Reflektive

DigitalOcean drives 12% increase in employee satisfaction with Reflektive

Cloud infrastructure provider grows 300% in less than two years and retains company-wide alignment and productivity with modern performance management solution.

THE CHALLENGE

Growing from 100 to almost 300 employees in under two years, DigitalOcean was in need of an agile performance feedback platform to support the success of current and new talent. The company's People team sought to replace their annual performance review with a more flexible, agile process throughout the year with the following objectives:

▸ Build a modern, agile performance management process that employees love
▸ Integrate goal / OKR programs into a performance management platform that provides clear historical record of progress, integrated with their HRIS (BambooHR)
▸ Support alignment across the organization and within teams through rapid growth

THE SOLUTION

▸ Transitioned from annual review system to an agile continuous check-in process with Reflektive
▸ Seamlessly integrated Reflektive into HRIS (BambooHR) to track historical performance data
▸ Created goal alignment for local & distributed Teams

THE RESULTS

99%
of employees completed self reviews

6.7
average goals per employee tracked in Reflektive

8%
Increase in Employee Engagement

DigitalOcean

DigitalOcean is a fast-growing cloud infrastructure provider that provides virtual servers for software developers. Based in New York, the company has grown from 100 to almost 300 employees in offices around the world. The company is the second largest hosting company in the world in terms of web-facing computers.

TECHNOLOGY
Industry

2011
Year Founded

NEW YORK
Headquarters

300+
Employees

700,000
Developers Served

196
Countries

$123MM
Raised

ALIGNMENT THROUGH RAPID GROWTH

Scaling a company from 100 to almost 300 employees in under two years is no easy feat. The People team at DigitalOcean sought a performance management solution that met the following requirements:

▸ Provides real-time, regular feedback, check-ins and 360 assessments
▸ Makes setting goals as easy as possible for employees
▸ Records feedback so employees can see their progress
▸ Integrates into their HRIS System (BambooHR)
▸ Seamless and easy to use for employees and administrators
▸ Customizable to meet needs of the organization
▸ Supports onboarding requirements for fast-growth teams

CHECKING IN WITH REFLEKTIVE

DigitalOcean selected Reflektive as its performance management platform to power goal setting, check-ins and real-time feedback. The company tracks employee goals in Reflektive, with an average of 6.7 goals tracked per employee. Each quarter employees participate in either a 360 check-in or a developmental check-in.

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■ Check-in   ■ Feedback
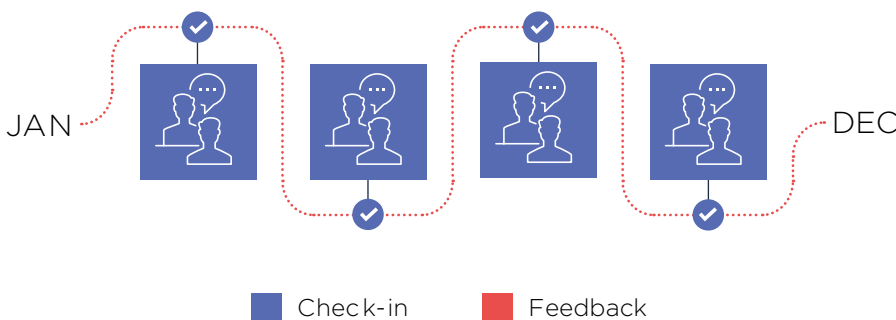
THE SUCCESS STORY: MEASURING ROI

While measuring the ROI on a performance management program can be difficult, DigitalOcean's People team sought to increase companywide satisfaction, obtain a measurable number of goals tracked in Reflektive across all departments, and ensure that the majority of employees complete their quarterly self check-ins. Using Reflektive, **99% of employees completed self reviews.** Employees **logged 6.7 goals** on average. In a company-wide survey since launching Reflektive, DigitalOcean saw a **20 point increase in in employees believing they are getting the feedback they need on their performance.**

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> People organizations have had to shift in the way we equip leaders to not just to manage change, but to really lead their teams through a state of perpetual change. Reflektive is an enabler for us. It allows us to faciliate real-time continuous feedback, to create and store our goals and refer back to our goals over time.

Lyndsey Hannigan
MANAGER, TALENT DEVELOPMENT

> "
> Reflektive allows us to ensure that managers and employees are incredibly clear and aligned on what's most important right now. Having that clarity and focus on is invaluable to drive performance. It is so important for us to have a tool that supports the structure and framework for how we set OKRs, business and developmental objectives and how we capture progress against those goals.

Matt Hoffman
VP, PEOPLE