

# Hertz - 'Best in Class' Retention Strategy

Benivo helps Hertz achieve

**95%**

positive new arrival experience.

“  
Benivo is extremely useful for people who need to relocate  
”

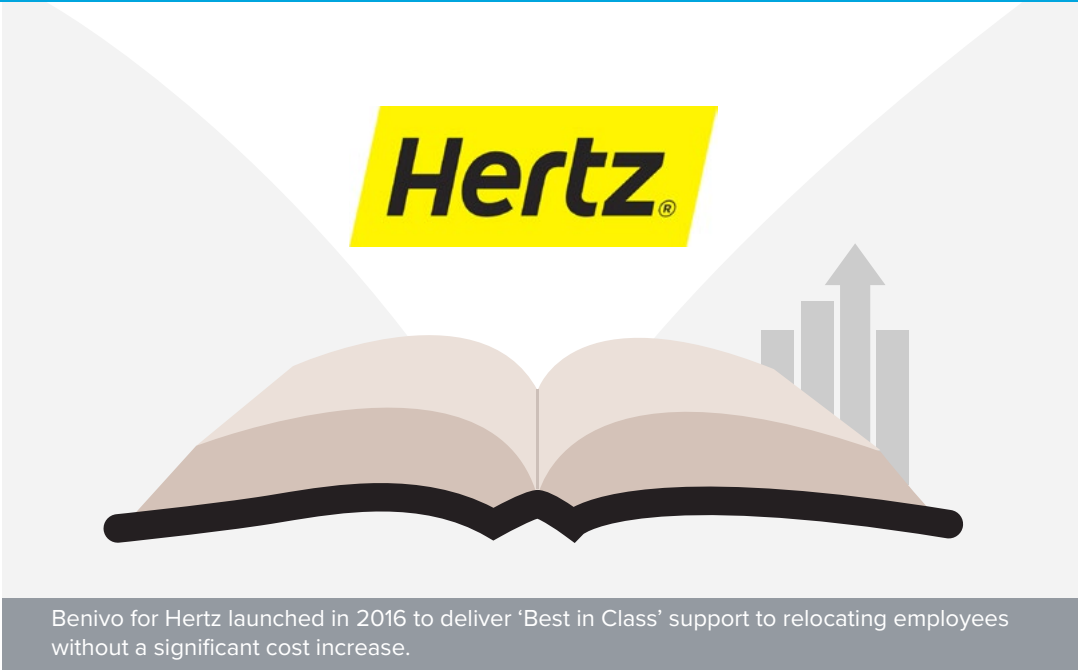
Stefania, *Hertz employee*

“  
It is perfect to first get you on your feet!  
”

Comez, *Hertz employee*

“  
Good to start a new life in Dublin  
”

Mikael, *Hertz employee*



Benivo for Hertz launched in 2016 to deliver 'Best in Class' support to relocating employees without a significant cost increase.

Hertz Group made a strategic decision in 1996 to establish its European Shared Services Centre in Swords, Ireland in the Greater Dublin Area. 800 employees from over 40 nationalities aim to provide 'Best in Class' customer care and operations support to the Hertz International Group. Achieving this goal requires great talent.

Many employees who join Hertz are relocating for the first or second time in their life to advance their careers. Guidance and support is required to make the new-joiner experience a success - more so than for experienced professionals who have relocated before.

Since implementing Benivo for Hertz, the Shared Services Team has helped top candidates overcome relocation challenges which has earned an increase to Employer Brand appreciation.

## A hard-to-navigate rental market

### Challenge

To succeed in the Dublin rental market, new recruits need to be educated, prepared and capable of making fast informed decisions.

### Solution

The platform leverages data, tips and norms from local Hertz employees alongside personal guidance and moving support.

“

The satisfaction ratings on the accommodation and PayLater services are outstanding.

”

*Roberta Stewart, Shared Services Director, Hertz*

## Anticipating No-shows

### Challenge

In large volume recruitment, no-shows and last minute reneges happen. When it does, it is costly and inconvenient.

### Solution

Benivo for Hertz uses algorithms to flag potential dropouts and helps the group understand where to intervene or prepare a back-up.

“

We need to recruit on a fast pace to fill requirements for peak-season and advance notice when we need to make a change is extremely helpful

”

*Brice Lérique, Recruitment Manager, Hertz*

## Made for Hertz - Streamlining Operations.

### Challenge

Hertz HR internally supported flights, short stay hotel, long term accommodation support, getting settled, and ongoing Q&A.

### Solution

The service improved team efficiency by centralising all relocation info while retaining an in-house feel.

“

Benivo provides a great user experience to streamline processes which helps my team perform more efficiently.

”

*Roberta Stewart, Shared Services Director, Hertz*



We help you make all employees welcome.

Want to learn more? Get in touch at [sales@benivo.com](mailto:sales@benivo.com)