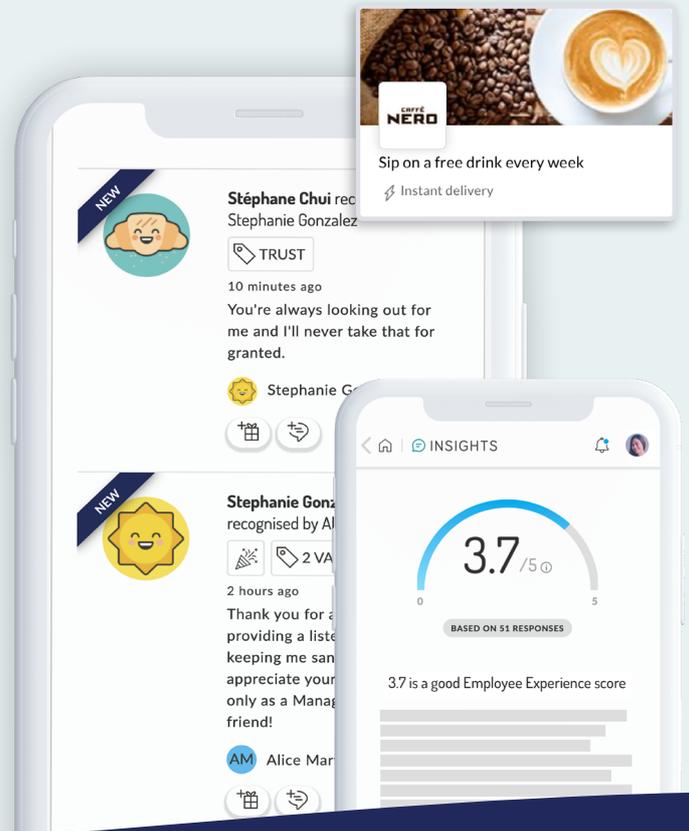


Capito

Maintaining communication and morale with a hybrid workforce throughout the pandemic

-  100 employees
-  Technology services
-  Edinburgh and Aberdeen
-  Perks, Recognition, Insights



Capito is a long-established technology service provider with 30 years of experience. They specialise in large-scale rollouts of devices such as laptops, desktop computers and tablets.

Like all businesses, the pandemic is their biggest challenge right now. Between maintaining morale, delivering hardware to hospitals and helping their customers facilitate home working, it's been a demanding time.

And it's not been plain sailing. "There were chipset shortages in China even before the pandemic," Mark Gibson, Managing Director tells us. "Even if you had the money for tech, you couldn't get your hands on it."

"Our experience has been really positive. It's not just about salary anymore – increasingly it's about work/life balance."

Mark Gibson, Managing Director



To keep morale high, Capito places a big focus on recognition. Perkbox has been a key part of that. “We were looking to facilitate celebration, communication and teamwork,” Mark tells us. “I want people to live our values and the platform allows you to specifically reference a value when you’re giving some positive feedback.”

Capito has also embraced new ways of keeping their employees connected. They’ve taken their Monday meetings up a nearby mountain, allowed employees to book ‘agile’ desks for a quick in-person

catch-up and even organised a ‘daily mile’ initiative that encourages people to get up from their desks for a walk.

And when it comes to their customers, Capito has gone above and beyond – really embodying the ‘we’re all in it together’ spirit that’s defined the best responses to the pandemic.

“We put out a request for hardware to our customers and partners,” says Mark. “It was a call to arms.”

Since launching Perkbox...

85% Employees engaged

900+ Perks redeemed

As a result, many companies donated kit they didn't need. Capito collected the hardware, wiped data, secured them, certified them, and installed fresh operating systems. Next, they redistributed the technology to the

companies that needed it the most at no cost whatsoever. Perhaps that mindset is how Capito has turned a tough year into a success story. Whatever the future of the workplace looks like – we're confident they'll continue to thrive.



This is a boiled-down version of Capito's success story.

You can find the full version [here](#).

Perkbox helps over 7,500 employers create great employee experiences

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To see how Perkbox can help you grow your business with happier, healthier, more engaged employees, download the employee experience brochure from [here](#).

