**SpurGo FAQ**

- **What is SpurGo?**
    - SpurGo is a web based platform that allows managers to create customized games out of the tasks and goals they want their employees to achieve.
- **What are the benefits of SpurGo?**
    - Objective Data and Transparent Feedback – Know who your top performers are in real-time or over a period of time. Gamification gives managers accurate and unbiased information about all employees, who can also clearly see how they rank compared to their peers
    - Motivation and Recognition – Employees compete not just to do their job, but see who can do their job the best. Every employee knows objectively how they are performing relative to their peers
    - Targeted Intervention – For managers, gamification allows managers the opportunity to step back from the day-to-day and focus on helping players who need it and lauding those who are doing well
- **How easy is it for Managers?**
    - For Managers – simply identify the common tasks you need your team to accomplish and enter them into SpurGo. Assign a point value to each task, invite the players and hit, "Go!"
- **How easy is it for Players?**
    - Players can simply view their list of tasks to get started. In order to prove that they have completed a task, it takes 3 seconds to submit a Proof of completion. Click the 'Submit Proof' button, attach a file or send a message and hit 'Submit.' That's it! They can always check the Leaderboard to see their rank and performance relative to the team.
    - If you have integrated with a CRM or ERP system, tasks are updated automatically, Players simply check the leaderboard to see their rank and performance relative to the team.
- **How does Scoring Work?**
    - SpurGo has a patented scoring algorithm that decrements eligible points over time and player rank – this means that the faster a player completes a Task, the more points they get!
- **Who can see these games?**
    - SpurGo Games are visible to the game host and all players so everyone knows how they are ranking during and after the game. The game can also be configured to be 'public' within the company so others can monitor progress/performance
- **How easy is it to set up?**
    - Feedback from managers has trended toward, "Setting the game takes minutes, but identifying the tasks beforehand is the tough part." As long as managers know the tasks that are needed to achieve a goal, setting up the game will take about five minutes.
- **What kind of reporting is available?**
    - Real-time reporting during the game is always available via the Leaderboard. You can see rank, individual performance on a set of tasks, and task-based performance

- o Historical reporting is also available so you can run reports on individual and team based performance over a specific time period.  Great for monthly, quarterly, or yearly reviews!
- **Is SpurGo only for Sales teams?**
  - o Absolutely not.  SpurGo is an open platform that allows you to create any type of task for players.  For example, HR training, Expense Reports, Weekly Reports, Time-Cards, Charity work, and any other shared task you can think of can be inputted into the game.
- **How secure is SpurGo?**
  - o SpurGo is 100% hosted on Microsoft Azure, using Azure AD, SQL, and Web Services.  Each company resides on its own database so company information is never shared.  In addition, once a proof has been accepted or rejected, that proof is permanently deleted.  Microsoft Azure has achieved the highest level of certification for government, financial and ultra-high security environments
- **Do I need a separate login for SpurGo?**
  - o You have two choices:
    - ▪ Options 1: You can create accounts on SpurGo which are 'local' and the user must login every time using their assigned username and password (which can be changed by the user at any time).
    - ▪ Options 2: SpurGo is hosted on Microsoft Azure, utilizing Azure Active Directory, so a customer can federate with SpurGo for Single Sign On (SSO) using their corporate credentials.  No user login information is stored on the SpurGo platform.
- **How much does SpurGo cost?**
  - o SpurGo retails for $10/user/month.  Volume discounts based on number of users or yearly contracts are available.
  - o SSO integration and customization services are available for additional cost
- **Is training available?**
  - o Absolutely and it's free. Virsera will provide 'white glove' service at the beginning of an engagement that entails one-on-one coaching, consulting and training
- **What type of support is available?**
  - o Support is available 24x7 via email with a committed 12 hour turn around.  In practice, the response time typically less than an hour unless it's during off hours, 8am – 8pm EST.
- **Is there a roadmap for future releases and features?**
  - o Yes, we have a rolling 18-month roadmap of features that we will deploy to all current customers as they become available.  In addition, customer input is always valued and is a large contributor to our feature plans.
- **Who makes SpurGo?**
  - o SpurGo is product offered by Virsera, LLC.  Virsera was founded in 2013 by two IT executives with decades of experience in management who saw the growing trend of disengagement by employees of large companies.  Their philosophy is that work doesn't always have to feel like "work" and that the competitive nature of games can translate into competitive performance on the job while being fun at the same time.

- **Can you list some customers who are using SpurGo in increase employee engagement and performance?**
  - Sure. Aon Hewitt, Symantec, Citrix (for both employees and external partners), Microsoft, Polycom and Nextgen Distribution (for external partners) are just a few organizations who have discovered the benefits of gamification with SpurGo.
- **Do you have any evidence?**
  - Of course, we just completed our most recent case study about Aon Hewitt and SpurGo. You can find it here.
- **What is your web site address?**
  - Virsera company: www.virsera.com
  - SpurGo Product: www.PlaySpurGo.com
- **How do I contact you?**
  - You can always reach us at info@virsera.com

Questions or comments?  Please reach out to us at info@virsera.com

Best,

The Virsera Team
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