

# Case Study

## Homeserve

### Homeserve senior execs set 360 standard:

Senior executives at Homeserve, the provider of emergency call out and insurance repair services, have been the first to participate in Web based 360 degree appraisals. Board members and senior managers across the business have championed the use of Carbon360, provided by Element 78 Solutions Ltd.

After a successful roll out, Carbon360 software – which offers flexibility of language and cultural nuances - has been adopted by Homeserve in the UK, USA and France. Previous 360 degree appraisal programmes adopted at Homeserve have been reliant on portals and external consultants while Carbon360 has enabled the organisation’s own workforce to manage the system.

Commenting, Guy Bloom, Group Talent Manager for Homeserve said: “Many companies take a tentative approach to new processes with study groups and roll out to the general workforce. However, the leadership team at Homeserve believe that, if a process is set to become the standard across the business, then the board members should ‘lead from the front’. Which is just what they did, by utilising the Carbon360 process first, in order to demonstrate their commitment to the program.

“I can be sat in Madrid, Lyon, Miami or of course the UK and via a wi-fi connection in a hotel, log in, do some admin, read a report, adjust a question set or commence the 360 process for a whole business and, as we have purchased the program, this isn’t costing me anything!

With regard to Carbon360, the product is highly flexible and an exceptional service is provided. When we speak to Element78 we talk to individuals, not a call centre – anything we have needed has been delivered within a remarkably fast turn around and anything we have wanted has been taken into consideration for future product development. I have only given two endorsements for service providers in the last ten years and Element78 is one of these.”

Carbon360 is designed to empower HR staff with data ownership – features include comparative and historic reporting, extensive configurability and managerial dashboards. The company prides itself on working in partnership with its customers.



Guy Bloom, Group Talent Manager, Homeserve

Get in touch for more information on how Carbon360 can help your organisation:

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