and admins. Notifications are delivered by email and/or SMS, depending on Settings and User Profile. Notifications currently provisioned are:

- Manager Account Creation Notifications - When a user has been given 'Manager' privileges, they will be notified and are instructed to set up a password.
- Admin Account Creation Notifications - When a user has been given 'Admin' privileges, they will be notified and are instructed to set up a password.
- Password Reset Notifications - If a Manager or Admin forgets their password, a Password Reset Notification is sent so that they can reset their password.
- Survey Notifications - Employees are notified when a new survey is deployed and can take part via the links provided in the email and/or SMS text.
- Survey Reminder Notifications - Employees that are yet to take part in a survey can have reminders sent to them.
- Hive Five Received Notifications - When an employee receives a Hive-Five from a colleague, they are notified by email or SMS text.
- Messenger Notifications - When an employee has received a message, they are notified by email or SMS text.

1.4 Employee Console

The employee console is mobile responsive and is accessed by clicking on links that are provided in notifications (authentication is not required) and makes provision for the performance of several tasks:

Defining language preferences

The employee console is presented as defined in the 'language' field for each employee; but in the employee console, an employee can change their language if more than one language is present within your Hive.

Responding to surveys - which itself, is split into three parts:

- Employees are presented with questions to answer as required by the Customer, using the Survey Builder.
- Providing feedback via Open Door (if switched on)

- Sending Hive Fives to colleagues (if switched on)

Hive Fives that have been received - employee can review a list of all Hive-Fives that they've received.

Reading and responding to Messages - employees can review any messages that they've received and respond to those messages.

Employee Homepage

Hive Employee Homepage is a method where employees can log into their own area within Hive to provide feedback to the company and fellow employees.

Employees access the Employee Homepage via a company URL, they then verify their details to log in and have their say through either Hive Surveying or Hive Open Door, or recognise a co-worker with a Hive Five.

1.5 Supported Browsers

Admin, Manager and Employee Console

- Chrome (last 2 versions)
- Microsoft Edge (Chromium based, last 2 versions)
- Firefox (last 2 versions)
- Safari (last 2 versions)

Minimum Screen Resolution 1280x1024

1.6 Accessibility

We believe that every voice has the power to change the working world. That's why we're committed to making our software easily usable by everyone, regardless of disability.

Our software is compliant with the Web Content Accessibility Guidelines version 2.1 AA, with no known exceptions.

You can find our full Accessibility Statement here:

<https://www.hive.hr/legal/application-accessibility-statement/>

2. Customer Success Management

2.1 Introduction

The Customer Success team helps our Customers to set-up, launch and successfully achieve their goals with Hive, as well as delivering ongoing support as required. The team's focus is to help organisations to get maximum value out of Hive.

Pre-launch, their support predominantly centres around making the onboarding process as smooth and effective as possible. They will provide practical support as well as tactical advice. Post launch, their support will centre around providing ongoing advice around product adoption and problem solving.

2.2 Dedicated Customer Success Manager

Over the duration of their subscription, our Customers receive support from a dedicated Customer Success Manager (CSM). Your dedicated CSM is available 9AM-5PM GMT/BST. They will be your main point of contact and gateway to the rest of the Hive team.

A key aspect of the Customer Success support will centre around coaching and education, and support for Admins and Managers to use the Hive platform effectively. The team is on hand to make sure you get as much out of your Hive subscription as possible.

2.3 Customer Success Delivery

Provision is made for our Customer Success team to offer support (whilst not limited to) the following areas:

- Regular account reviews
- Objectives setting
- Product training
- Guidance on why and how to use our features
- Project management
- Progress tracking and regular check ins
- Renewal discussions

3. People Science

3.1 Introduction

With its roots in occupational psychology (the study of human behaviour in the workplace), People Science is all about gathering, analysing and using data to improve employees' working lives and achieve organisational goals.

Our platform is designed to gather the most relevant and varied feedback possible from your people, but that's only one piece of the puzzle. If you want to see real change, then you have to use that feedback to adjust mindsets, encourage positive behaviours and ultimately build a culture that enables your people to thrive. For us, that boils down to four key stages:

- Clearly defining an employee voice **strategy**
- **Crafting** considered and bespoke surveys
- Drawing out the **insights** from feedback to create powerful stories
- Taking meaningful **action** off the back of the data.

