

Case Study: eHRM x Bankart

How is Bankart building a culture of recognition and continuous feedback?



Recognition and feedback are an important part of a **strong workplace culture**, but they can easily get lost in the pace of everyday work. Bankart wanted to make it easier for employees to share both and create an environment where they become a more natural part of everyday collaboration.

But they didn't start with a digital tool. First, they invested in **building a culture of constructive feedback**. Only then did they introduce the Culture module in eHRM to support it digitally.

About Bankart

Bankart is **Slovenia's leading company in the processing of modern payment instruments**. It provides reliable, secure and cost-effective transaction processing and develops technology solutions and services for banks and other financial institutions.

Its key areas of expertise include card processing services, ATM and POS network management, and SEPA payment systems. Bankart employs more than **250 highly skilled professionals** and provides its services across six countries.



FinTech



250+



Slovenia, Serbia, Bosnia and Herzegovina, Montenegro, Kosovo, North Macedonia



Ljubljana, Slovenia

Challenge

Recognition and feedback were mostly shared verbally, via email or in one-on-one conversations. There was no central place where they could be recorded and easily accessed later.

A word of appreciation would often stay in the hallway or in an email, while constructive feedback sometimes came only during the annual performance review – **too late for an employee to act on it when it mattered.**

Key challenges:

- recognition and feedback had no central place,
- great work and support across teams often went unnoticed,
- constructive feedback was often not shared in a timely manner,
- a lot depended on how comfortable each individual was with giving feedback,
- hybrid work meant fewer spontaneous opportunities to give recognition and feedback,
- information for annual performance reviews had to be collected and consolidated separately.



HR as the middleman

HR too often found itself acting as a middleman for something that **should happen directly between colleagues**. A lot of time was spent collecting information for annual performance reviews and reminding employees not to forget to recognise a colleague or share feedback.

This meant a considerable amount of administrative and coordination work, requiring more time than the value it delivered justified.

Another important goal was therefore to **put more responsibility in the hands of employees themselves**: when someone notices great work or has valuable feedback to share, they should have an easy way – and the encouragement – to actually share it.

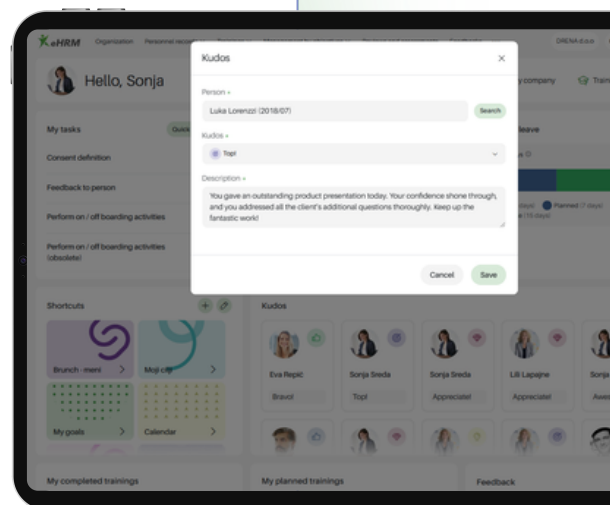
Solution

Culture first, tool second

Around six months before introducing the module, Bankart started building employees' knowledge and skills around giving and receiving constructive feedback through team workshops. Around half of all employees participated.

They then added the **Culture module** to their existing eHRM environment with two key features:

- **Kudos** – public recognition between colleagues,
- **Feedback** – structured feedback between colleagues.



Employees can:

- publicly recognise a colleague for a specific contribution or support,
- give structured feedback,
- ask for feedback themselves,
- share feedback about a colleague with their manager.

Digital Kudos and feedback mean that recognition doesn't depend on whether colleagues happen to meet in the hallway or sit next to each other – **there is space for it in a hybrid workplace, too.**

As Bankart was already using eHRM as its core HR system, the Culture module didn't mean introducing yet another app. Instead, it expanded an environment employees were already familiar with.

Introducing the module to employees

The tool wasn't simply switched on and left to do the work. Bankart introduced the module during a company-wide Friday session and clearly connected it to the culture of constructive feedback they had already been building through workshops.

The launch was further supported with:

- internal communications,
- an introduction to the purpose and use of the new features,
- an additional reminder when the mobile app was introduced.

Results

The most immediate change has been **greater visibility of great work**. Recognition that might previously have stayed in a conversation or an email is now recorded and visible to others.

Even more important than the numbers is what employees are recognising. Kudos are **specific** and often **highlight the everyday support between teams** – a quick response, great coordination, helping a colleague or going the extra mile.

Kudos quickly became part of everyday work

In the first five months, employees shared:

- **157** Kudos,
- from **55** different employees,
- received by **87** employees,

across a workforce of approximately **250** people.

Feedback is no longer tied to the annual performance review

Another strategically important change is the ability to **collect feedback more continuously throughout the year**.

Employees can **actively ask for feedback**, while colleagues can also share feedback about an employee with their manager. This means managers no longer have to rely solely on their own observations or information collected just before an annual performance review.

Instead, they can build a broader and more realistic picture of an employee's work and collaboration over time.

Give kudos

×

Employee*

Anamarija Petrov (2018/03)

Find

Kudos*

Thanks!

Appreciate It!

Great!

Amazing!

Perfect!

Engaged!

Description*

A superbly prepared and presented succession process. The added value for the company and individuals is shown in a very simple way.

Cancel

Save

With the Culture module in eHRM, recognition and feedback become part of everyday work. You make it easier for employees to share both and support a culture where great work doesn't go unnoticed.

With the built-in AI Assistant, Kudos and feedback can also be translated into different languages, so everyone can read them in the language they feel most comfortable with.

Want to discover eHRM?
Book a demo.

[Book a demo](#)