



Circle K Stores Finds New HR Efficiencies and ROI through Business Process Management (BPM)

White paper

Learn how BPM and Smart Enterprise Apps with Integrated Workflow Automation add significant value and business agility to a major convenience store with tens of thousands of employees.



Talent acquisition is the lifeblood of any organization, and the processes that guide these efforts are vital to Human Resources transformation from a cost center to a strategic value center. HR processes are also essential to corporate risk management. They must ensure compliance with hiring practices in accordance with legal statutes and corporate governance requirements, and that information is safeguarded with security and privacy best practices in place. And since HR processes are dependent upon other departments and systems, ease of integration with back end systems is essential.

However, many companies struggle with aging systems and rigid HR processes that do not easily adapt to changing business needs. HR employees responding to industry analyst firm Aberdeen's ERP Benchmark survey cited the following key challenges stemming from a lack of business technology.

- 57% said their systems could not track business processes.
- 43% said their business systems cannot interact with each other.
- 38% cited a lack of collaboration capabilities.
- 38% cited inaccurate data.
- 33% said an inability to access data when away from the office.

Aberdeen has written more on this issue in its September 2014 report, [*Focusing on What's Important in HR: Improving Efficiency and Visibility Across the Employee Lifecycle with Automated Workflows*](#). Based on extensive survey research, the report, and which is authored by, speaks to HR bottlenecks and strategies for updating processes to be more modern, efficient and approachable to new hires and HR staff.

"In order to transform HR processes, HR managers should look to the capabilities that Best-in-Class organizations have implemented to improve their key processes. First, Best-in-Class organizations are 117% more likely than All Others to enable real-time visibility into the status of all processes. This can be accomplished because documents have been converted to electronic format and can be completed digitally. Integration with business systems, including the HRIS, is set up, so the information is automatically transferred with no delay or manual entry. Automated workflows allow HR employees, line of business managers and even partner organizations to understand where HR tasks stand on a real-time basis," says report author Nick Castellina, research director at Aberdeen.

Circle K Revamps and Revitalizes its Human Resources

Looking to gain efficiencies, go paperless, and comply with state and federal regulations, Circle K Stores went in search of a new platform to modernize its HR applicant tracking, onboarding, and employee lifecycle management processes.

Operating thousands of Circle K sites across the US and established in the 1950's, Circle K Stores, Inc. is a leading convenience store operator that has seen tremendous growth in both store locations and employment over last 10 years.

Like most retailers, Circle K experiences high employee turnover. While Circle K recognized its workforce was a key factor in its operations, the company was saddled with outdated HR processes and rigid technology – a huge impediment to growth and efficiency. Circle K's Human Resources department supports applicant tracking for just under 500 job applications per day, or nearly 200,000 applications annually. Beyond applicant tracking, Circle K's HR department is responsible for the hiring, onboarding,



promotion, counseling, transferring, and when instances warrant, termination across its workforce of more than 25,000 store employees.

In its search for a new platform to modernize its HR processes, Circle K compiled the following “wish” list of key features and functionality:

- Must be configurable without the need for hardcore developers
- Must offer robust forms development and workflow tools
- Must be streamlined and easy to use for the convenience store world
- Must handle differing requirements/rules across six divisions
- Must track status of transactions through each process
- Must have a “light” infrastructure footprint
- Must support rapid development
- Must integrate with existing HR systems

Intellect Drives Value

“Intellect showed us a very impressive ‘proof of concept’ exercise,” said Kathy Pinnell, Director of Enterprise Systems at Circle K. The solution had everything we were looking for – a graphic workflow tool (similar to Visio), a drag-and-drop forms creation tool, and the ability to apply business logic to fields and workflow to build processes easily and rapidly. The fast deployment time and the cost-effectiveness of the solution were ideal for us to meet our delivery targets. Additionally, the fact that the solution was .Net/SQL Server and web-based made it very familiar to our internal resources and not at all intimidating.”

Intellect’s vision is to empower business users and IT departments with the most advanced BPM platform designed for non-programmers to create Smart Enterprise Apps, putting the power of rapid business process application development in the hands of business process owners, to model and deploy mission-critical enterprise apps with no coding required.

Using the Intellect BPM platform, Circle K Stores has been able to automate processes and workflows that are fully integrated with Oracle HCM (PeopleSoft), its HRIS, and securely delivered with integrated enterprise-level security. The company is using Intellect to automate, streamline, and optimize a wide range of HR processes.

Benefits

With the Intellect BPM solution in place, Circle K has achieved the following:

Improved transaction volume and throughput. In any given month, the organization handles applicant tracking for 16,000 applicants; facilitates hiring of around 1,700 new employees; and the processing of nearly 4,400 other HR transactions.

Compliance with legal, security and privacy requirements. Circle K is now compliant with state/federal hiring rules. Stored documents are “e-signed” by managers and employees, including I-9 employment eligibility verification documentation. Users only have access data for which they are authorized to view, for best practice security and privacy protocols.



Improved organizational workflow, collaboration and visibility. Transactions no longer get lost in the system. Users now can track issues and eliminate bottlenecks to streamline transactions. Notifications are now emailed to approvers, and “alerts” identify issues and communicate changes/outages, providing visibility at all times.

Aside from these newfound process efficiencies and assurances, Circle K Stores’ HR department has gained bottom line savings as well. “We achieved an ROI in less than a year,” said Pinnell, who counts labor savings in the store and in the home office, paper savings, and increased tax credits through the Work Opportunity Tax Credit (WOTC) program, in the equation, as well as a significant increase in employee productivity across tens of thousands of employees.

Interested in gaining improved efficiencies in your Human Resources operations? Contact us at 800.558.6832 or 310.439.9680, email sales@intellect.com, or visit us on the web at: www.intellect.com.



About Intellect

Intellect, formerly known as Interneer, is a leader in [SaaS BPM software](#) that empowers business people to innovate with Smart Enterprise Apps. Intellect's new Intellect 8 BPM platform offers the industry's most advanced capabilities for connecting apps, people and processes.

Intellect's award winning Intellect 8 BPM platform enables non-programmers to create, use, and manage a wide variety of enterprise apps with built-in forms, data, workflow, and highly customizable reporting – all with the ability to integrate with legacy enterprise applications. Intellect offers a user friendly drag-and-drop interface that requires no programming or software coding, enabling organizations to quickly improve business automation, operational productivity, employee efficiency, compliance, customer engagement and self-service.

Intellect business apps can be deployed as a native mobile app in minutes on any iOS and Android device. Native mobile apps are critical for organizations that require secure, enterprise-grade mobile apps that function even when internet connectivity is lost.

Hundreds of customers, including [Circle K](#), [Jacobs Engineering](#), [FirefightersFirst Credit Union](#), [Silliker](#), [American Specialty Health](#), [Georgetown University](#) and [Host Hotels](#), rely on Intellect to build and manage business apps that automate business processes, optimize operations, and enhance revenue generation. To learn more, please visit www.intellect.com.