We make sure you get the highest quality feedback possible, and use it to create better days at work.

3.2 People Science Modules

Our expert team of People Scientists are here to guide you on our journey to creating a more engaged and thriving workplace. Every organisation is different, we get that. Which is why we offer a range of modules that you can choose from to help you create a custom roadmap tailored to your specific needs, and your ongoing support with Hive.

With expert recommendations from our People Scientists, you can select the modules that make the most sense for your organisation. And we'll hold your hand every step of the way, providing ongoing help as you drive change, and work towards your goals.

Employee Voice Strategy

What do you get?

Delivered remotely by a People Scientist, over the course of half a day, we'll conduct interactive discussions and activities to define your employee experience aspirations and goals. Then, we'll delve into the details of the long-term project.

We'll take all that we've learned and craft a tailored baseline survey aligned to your goals and objectives. And don't worry, we'll also give you a clear and comprehensive Survey Strategy to guide you through the rest of the project journey.

Why does your organisation need an Employee Voice Strategy?

Your bespoke strategy brings together multiple stakeholders, making it a must-have for HR managers and those looking to increase engagement with senior leaders.

This collaborative approach to engagement considers perspectives of employees across the organisations, leading to unique insight and employee empowerment.

Getting to the heart of what matters to you and your people in line with organisational values and goals, fundamentally is the key to ensuring a successful delivery and performance from amplifying your employee voice.

What is the value to your organisation?

With our solution, you'll have the ability to:

1. Make smarter decisions
2. Achieve alignment across multiple stakeholders
3. Embed a culture or strategy that promotes employee engagement and improves experience
4. Have a strategy that aligns with your goals and objectives

Leadership Alignment

What do you get?

Within a 2.5 hour remote session, we'll support your leaders by creating a unified vision of employee experience, and what it means for your organisation. They'll gain a comprehensive understanding of experience metrics and learn how to measure and showcase change over time.

And we don't just stop there, we go a step further and work with your leaders to identify your specific goals and priorities for improving employee experience. Through building strong relationships and connections, we'll work as a team to achieve your objectives.

Why does your organisation need a Leadership Alignment Session?

As your session will be conducted by a People Scientist, your leaders will be challenged by an expert in employee voice. Which means the insight you'll gain is invaluable to your employee voice initiative.

At the end of this session your leaders will be in a position to make better decisions that benefit your employees across the organisation, set a positive example of employee engagement, and are better positioned to achieve goals and outcomes set out.

What is the value to your organisation?

With our solution, your organisation will benefit from:

1. Broadening leadership perspectives around employee voice
2. Making employee experience a leadership responsibility, as well as HR team
3. Achieving leadership buy-in engagement
4. Aligning multiple stakeholders
5. Fostering thought partnership to encourage creativity and collaboration among leaders

Design Better Days at Work with Hive: Employee Workshop

What do you get?

You'll be joined remotely* by a People Scientist for an enlightening session with your team. Through a mixture of presented materials and facilitated discussion, we'll delve into what makes a great workday for everyone and their role as a key influencer of their organisation's employee experience.

Why does your organisation need a Design Better Days at Work with Hive: Employee Workshop?

Our workshop sets the foundation for a successful employee voice initiative. By aligning key stakeholders from the start, you'll make informed decisions that truly make a difference in your workplace. Show your employees their voice matters, and watch them become champions of a positive work experience, driving meaning and impactful change.

What is the value to your organisation?

- Improved outcomes through early employee involvement
- Increased understanding of areas for improvement from frontline perspectives
- Encouragement of open and honest communication
- Third-party facilitation through a safe and secure environment.

Survey Crafting for Hive Administrators

What do you get?

In a 1 hour session with your chosen group our expert team will guide you through the process of crafting the perfect survey, providing you with tips and tricks that you can apply to your own surveys. We'll help you ask the right questions to ensure you get the best data possible through effective surveys.

Why does your organisation need Survey Crafting for Hive Administrators?

