



**PROFITABILITY
THROUGH
PEOPLE
DEVELOPMENT.**

Talent Development and Incentivization programs for employee retention and company growth.



WHO WE ARE

IMPACT Payments Recruiting carved a niche back in 2000 and touts the largest worldwide network of professionals within the payments, cards, and fintech sectors. Our Talent Development division will help you develop the candidates you hire and create programs for employee incentivization and retention across your organisation.

Marc
BADALUCCO



MANAGING PARTNER
Head of Sales & Marketing

A Forty Under 40 honoree by the Electronic Transactions Association, you've probably spoken to him, or been referred to him, at one point in your career. A native of Omaha, Nebraska, Marc lives in Chandler, AZ with his wife, daughter, and dog.

marcb@go-impact.com



Marc
KELLER



MANAGING PARTNER
Head of Recruiting

A deep understanding of a client's needs and company culture helps Marc identify the candidates truly suited for the position. It's this dedication to the craft that's made Marc one of the most sought-after recruiters in the industry. Marc is based in our Allen, TX HQ.

marc@go-impact.com



Brian
BLUME



MANAGING PARTNER
Head Of Account Management

Brian splits his time as a snowbird between the States of Minnesota and Arizona to avoid the Minneapolis winters and Scottsdale summers. He is a graduate of the Hugh Downs School of Communications at Arizona State University.

brian@go-impact.com



Damien
HENDERSON



DIRECTOR
Talent Development

Damien has 10 years of experience within Human Resources, enabling high growth organisations to scale globally by developing their people strategies to improve productivity, revenue and profitability. He has developed teams in the UK, Europe, North America and Asia Pacific.

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People STRATEGIES

You've hired the best candidate, now what? Onboarding and employee development programs are crucial to retaining talent and growing your business. Our proven strategies drive results.

	PRODUCTIVITY +20%	GROWTH +150%	PROFIT MARGIN +30%
 TALENT ACQUISITION	Reduce productivity losses from poor and slow recruitment	Increase the quality of talent you attract to your business who add value quicker	Reduce cost of recruitment including direct recruitment fees and cost of bad hires
 EMPLOYEE ONBOARDING	Reduction in training time taken for new starters to be competent	Non-value-added time reduced and new starters able to add to top line quicker	Reduce labour costs due to do reduction in onboarding and training time
 PERFORMANCE MANAGEMENT	Focused performance objectives that cut out non-value added activity and focus on growth	Performance management system that creates a high performance culture	Coaching managers to measure and hold accountability to ensure all talent add value
 CAREER DEVELOPMENT	Development projects that stretch individuals and provide ROI to the business	100% retention of high performing talent to maintain growth	Reduce external recruitment costs due to talent pipeline and succession planning
 REWARD & COMPENSATION	Reward and progression based on adding value	Incentive structure linked to growth of new markets	Reduction in commission budgets linked to profitability of client projects

Employee EXPERIENCE

What is the Employee Experience, and why is it so important?

The employee experience is all the key interactions that an employee has in their company that can positively or negatively affect their performance, and ultimately the performance of their business. These key interactions centre around key areas of HR that ultimately enable employees to enjoy their job, increase their performance and drive the growth of a business.

In the current climate, businesses will be looking to reduce their operating costs and most likely their costs of HR. However, to ensure your business continues to grow, there will be a fine balance of reducing cost whilst maintaining and increasing the performance of your current employees.

For those businesses reducing cost or downsizing, there will be obvious questions from high performers of whether



the business will continue to invest in them, and whether it is the right place for them to develop their career. It is therefore vitally important that businesses continue to develop, engage and invest in their people and HR.

Our Sectors



Having worked with the majority of the Top 50 Merchant Acquirers, our connections in acquiring allow us to place top performers.

ACQUIRING



We work in industries that run parallel to payments and cards, i.e. companies that help their clients mitigate fraud, risk, chargebacks, and overall cybersecurity.

RISK/FRAUD



From card-issuing to treasury management, debit, ACH, and bill payment, this has been one of our firm's core sectors.

