We're innovators, technologists, and builders passionate about creating the best software products and solutions. We prioritize empathy and a user-centric approach to make our customers the heroes of their own journeys. We're always looking for new and innovative ways to solve challenges.

We believe in creating high performance based teams. We value teamwork, diversity, and continuous improvement and learning. We strive for excellence in our work, make decisions collaboratively, and focus on achieving goals to create raving fans.

Our Culture drives everything we do, and everything that we deliver. It's the DNA of our operations!
Purpose  Why We Exist
To create a brighter future for our customers and communities through technology, our people, and our culture.

Vision  Our Aspirational Goal
To be the most trusted technology solutions company that our customers and team members can’t stop raving about.

Our Core Values

WE OWN THE OUTCOME  WE CREATE RAVING FANS  WE ITERATE TO IMPROVE  WE THINK LIKE ENTREPRENEURS  WE BEFORE ME, ALWAYS  WE PRACTICE RADICAL TRANSPARENCY

EMPORER PEOPLE TO DO GREAT THINGS  MArkING HEROES OF OUR CUSTOMERS’ PEOPLE  AGILE AS A WAY OF LIFE  CONTINUOUS LEARNING MEANS CONSTANT GROWTH  OUR BEST ASSET IS OUR PEOPLE  SHARE OFTEN & HONESTLY
Passionate  Loves their job so much, they might start a fire with all that enthusiasm.

Driven  Not afraid to roll up their sleeves and “get their hands dirty.”

Selfless  Always willing to share their knowledge and help out a fellow Hatcher.

Intuitive  Can solve problems before they even happen.

Creative  Thinks outside the box, even if it's just a cardboard box they're stuck in during a brainstorming session.

Curious  Forever asking, 'Why?', 'How?', and 'What if?'.
WE BEFORE ME, ALWAYS
Our Best Perk is Our People

We hire the **best individuals** but we only succeed as a team by working collaboratively.

Good people deserve to be made a **priority** and appreciated.
If You See Trash, Pick It Up

No really, if the trash is full in the kitchen - take it out!

This is one small example of how we are humble and accountable to each other.

And how saying, “That is not my job” doesn’t work for us.
We want the best teams, and the best teams are diverse and inclusive.

Diverse and inclusive teams bring **different experiences and perspectives** that make us all better.

If you feel connected and that you belong - you can be your **best self at work.**
WE CREATE RAVING FANS
This goes for our clients & our people

We believe making our clients and our people the hero of their own journey will turn them into raving fans.

At HatchWorks, we strive to create “you wouldn’t believe” moments.
We use empathy to take a customer & user-centric mindset

We believe simplicity wins. We prioritize doing the right thing even when it is hard.

Most importantly, we empower our people to create raving fans.
At the end of the day, our clients & people are our best marketing tool.
WE PRACTICE RADICAL TRANSPARENCY
We Share Information Openly, Broadly, And Deliberately

This applies to both internal and external relationships.

It takes courage and integrity to give constructive feedback and receive it gracefully.

We are quick to admit mistakes and to learn from them.
Our Organization Model Is Flat to Encourage Sharing and Openness

There should be **no barriers** between any role and everyone should feel comfortable asking questions.

We **leverage routines** like 5 x 1s, surveys, and HatchHuddles to create opportunities to share.

**Slack anytime.**
Transparency is not achieved by declaring “we are transparent”
It is achieved by our intentional rituals.
WE THINK LIKE ENTREPRENEURS
We are continuous learners who never give up and are always pushing ourselves to achieve more.

We believe **complacency kills**. We always strive to follow a win with a **BIGGER WIN**.

We hire people who **crave learning** like they crave food and water.

We do more than advocate for learning, **we pay for it**.
We don’t just talk about ideas. We invest in them.

We encourage our people to think across industries, verticals, and disciplines to identify pain points and areas of opportunity.

Then we actually build the strongest ideas (Cinch, Unified Framework, healthcare accelerators).

These new products and services allow us to test new ideas and processes.
WE ITERATE TO IMPROVE
Agile is not just a framework, it is our way of life

We believe **feedback loops** are a gift - the shorter the better.

**Mistakes** are a natural part of evolving - we **love** them and **learn** from them.

We **do not assume** we have the right answer. We **try, learn** and then **try again**.
We use Agile principles in everything we do

We retro everything... *(literally everything)*

Projects, new ideas, marketing, sales opportunities, desk configuration, events, even happy hours.

Even our **business model** is based in Agile principles.
WE OWN THE OUTCOME
We believe people do great things when you empower them.

We create **empowerment** by allowing teams to work **autonomously** and be **accountable** for their outcomes.

Autonomy requires **trust**.
HatchWorks wants you to...

**Use Good Judgement**

Basically, do what’s best for our clients, HatchWorks, and each other.
We prioritize outcomes over output

We want teams to have **flexibility and freedom** to determine how to achieve the best results.

In order to create this **accountability**, we must be aligned to our **goals**, our **clients**, and **each other**.
HOW DO WE MAKE IT REAL?

Repetition
We share our core values with new candidates, new hires, clients, in project kickoffs, project retrospectives, and company meetings.

Story & Recognition
We share and celebrate stories of how we make our core values come to life in our HatchHuddles + we award our Hatchy to the best one

Accountability
We hold each other accountable to uphold these core values and update them as we grow and evolve.
OUR CORE VALUES

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WE CREATE RAVING FANS
WE PRACTICE RADICAL TRANSPARENCY
WE THINK LIKE ENTREPRENEURS
WE ITERATE TO IMPROVE
WE OWN THE OUTCOME
WHO IS RESPONSIBLE FOR MAINTAINING OUR CULTURE?
WE ARE.
You belong at HATCHWORKS™