Our Survey Crafting session is designed to help your chosen group learn and understand design effective surveys, allowing you to transfer knowledge internally and craft more meaningful surveys.

By partnering with us, and following our best practices for your survey creation process, you'll be better equipped to make datadriven decisions that help your organisation succeed.

What is the value to your organisation?

With our Survey Crafting for Hive Administrators, your organisation can take its decision making to the next level - you'll be able to collect meaningful data to help you make smarter decisions in line with your employee voice strategy.

By understanding how to accurately measure employee experience across the business, you'll be able to identify areas for improvement and make changes that benefit your employees and organisation as a whole. Armed with this knowledge, you'll have the insight needed to create a more positive, productive work environment.

People Science Crafted Surveys

What do you get?

You'll get a People Scientist to craft bespoke surveys based on your specific requirements, whether that is a themed survey on performance management or a baseline survey aligned to your people strategy, the surveys will be precisely crafted to measure exactly what you need. You can also bring in our People Scientists for personalised hands-on support in creating up to 3 bespoke surveys over the course of a year.

Why does your organisation need People Science Crafted Surveys?

Your People Science Crafted Surveys will allow your organisation to gain insight into your employee experience. With the expertise of our experienced question writing team, you can be confident that the themes that matter most to your organisation are covered.

Our surveys go beyond traditional engagement metrics, providing you with a deeper understanding of your employees, and data you need to drive positive change. These surveys are tailored to your specific requirements, and are the perfect way to help your leaders make informed decisions that are meaningful to your organisation.

What is the value to your organisation?

With People Science Crafted Surveys, you'll be able to:

1. Make smarter decisions from smarter questions
2. Drive employee experience goals and strategy
3. Collect meaningful surveying data
4. Work with a dedicated People Scientist so your organisation can leverage their expertise
5. Ask about so much more than engagement
6. Ask bespoke questions - No more off-the-shelf surveys that aren't meaningful to your employees

Snapshot Report

What do you get?

Our People Scientists will deliver your headline data and key metrics in a clear and concise one-page report - so you can forget struggling to interpret complex data and graphs. You'll have easily digestible information, perfect for any communication channels.

Why does your organisation need a Snapshot Report?

Having a snapshot report available means your leaders can stay engaged and informed. They're packed with all the key takeaways for your chosen survey. With these reports, your leaders will have a bird's eye view of how things are going and can quickly identify opportunities for improvement. T

These reports are your secret weapon for tracking progress and making informed decisions, keeping your leaders engaged and in the know.

What is the value to your organisation?

With our solution, you'll have the ability to:

1. See and respond to issues and ideas quickly
2. Get easily digestible information
3. Stay up-to-date on key metrics

Essential Insights Report

What do you get?

Our Essentials Insights Reports makes understanding your data easy. You'll receive a comprehensive analysis of your organisational-level results, providing deeper insights in two demographics. It includes a review of your key metrics, analysis of driving factors, and context from your chosen free text item.

Using their expertise, our team of business psychologists will also use wider context and your previous results to provide a continuous narrative throughout the report, as well as an executive summary and key areas for action.

Why does your organisation need the Essential Insights Report?

You'll engage your leaders with people-focused data that offers actionable insights to drive positive outcomes for your organisation and its employees with the Essential Insights Report.

Our solution provides you with the tools to measure the impact of your business on employee experience and make data-driven changes to enhance the working experience for your employees.

What is the value to your organisation?

Using our Essentials Insights Report, you'll get:

1. Insight into what's driving your chosen metric (eNPS, Engagement, D&I etc).
2. People Science insight and narrative to tell your story.
3. Tailored actions that will help your organisation improve employee engagement

Deep Dive Report

What do you get?

With our Deep Dive Report, you'll receive a clear and detailed dissection of your survey results. You'll find a review of your chosen key metrics, analysis of what's driving those results, and added context from up to two free text items.

Your data points will be broken down by up to 4 demographics and benchmarked against previous results.

All those numbers are great, but we then go a step further. Every survey comes with a hidden story. So, using wider context and our own team of business psychologists, we wrap all that data up with continuous narrative throughout, an executive summary alongside key areas for action.

Why does your organisation need an Deep Dive Report?