PAYMENTS

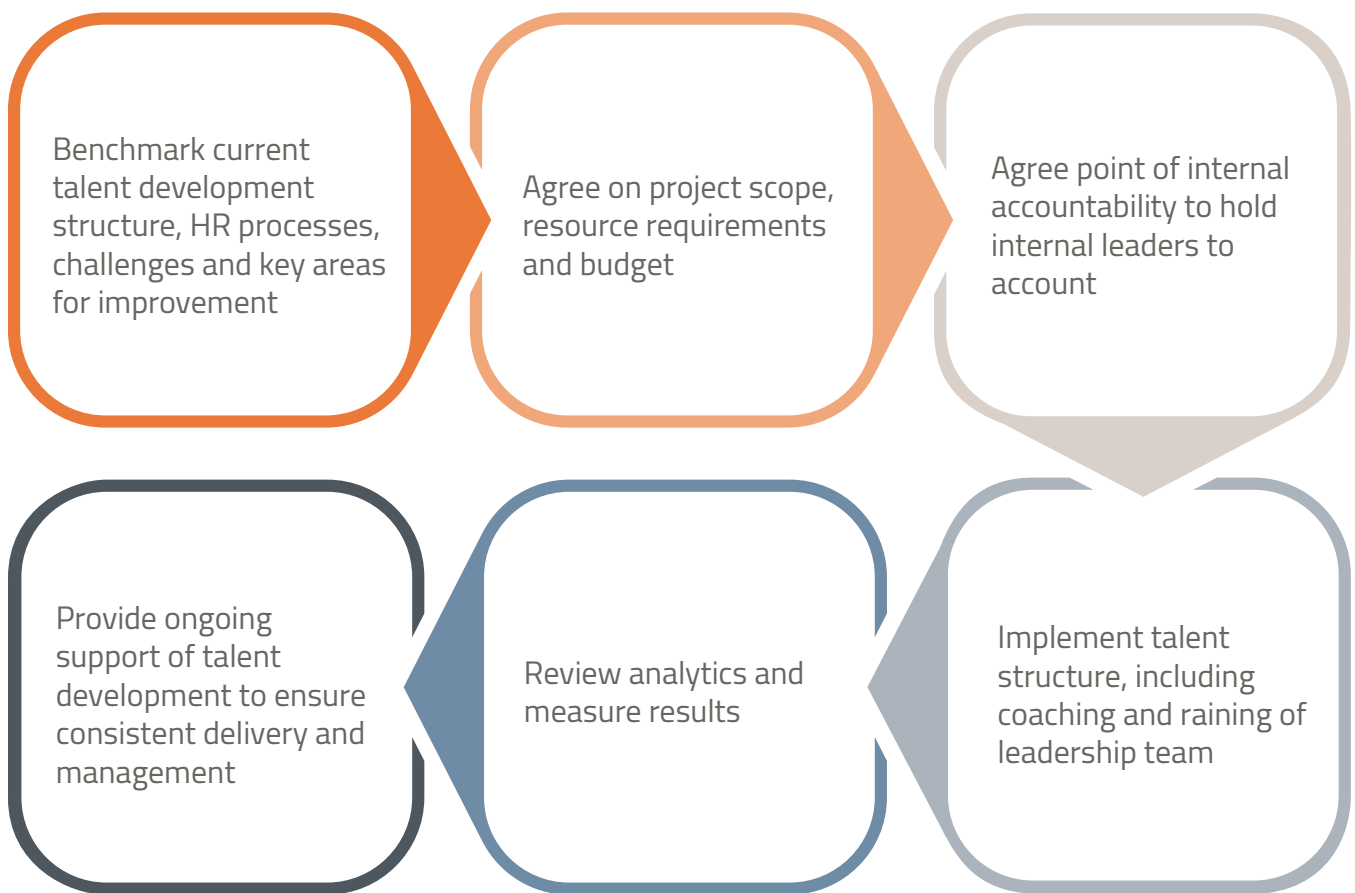


Our most rapidly growing recruitment arm. As internet business transactions evolve—so has our focus on recruitment in this industry.

ECOMMERCE

Our PROCESS

After taking the time to understand your organisation's vision, strategy and growth plans, we:



Our partners include blockchain, cryptocurrency, and wallet companies who are looking to disrupt the centralized market.

BLOCKCHAIN



Partnering with large corporations to start-ups looking to bring technology into banking, alternative lending, financial services, compliance, and more.

FINTECH



Recruiting for Director to VP of Digital Marketing and Lead/Demand Generation candidates has been a heavy focus for IMPACT the past 7 years.

MARKETING

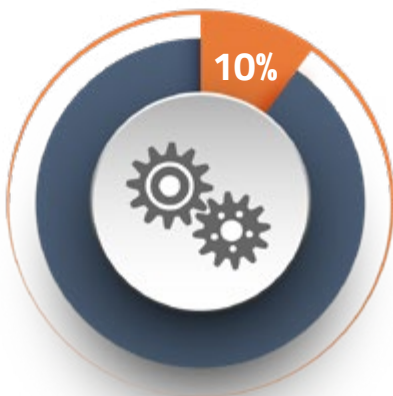


Placing highly qualified candidates in Gift Card, Branded Currency, Incentives, and Prepaid organisations has been a large focus of our firm since inception.

