

Xoxoday Empuls vs. Caroo

If you're evaluating Caroo and Empuls, this document walks you through where the platforms diverge, and why it matters for your program at scale.

ABOUT XOXODAY EMPULS

Empuls brings rewards, recognition, benefits, surveys, gifting, sales incentives, and social intranet into one AI-powered platform. Trusted by 2,000+ companies across 100+ countries, including enterprises with 50,000+ employees - modular by design, built to scale.

Why Companies Choose Xoxoday

10 enterprise-grade differentiators that set Empuls apart.

1

Multi-Country Enterprise Programs

Designed for large, complex organizations spanning multiple countries, industries, and workforce types - desk-based, deskless, and frontline.

2

One Platform for the Full Employee Experience

Rewards, recognition, incentives, benefits, surveys, gifting, social intranet, and wellbeing - one platform, one vendor, one integration.

3

The Most Comprehensive Reward Marketplace

Xoxoday owns its catalog - most competitors outsource. 10M+ rewards, 20+ categories, 100+ countries. No middlemen.

4

Regional Nuances, Built In

100+ languages, multi-currency, Cost of Living Indicator (COLI) adjustments, purchase parity, local tax governance, local data residency, and local time zone support.

5

Enterprise-Grade Platform

SOC 2, ISO 27001, GDPR, HIPAA, CCPA, DPDP, WCAG compliant. VAPT-tested. Scalable architecture, robust APIs, role-based access, and maker-checker controls.

6

Flexible Deployment

SaaS, API, embedded, or white-label - on any major cloud. Data residency across the US, UAE, India, and Saudi Arabia. Very few vendors offer this range.

7

Deep Integration Ecosystem

60+ HRMS connectors. Two-way integrations with Teams, Slack, Google Workspace, Outlook and Viva. Salesforce, HubSpot, Jira, Zendesk, and more.

8

AI Copilot - Em

On-demand reports, recognition recommendations, writing coach, skill mapping, attrition prediction, and survey sentiment analysis - all live today.

9

Strong ROI & Low TCO

One platform, fewer vendors, lower integration costs, simpler admin. ROI visible across eNPS, retention, sales performance, productivity, and skills.

10

Professional Services & Customer Success

White-glove onboarding, dedicated project management at launch. Named CSM, structured MBRs & QBRs, and 24/7 AI-powered support post-launch.

How Empuls is a Comprehensive Employee Engagement Platform

Caroo is a US-based employee care platform built on curated snack boxes, wellness kits, and swag for onboarding, milestones, and remote-team gifting. But when enterprise evaluation shifts to social recognition, program governance, sales incentives, surveys, and a globally owned rewards marketplace, the platforms diverge. Below, we compare seven core capability areas where enterprise buyers assess fit.

1. Celebrate Milestones & Life Events

Automate celebrations that reinforce culture and connection across the employee lifecycle - from day one to every year after.

Capability	Caroo	Xoxoday Empuls
Employee Onboarding	New-hire welcome kits/swag boxes	Welcome swag & merchandise fulfillment, celebratory reward points, day-one culture moments
Long Service Awards	Automated anniversary milestone gifting	Auto-tiered tenure programs at 3/5/10/15/20+ years with loyalty rewards
Festivals & Special Occasions	Automated birthday/holiday care packages	Birthdays, anniversaries, graduations, marriages, regional festivals - fully personalized
Year Recaps via Employee Yearbooks	Not Available	Auto-generated print-ready yearbooks from recognition moments, peer tributes & awards
Video & Multi-Format Messages	Not Available	Video shoutouts, GIF cards, social wall shares, multi-format celebrations

2. Recognize & Reward Performance at Scale

Appreciation culture relevant across regions, roles, and reward preferences - with governance to ensure fairness and consistency.

Capability	Caroo	Xoxoday Empuls
Peer-to-Peer Recognition	Not Available	Wall of Fame, badges, likes, real-time appreciation feed, social intranet integration
Manager Spot Awards	Manager-sent gifts/CareCards	Instant spot awards, configurable budgets, approval flows, frequency caps
Structured Nomination Programs	Not Available	Multi-level jury panels, nomination windows, branded award cycles, AI-powered bias detection against instances of exclusion and favoritism

Capability	Caroo	Xoxoday Empuls
Gamification	Not Available	Leaderboards, badges, streaks, tier progression, contest mechanics across all programs
External Stakeholder Recognition	Not Available	Customers, partners, vendors, contractors recognize employees on same platform
Values-Aligned Recognition	Not Available	Company values tagged on every recognition, reports on values adoption by team/region

3. Run Programs with Enterprise Governance

Run complex, multi-country R&R; programs without admin chaos - with governance, budget control, and automation built in.