With deeper analysis revealing your story through a combination of people-focused data and expert commentary, you can engage your leaders and empower them to make smarter decisions that align with company goals and meet employee needs.

Having this actionable insight allows you to create a workplace culture that enables employees to thrive, and is optimised for organisational success.

What is the value to your organisation?

With your own Deep Dive Report you'll be able to uncover:

1. Insight into what's driving your chosen metric (eNPS, Engagement, D&I)
2. People Science insight and narrative to tell your story
3. Tailored actions that will help your organisation improve employee engagement
4. Deeper analysis to uncover your story from the data

People Manager Insights Report

What do you get?

With our People Manager Insights report, you'll receive a report created by People Science for each manager so they can view their own results. This allows your managers to monitor their teams progress and adjust their approach to drive better outcomes.

Our manager reports provide a clear and concise summary of the key information your managers need to know, presented in an easy-to-digest format.

Why does your organisation need People Manager Insights Reports?

Our People Manager Insights Report creates accountability and measures the impact of employee experience across your business - it's a great solution to support your managers, boost employee engagement and enable managers to continue the conversation and drive real local-level changes.

What is the value to your organisation?

With our People Manager Insights Report, your managers will get visibility on their key metrics, (benchmarked against the organisation's), their strengths (highest scoring items) and improvement areas (lowest scoring items), the organisational key metric drivers and how their scores compare.

Having this key information at their fingertips, your managers will feel engaged and empowered to share results with their teams and address feedback. This can help to foster a sense of ownership and accountability among your managers, encouraging them to lead in driving positive change across your organisation.

Bespoke Insights Report

What do you get?

Designed to meet your business needs, this report offers customised analysis for your surveys. You can choose from a variety of analysis options to build your ideal report with no limit to what you can include.

Why does your organisation need Bespoke Insights Reports?

When your leaders have access to data that is meaningful to your organisation, it becomes easier for them to understand how employees are thinking and feeling. In turn, this insight can be a huge stepping stone towards reaching the goals you've set to achieve through your employee voice initiative.

Bespoke reporting can also help uncover hidden narratives through additional analysis of people survey results. This means that your organisation can identify key trends or issues that may not be immediately obvious. By being proactive and addressing potential concerns before they become bigger problems, your organisation can create a positive and healthy work environment for all.

What is the value to your organisation?

With bespoke insights reports your organisation can:

1. Make smarter data driven decisions
2. Engage leaders with people focused data
3. Report on surveys that focus on a number of topics

Additional Demographic Data & Thematic Analysis

What do you get?

With our Essentials, Deep Dive and Manager reporting, you already get a wealth of valuable data and insights. But if you need more, then we've got you covered. Add additional demographics and/or thematic analysis to your bank of reporting to dig even deeper into your team's insights.

Why does your organisation need Additional Demographic Data Analysis & Additional Thematic Analysis?

Through the analysis of additional demographics and themes, your organisation can identify patterns and trends that may not have been apparent before. This demographic breakdown will allow you to go deeper and reveal stories from different cohorts. Thematic analysis will provide you with the thoughts and perspectives of your employees from additional free text items.

Having a better understanding of your team's insights can help the organisation as a whole, make more informed decisions that support the business objectives, improve processes and drive growth.

What is the value to your organisation?

By adding additional demographics and thematic analysis to your reporting, you'll gain a more comprehensive understanding of your team's thoughts and feelings. This information can be used to create more targeted strategies, address specific challenges and celebrate more successes.

Executive Insights Review

What do you get?

In an up to 2 hour remote session with your key stakeholders delivered by a People Scientist, we'll unveil the story of your survey results and reveal your priority areas to enhance employee experience. Prior to the session, we'll work with your project team to ensure a seamless presentation and alignment with your goals, ensuring everyone is on the same page.

Why does your organisation need an Executive Insights Review?

By working with your key stakeholders, in a focused session, you can quickly identify areas for improvement and discuss how to address them.

Through bringing in wider context from our experts in People Science, we'll continue to build momentum and motivate your decision makers to act upon insights to improve employee engagement and experience.

You'll benefit from insights gathered from our extensive research and findings from other satisfied customers to support your ongoing discussions.