GIFT CARDS

Talent ACQUISITION

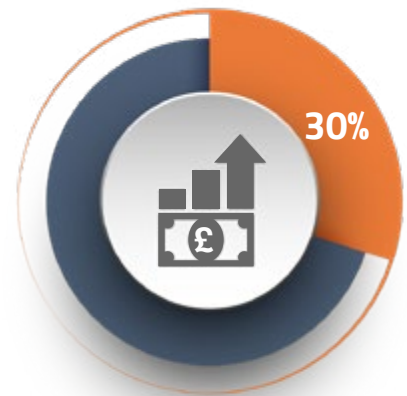
When companies select the top 20% most talented candidates for a role, they frequently realize a:



INCREASE IN
PRODUCTIVITY



INCREASE
IN SALES



INCREASE IN
PROFITABILITY

Upgrade your talent acquisition

- ✓ Build an effective workforce plan to ensure you are recruiting for the right roles and investment is justified
- ✓ Implement robust assessments, to ensure that you hire the right person first time to avoid productivity losses and costs of bad hires
- ✓ Build your employer brand, candidate experience and effectively sell your company throughout the recruitment process to attract and increase your pipeline of talent
- ✓ Reduce your direct cost of recruitment by implementing an internal talent management function or reducing your cost of external recruitment

CHALLENGE

Inconsistent and informal recruitment process led to low retention of new starters and potential dilution of company culture, with employee retention below 80%

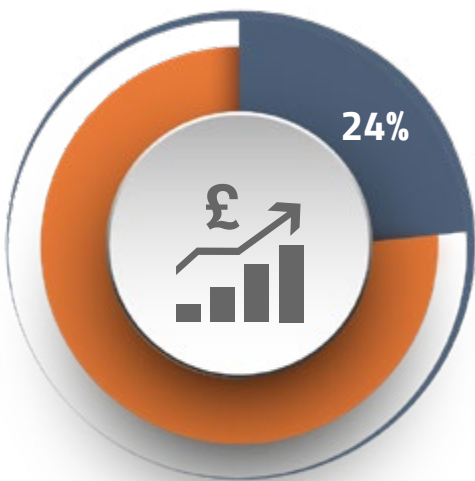
SOLUTION

Implemented global talent acquisition structures in manufacturing and financial services with robust recruitment processes,

**reducing cost by £200k
per annum and improving
retention of new hires to 98%**

Onboarding & TRAINING

Companies that offer comprehensive training programs experience:



HIGHER PROFIT MARGIN
Compared to those who spend less on training

Improve your onboarding process

- ✓ Implement a formal induction process that integrates new starters into the company effectively to enable new hires to perform quicker
- ✓ Design formal training plans with clear milestones and competency frameworks to train employees to add value faster
- ✓ Review potential skills gaps in the organisation and implement training plans to ensure growth isn't compromised or restricted
- ✓ Ensure there is clear measurement and return on investment from training and development spend

CHALLENGE

No formalized onboarding and training and development process leading to increased labour costs due to new starters not reaching competency and adding value for between 12-18 months

SOLUTION

Reduced lead time of new starters attaining competency and adding value to organisations:

analysts onboarding reduced from 12 - 6 months, resulting in reduction of project lengths on average by 10 weeks and increased client savings

Performance MANAGEMENT

Less than 30% of employees in the U.S., U.K., Spain, France, and Germany:



STRONGLY AGREE that their performance is managed in a way that motivates them to do outstanding work

Improve your performance management

- ✓ Implement streamlined performance objectives to ensure all objectives are aligned to the company strategy and cut out non-value added activity
- ✓ Implement a regular review process to ensure performance measures are hit and targets exceeded, creating a high performance culture
- ✓ Coach leaders to hold performance accountability and ensure effective management of under-performance so all employees add value
- ✓ Design consistent performance measurement and increase expectations to measure talent across the organisation and link to incentive structures

CHALLENGE

Inconsistent performance management system and lack of focused objectives aligned to growth strategy led to client facing utilisation 15% below capacity

SOLUTION

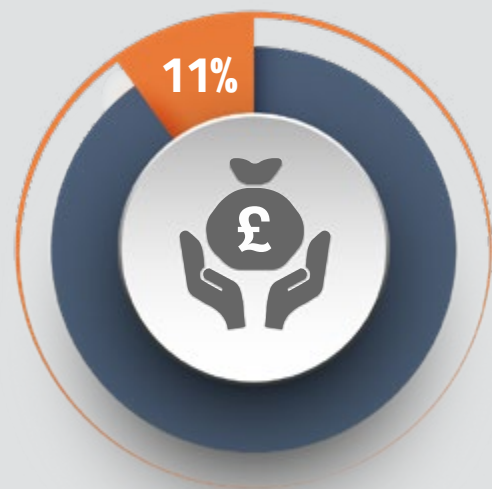
Implemented streamlined performance management system. More focused objectives and continuous performance review and accountability from line managers resulting in an annual productivity increase of 15%

