

The Solution to an “age-old” problem

“I love the product. It’s a point solution that solves an “age-old” problem.”

John Flick

Vice President Information Technology at
KPS Global

The Problem

KPS Global, is an industry-leader in the design and manufacture of custom panel systems for refrigeration and freezer applications for the supermarket, convenience store, and industrial markets. KPS Global was founded in 2015 and has rapidly expanded its operations to employ over 600 people across its 3 locations.

John Flick, Vice President Information Technology had dealt with bad employee profiles at every organization he had worked, admitting each had “struggled with having Active Directory up to date”. Unfortunately for

John and his team this was also the case at KPS Global.

Like many organizations, employee profiles were accurate when people came onboard but were not regularly updated after this point.



The Solution

John was unaware that advancements in technology, specifically in AI that would allow him and KPS Global to overcome their employee profile challenges for good.

John was introduced to Hyperfish by Mark Rackley, SharePoint MVP and Partner of Solutions Integrator PAIT Group.

Based off Mark’s recommendation and after seeing the product, the choice to purchase Hyperfish was a “no brainer” for John.

The implementation of Hyperfish at KPS Global was quick and easy. “We got it setup and running in under 2 hours. We put a small group into it to pilot it for a week, and then made it live. There were zero bumps!” advised John.

The Outcome

Through Hyperfish KPS Global has been able to quickly improve the accuracy and completeness of their employee profiles.

The biggest improvements for KPS Global have been:

- 45% increase in Mobile phone completion
- 32% increase in Manager/Reports completion
- 31% increase in Profile Pictures completion

After the smooth implementation of Hyperfish and quickly achieving up-to-date employee profiles, John spread the word about the service and recommend it to an industry colleague at CTI Foods.

For John, one of the biggest benefits of the solution is how low maintenance it is. “I love the product. And simply don’t really think about it any more”.