What is the value to your organisation?

By opting for our Executive Insights Review, your organisation could benefit from:

1. Improved employee experience - through analysing survey results and identifying areas to improve, your organisation can make changes that have a positive impact on experience, job satisfaction and engagement.
2. Enhanced organisational performance - a positive employee experience can be linked to improved performance, as engaged employees are often more productive, innovative and committed to their work.
3. Creating alignment - by ensuring a deep understanding of metrics used, our approach facilitates a seamless cascade of information to your key stakeholders, ensuring everyone is onboard, and feels empowered to leverage the insights from the data.

Actioning Change Workshop: For People Managers

What do you get?

In an up-to 3 hour session* led by one of our People Scientists, they will support and coach your managers and leaders to drive change. They'll gain the insight needed to continue the conversation within their teams to drive meaningful change with employees, and leave with a greater understanding of the importance of employee engagement, and their role and responsibility in making their experience great.

Why does your organisation need an Actioning Change Workshop?

By incorporating the principles of data-driven decision making, your leaders and managers can become more confident in their ability to act on the insights they gather.

When their teams are included in the discussion around change, the solutions can be far more impactful for your organisation. This can encourage collaboration, engagement and offer different perspectives for further insight.

What is the value to your organisation?

Our workshop uses agile methodologies and interactive actionplanning activities to help you drive positive change in your workplace. Your leaders and managers will leave with practical tools and strategies to share with their teams, empowering them to continue the conversation in their own areas.

Actioning Change Workshop: Train the Trainer

What do you get?

In an up-to 4 hour session, we equip your project team with the tools needed to coach their teams using a facilitated guide and presentation for rolling out internal action planning sessions - led by one of our People Scientists. Your chosen group will leave with the knowledge around understanding to deliver the actioning change workshop.

Why does your organisation need an Actioning Change Workshop: Train the Trainer?

Through our train the trainer workshop, your organisation can see positive change in:

1. Employee engagement - your project leaders are equipped to support managers to understand their role in driving team engagement. This knowledge can then filter through teams to engage employees and drive change, and increase ownership and accountability within their teams.
2. Developing levels of support to your organisation - equipping your leaders with the skills and tools needed to understand their teams and make insightful decisions can boost their abilities to support, manage your people.
3. Improving culture - Managers can play a large role in shaping culture. Having internal trainers who can continue to run change sessions and set the standard among new management can align more leaders to your culture and values.

What is the value to your organisation?

We empower your project team to facilitate internal sessions, and cascade the learnings and insights down to their teams to continue the conversation - this drives change in their areas and leads to invaluable changes within the organisation. This is done through our agile methodologies and action-planning activities.

People Science: Additional Support Subscription

What do you get?

When you purchase a subscription, this gives the ability for both you, and our experts at Hive, to be flexible when unplanned People Science support is needed. We'll provide support on project calls, help with decision making and additional advice on bespoke work.

You can purchase Additional People Science Support throughout your annual subscription. This can be purchased by contracted # days to support you with any out of scope needs. There's no one-size-fits-all approach for how many days you'll need. So Hive can provide a recommended amount of days to ensure you are well supported throughout your subscription.

What is the value to your organisation?

Through Additional People Science Support, you can guarantee our experts set aside dedicated time to support your organisation in your contracted modules, bespoke work and help you make informed decisions when you need them.

Having a subscription with Hive People Science means that you'll receive support from experts who know and understand your longterm goals, meaning they're best placed to advise you. We want you to achieve your goals, just as much as you do!

3.3. Scheduling People Science Support

Travel, accommodation and sustenance costs are not included in People Science fees.

Any sessions being delivered before 9:30am, at a site more than 90 minutes travel time from Hive HQ, will require an overnight stay.

All of the modules and prices quoted include the design and delivery of all materials Required. Any bespoke design work required will need to be discussed and, if any additional time is required, a revised quote will need to be provided and agreed.

Additional work can be scoped and agreed over the duration of the subscription; this will be invoiced and billed separately.

Our People Science team will evaluate the impact of the work and scope out the specific deliverables to be included in any renewal agreement.

