

Softchoice Corporation

Since opening their doors in 1990, Softchoice has grown from a company of only a few employees to an enterprise of over 750 people, with over 40 sales offices and 30 distribution centers located in major cities throughout North America.

Through all the growth and changes to our business, two things have remained constant: 1) the continuing customer need for assistance in selecting, acquiring and managing technology and 2) Softchoice's commitment to providing exceptional customer service.

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Location

Toronto, Ontario

Number of Employees

950

Application

Performance Management

Implementation Time

Four weeks

Live Since

2004

The Need

In 2004, Softchoice employed around 300 people spread all over North America. They were using a Word based performance appraisal form that was available on their intranet. Managers would download the form, share it with employees and once completed return it to HR. At this point HR would review all forms, chase the delinquents and attempt to assemble succession planning, hiring and training requirements from the input.

Compliance (defined as full completion on time) was less than 40%. HR was spending inordinate amounts of time following up on missing appraisals and conducting the analysis required

Why HR Centric?

After researching the market for alternative systems and conferring with existing HR Centric customers, Softchoice selected HR Centric's Performance Management application for the following reasons:

- Ease of Use - web-based Performance Management was easy to learn and could be deployed rapidly throughout the organization
- Cost—the organization evaluated other web-based and software-based applications that cost significantly more than the HR Centric solution
- Flexibility –the new online system could be configured to match the existing staffing process and the built-in workflow could ensure managers and HR staff could easily comply with program requirements
- Accessible support staff and a willingness to understand Softchoice challenges and work continuously to improve the application's capabilities as the company grew.
- Ability to track performance against modifiable goals

Business Results

Since going live, Softchoice has seen the following results:

- Improved compliance – currently near 80%
- Reduction in line management time required for performance management
- Flexible and comprehensive reporting enabling easy use of collected data
- Ongoing modifications ensure system keeps pace with requirements
- Bilingual interface enabled the easy integration of a French speaking subsidiary

Working with HR Centric to get this strategic tool up and running for Softchoice was a very positive experience. Ultimately we had a business solution that allowed us to uniformly measure performance across the company, gave employees specific performance criteria to help them develop and succeed and provided the company with reliable reporting that measures ROI.

How Softchoice Did It

Softchoice provided HR Centric with a copy of their existing form and their policy and procedure. HR Centric provided the Softchoice project team with access to a mock up site reflecting their form and process allowing them to identify what modifications were required. Then, with the guidance of the HR professionals at HR Centric, the project team

- identified additional functionality that would be required,
- finalized workflow rules and procedures
- identified access roles and site security requirements
- identified reporting requirements