



Case Study Overview

A large retail chain manages thousands of applications for employment submitted through their thousands of stores annually. In addition, the store employees accessed a legacy system to handle core HR on boarding transactions. But the system had become impossible to maintain and update in response to changes in business needs. The store managers were wasting valuable time and generating extra paper printing and storing. As a result, the company sought to replace its Human Resources (HR) transaction system.

Only Intellect offered the flexibility, control, speed of deployment, ease of use and maintenance and paperless solution critical to meet their requirements

Global retail chain automates hiring and on boarding of employees with Intellect

Challenges

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A large retail chain of stores needed to replace its Human Resources (HR) transaction system for store employees. The existing legacy system was no longer supported, cumbersome and time consuming for managers to use, and had become impossible to maintain and update in response to changes in business needs. The system was wasting valuable store manager time, resulting in extra paper printing and storing.

According to the Director of Enterprise Systems at the company, "Our big challenges were buying or building a solution that was easy to learn and use, easy to maintain and enhance, flexible enough to handle variations in business rules across our divisions, and that was as paperless as possible. We also needed to deliver a solution in a relatively short time frame, without a large team of programmers."

Solution

The Intellect platform met all of the customer requirements including:

- › The web-based platform allows users across the country to see and share the same information as HR activities were performed.
- › The platform is scalable to handle a high volume of job applicants and employees.
- › Intellect integrated with the in house HRIS system as well as various other systems.
- › The configuration tools allowed the joint team to deploy a custom tailored solution rapidly.
- › The professional services team was able to quickly respond to feedback and requests for changes and improvements.

Results

Intellect was successfully rolled out to the stores. "We have had very few problems and very favorable feedback from the operators. Operations managers are able to track applicants and process new hires much more quickly, with virtually no paperwork – everything is electronic," shared the Director. "The same is true for other store employee related transactions which are performed every day - performance evaluations, transfers, promotions, everything."

"So far, it has more than met our expectations. The Intellect team was very professional – they were able to grasp our somewhat complex requirements and provide alternative approaches for designing solutions".

"The system is a huge improvement over the legacy HR transaction system. We'll definitely cut paper and printer costs by hundreds of thousands of dollars, but more importantly we are enabling our managers to save time, and remove the frustration that was experienced with the legacy system."