Sessions must be scheduled two weeks in advance of the delivery date to allow for the necessary design, preparation, and travel arrangements.

A minimum of two weeks notice is required for any cancellations; if the work forms part of a subscription agreement, this work may no longer be able to be delivered. If the work has been agreed and invoiced separately, a half-day rate will be charged for any sessions cancelled within this two week period.

4. Implementation

4.1 Introduction

You'll be assigned with a dedicated member of the Implementation Team who will assist with the onboarding and launch process. Hive will provide you with the resources and templates needed to get started, as well as remote training sessions to ensure a smooth transition onto the platform.

Customers are required to collate and prepare the employee data file for transfer. Assistance from a member of IT is needed for email whitelisting, data transfer and system testing. You'll need to conduct a full internal comms campaign, with the assistance of key resources provided by Hive.

Your designated Launch Manager, Customer Success Manager and People Scientist will schedule regular touch points with your project team in advance of going live. We provide a detailed project plan and implementation timeline to make sure important milestones are planned out, agreed upon and successfully delivered. Your team of Hive experts will work closely with you to make the process as smooth and enjoyable as possible.

4.2 Implementation & Setup Process

Whilst the Implementation & Setup process will often be tailored around our Customers specific requirements, the below table will outline the typical stages in this process along with the anticipated stage owner (Customer, Hive or Both):

Implementation & Setup Stage	Owner
Form the project team	Customer
Initial project scope	Both
Strategy with People Science	Both

Collate user data	Customer
Develop launch campaign/comms with resources provided by Hive	Customer
Setup & Finalise Hive	Hive
Testing	Both
Pre-launch training	Hive
Launch	Both
Post-launch training	Hive

5. Technical Support

5.1 Introduction

Our skilled Technical Support Team is available to help customers with technical support when required.

5.2 Key Responsibilities

The responsibilities of the Technical Support team include:

- Answering technical queries
- Analysing, troubleshooting and resolving technical issues
- Support with the general maintenance of Hive data

Customers are able to:

- Submit a support request
- Submit product enhancements / new feature requests
- Browse an extensive library of help documentation
- Access training videos
- Track existing support requests

5.3 Contacting Technical Support

Technical Support is available 9AM-5PM GMT/BST.

Direct means of contact to the Hive Support team is available via help.hive.hr. The service desk offers a number of forms which have been tailored to cover all areas of the platform.

Additionally, customers can contact the support team via support@hive.hr.

5.4 Support Priorities and Classification

Priority 1	Business-critical	<ul style="list-style-type: none"> • Blanket inability to log into the Hive application • Major vulnerabilities in the application • Data breach
Priority 2	Medium importance	<ul style="list-style-type: none"> • Partial system outage • Unable to access a certain area of the application • Inability to conduct a certain action within the application
Priority 3	Low importance	<p>Requests include but are not limited to the following:</p> <ul style="list-style-type: none"> • Request to send survey • Request to bulk import data • Request to grant an additional authenticated user access to the application

Resolution Targets	Priority 1	Priority 2	Priority 3
Response	1 hour	2 hours	6 hours
Assignment / Investigation	1 hour	6 hours	6 hours
Resolution	10 hours	16 hours	48 hours
Total Resolution	12 hours	24 hours	60 hours

All reference to hours means business hours and out of hours assistance will only be available for incidents rated Priority 1.

6. Hive+

6.1 Introduction

A community hub for all our customers to ask questions, share knowledge and learn more about the power of employee voice through premium Hive content.

6.2 Q&A

Not sure how to do something on the Hive platform? Check with the community! Someone might have already posted a similar question and found a solution. But if not, just ask away and you'll get a response!

6.3 Knowledge Share

Sharing our challenges, successes and insight is a great way for us all to learn and grow. And if you ever find yourself with a tricky decision to make, you have a whole community of professionals, ready to offer expert advice!

6.4 Premium Content

Check out our library of exclusive, actionable content to find out how to make the most out of your Hive and become an expert in unlocking and amplifying employee voice - the key to driving organisational performance and employee experience.

Above all else, Hive+ is a collaboration and networking space - a place where like-minded HR professionals can build relationships and support each other to collectively improve the working world.