Career DEVELOPMENT

Organisations that have made a strategic investment in employee development report:

GREATER PROFITABILITY

Compared to those who did not invest



Enhance career development

- ✓ Create a clear career path for all employees, from recruitment to senior management, to retain 100% of your top talent
- ✓ Implement formal personal development plans with clear milestones to retain your talent and increase performance
- ✓ Implement career coaching to formalise commitment to employee progression and utilise as a low cost employee benefit
- ✓ Implement a formal talent review process to ensure there is accountability of leadership to effectively develop talent pipelines and effective succession planning

CHALLENGE

Employee retention below 80% without a formal and transparent career path for employees

SOLUTION

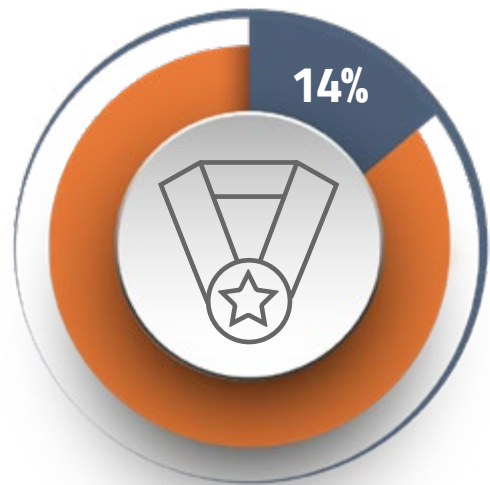
Implemented career coaching and personal development planning as part of talent development framework to retain high performing talent.

This led to an average 98% retention of key talent

Rewards & COMPENSATION

Organisations that have employee recognition programs report:

14% BETTER EMPLOYEE ENGAGEMENT, PRODUCTIVITY & CUSTOMER SERVICE
than those without these programs in place



Boost your rewards and compensation

- ✓ Benchmark salaries to ensure you are paying the market rate to hire and retain top talent
- ✓ Implement a clear salary structure and performance banding to incentivise high performance
- ✓ Review and design commission and incentive structures to ensure they drive results and the right behaviors while staying within budget
- ✓ Implement non-monetary recognition programmes that motivate and engage employees

CHALLENGE

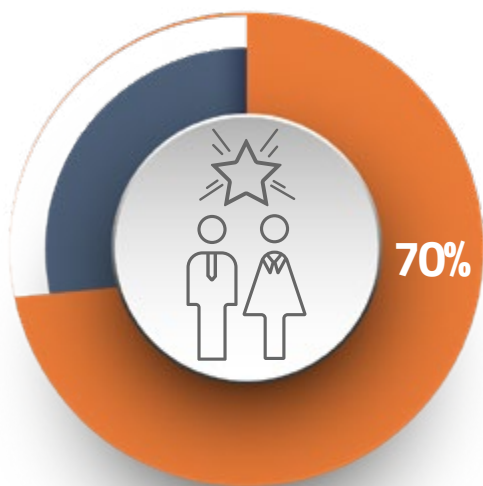
Due to accelerated growth, there needed to be clear and transparent compensation/reward structure, with a reduction in overall commission budgets while continuing to incentivize

SOLUTION

Benchmarked, designed and implemented global compensation and reward structure to support organisational restructure, ensure transparency and reward employee performance to create a high-performance culture, contributing to the company exceeding revenue targets by 21%

Leadership Development

Managers account for an astounding:



70% OF THE VARIANCE IN TEAM ENGAGEMENT
their efforts substantially impact the bottom line of entire organisations

Improve your leadership and organisational development

- ✓ Coach leaders to effectively manage the talent development structure
- ✓ Implement a leadership development coaching programme to grow your leadership talent, develop effective succession planning and drive results
- ✓ Implement leadership competency and performance framework to measure management performance and results
- ✓ Advise on and review organisational structure to ensure your organisation can effectively and efficiently scale

CHALLENGE

150% growth across Europe and North America and expansion into Asia Pacific, led to potential leadership gaps in supporting development of global teams and sustaining accelerated global growth

SOLUTION

Implemented succession planning and leadership development programme within FinTech and financial services, to support accelerated growth. 80% of trainees became senior managers within the business and resulted in an ROI of over £400,000



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IMPACT Payments Recruiting is proud to work with the following clients:

