

ALWAYS ON CHALLENGE

The Always On Challenge provides an open forum for ideation and collaboration. Participants can submit ideas, comment and vote as inspiration strikes, making this type of challenge well matched for areas of your business that demand continuous improvement.



KEY BENEFITS

- Provides an environment for participants to enter ideas in real time, across multiple areas of impact.
- Leverages best practices and governance based on years of experience, to avoid the "black hole effect".
- Creates an idea pipeline that can be harvested throughout the year and managed by multiple stakeholders.
- Includes customized email templates, idea expiration features, and category moderation, to ensure timely follow up and continuous review.



SUPPORTING RESOURCES

- Pre-configured challenge template
- Challenge creation and configuration tutorials
- Moderator and Expert training materials
- Challenge blueprint
- Communications recommendations
- Incentives recommendations
- Challenge question examples
- Access to Spigit Support
- Optional Spigit Services

Always On Challenge Process

While Spigit can be fully customized, we've prepared specific configurations and processes that leverage best practices and align with pre-built templates, to make things quick and easy for you.

1

Prepare

- Design and build the experience
- Plan communications and incentives
- Align Stakeholders, Moderators, and Experts

2

Ideation and Collaboration

- Participants submit ideas, vote, and comment.
- Ideas that garner crowd support, are evaluated by an expert.
- Ideas with favorable expert evaluations are assigned an owner and slated for action.
- Ideas with no activity for 45 days, are automatically closed.

3

Take Action

- Ideas with assigned owners are assigned funding, tested, and implemented.

4

Recognition and Reflection

- Top participants and ideas are continually recognized on the platform and in regular communications.



ASSUMPTIONS AND CONSIDERATIONS

- Must have Spigit administration experience and be familiar with the basic challenge framework.
- Spigit administrator will be responsible for updating any configurations that pertain to client needs.
- To ensure action is taken on feasible ideas, align sponsors prior to launch.
- Leverage categories, idea expiration, and moderation to ensure all ideas are being reviewed.
- Proper governance and an idea selection cadence will help avoid the "black hole effect".
- Discuss the Always On Challenge model with your Customer Success representative.