



# Driving a competitive edge through a focus on happiness at work

**Client Story: ProSearch**  
**People: 200**

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PROSEARCH



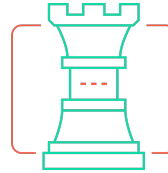
200 PEOPLE

## ProSearch

ProSearch is one of the most trusted companies providing eDiscovery solutions to fortune 500 corporations and their legal departments. **In 2014, they hit on the idea that a focus on happiness would help employees thrive in an industry defined by fast-paced technological innovation.**

On their journey to learn about organizational happiness, ProSearch have worked with Friday Pulse to train champions and leaders in the science and the use of happiness data to make improvements.

**All key drivers of happiness moved “into the green” in 2018, showcasing what can be done when wellbeing initiatives provide skills and data direct to teams so they can act responsively.**



## The Business Challenge

TO LEAD AN INDUSTRY THAT CONTINUOUSLY  
EVOLVES WITH ADVANCING TECHNOLOGY  
AND INNOVATION



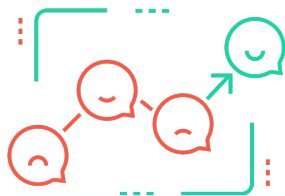
## Our Solution

- Weekly and monthly measurement of happiness and its drivers
- Expert support to senior leaders in the interpretation of happiness data and its business implications
- Training for champions and leaders in the science of happiness and its improvement



## Impact

- ✓ Improved work culture, evident in high scores across every driver of happiness
- ✓ Lower staff attrition and improved client relationships
- ✓ Weekly reporting and prioritisation of people issues at senior level
- ✓ The development of an employee-designed intranet to help colleagues feel more connected



# Into the Green

- ✓ | In Spring 2018, ProSearch's dashboard in Friday Pulse turned green.
- ✓ | On average ProSearchers scored happiness and all its key drivers above 70 out of 100.
- ✓ | As an organization they continue to experiment and invest in happiness, living by company values to work as one team, empower others and deliver incredible work product to clients.



## Gina Taranto, Ph.D.

EXECUTIVE DIRECTOR AND  
HAPPINESS SPONSOR, PROSEARCH

“ Our experience has been that cultivating happiness can lead to employees who are confident, engaged, and (yes), happy. Happy employees take pride in being experts in their job and are well-suited to collaborate. Our overlapping Communities of Practice ensure people are well-supported to flawlessly execute. **Individuals are recognized for their work, which leads to opportunities for growth, which fuels happiness and satisfaction.**

This engenders a culture characterized by both high performance and low attrition, which allows our team members to develop substantive relationships with our clients.



# Friday, don't leave it another day

**Book a demo to see how your organization can benefit from measuring and improving happiness – the ultimate people KPI.**

CLIVE STEER

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