Capability	Caroo	Xoxoday Empuls
Multi-Level Approval Workflows	Not Available	Maker-checker flows, multi-tier approvals, threshold-based auto-routing, audit trails
Budget Governance & Allocation	Per-recipient gift budget calculator	Configurable budgets by country/department/manager, real-time utilization, rollover controls, alerts
Role-Based Access Controls	Not Available	Granular RBAC, data residency by role, country-scoped admins, segmented visibility
Anti-Bias & Fairness Guardrails	Not Available	Quid-pro-quo detection, favoritism pattern flags, mandatory review for high-value awards
Program Templates & Playbooks	Curated gift collections/campaign templates	Pre-built program templates, launch playbooks, manager nudge automations
Admin Reporting & Audit Logs	Limited; no engagement analytics (higher tier)	Real-time dashboards, audit-ready logs, configurable exports, scheduled reports

4. Drive Sales Performance

Unify sales, channel, and partner incentives with end-to-end plan design, tracking, and payout - no disputes, no delays.

Capability	Caroo	Xoxoday Empuls
Sales Quota Tracking	Not Available	Individual quota progress dashboards, milestone benchmarking, CRM-synced
Incentive Simulation	Not Available	What-if simulator projects earnings vs targets using historical data
Sales Leaderboards	Not Available	Persona-based leaderboards, regional splits, AI-powered nudges for laggards
Automated Incentive Payouts	Not Available	One-click payouts on deal closure, multi-hierarchy commissions, dispute workflows

5. Support Wellbeing & Professional Growth

Go beyond cash - engage employees through healthy habits, community recognition, and growth moments that reinforce culture.

Capability	Caroo	Xoxoday Empuls
Incentivize Healthy Habits	Wellness-themed snack/care kits	Reward points, gift cards, fitness integrations & more for completing wellness stages and goals
Community-Led Wellness Moments	Not Available	Social intranet achievement posts, peer cheers, group challenges across teams and regions
Learning & Development Recognition	Not Available	Certification rewards, skill endorsements, training badges tied to recognition
Talent Referral Programs	Not Available	Automated referral bonuses, tracking workflows, payout on hire milestones
Employee Voice & Surveys	Not Available	eNPS, pulse, lifecycle & 360 surveys with AI sentiment analysis, Mood-o-Meter

6. Deliver Rewards Employees Actually Want

Redemption drives program success - the catalog must be abundant, locally relevant, and frictionless to redeem.

Capability	Caroo	Xoxoday Empuls
Global Reward Catalog	Curated gifts/snacks/gift cards (hundreds)	10M+ options across 100+ countries with partners like Amazon, Visa & MasterCard. 30+ categories, Xoxoday-owned catalog
Catalog Ownership Model	Curated fulfillment, US warehouse-based	Owned & operated - no middlemen, no markup on redemptions
Local Redemption Options	Limited; US-centric, sparse local fulfillment	Country-specific brands, Cost of Living Indicator (COLI)-adjusted values, local currency, local tax compliance
Experience Rewards	Gift cards/CareCards eCards only	Curated experiences, wellness, travel, dining, charity donations, e-gifts, merchandise
Seamless Redemption Tech	RecipientChoice digital gift selection	Instant redemption, SMS/WhatsApp redemption, kiosk support, omnichannel access

7. Scale Globally with Enterprise Confidence

Global enterprises demand multi-country compliance, flexible deployment, robust integrations, and data sovereignty - non-negotiables for scale.

Capability	Caroo	Xoxoday Empuls
Deployment Flexibility	SaaS web app only	SaaS, API, embedded, or white-label; mobile-first; data residency across US, UAE, India, Saudi Arabia

Capability	Caroo	Xoxoday Empuls
Security & Compliance	No published SOC2/ISO/GDPR/HIPAA	SOC 2, ISO 27001, GDPR, CCPA, HIPAA, DPDP, WCAG; VAPT-tested annually
Multi-Language & Currency	Not Available	100+ languages, 50+ currencies, Cost of Living Indicator (COLI) adjustments, auto-conversion, local tax handling
HRMS & Integration Ecosystem	Limited HRIS integrations (higher tier only)	60+ HRMS (Workday, SAP, ADP, Darwinbox); Teams, Slack, Viva, Salesforce, HubSpot; robust APIs
Marketplace Scale & Economics	US-centric; limited international shipping	10M+ rewards; 100+ countries; owned catalog - no middlemen, no markup
Customer Scale & Support	US-based; pay-per-send, no subscription	2,000+ companies, 100+ countries; 24/7 AI copilot + human support across time zones

Beyond the Platform - What You Get When You Choose Empuls

Empuls is more than a recognition tool - it's the engagement infrastructure your people strategy runs on.

At launch, you get dedicated Implementation Engineers, structured onboarding, promotion kits, manager toolkits, and adoption workshops - built to ensure your program lands with momentum, not a quiet rollout that fades in weeks.

Post-launch, a named Customer Success Manager actively drives adoption, recognition frequency, and participation - through targeted campaigns, manager nudge programs, and structured Monthly and Quarterly Business Reviews. A 24/7 AI-powered support bot keeps your teams unblocked, backed by a global team across time zones.

On AI, Empuls is already ahead. Em generates reports on demand, recommends who to recognize, coaches award writing, maps skills, and predicts attrition. It also automates full engagement calendars and lets admins plan and execute entire campaigns through simple conversation.

The longer you run Empuls, the smarter and more impactful your programs become.