

Company

Chicago-based, Publicly Traded REIT

Industry

Real Estate, Retail

Number of Employees

5000

Key Benefits

- Calculated ROI on onboarding process alone in excess of \$1M per year
- Eliminated shipping costs of up to 2000 hire packages each year
- Reduced "time to effectiveness" for new employees from hours to minutes
- Automated all employee provisioning, from BlackBerries to network access
- Automating and perfecting tens of thousands of HC processes per year


Overview

Chicago is home to an award winning and nationally recognized company that owns more than 200 shopping centers across the country. A pioneer in the shopping mall concept, the company has always focused on delighting the consumer, enhancing their shopping experience, and creating a great retail business environment for their retail partners. Providing the best possible shopping experience starts with great facilities, but it also requires great people, and the company has always sought to innovate when it came to the management of their human capital, and the investment in talent management technology.


Challenge

Even the best technology can be ineffective in highly distributed environments. With more than 200 shopping centers spread across the United States, the company's employee processes—from new hire onboarding, to terminations and offboarding—were distributed. Overnight shipping charges to move employee documents totaled in the tens of thousands of dollars each month. Re-keying of data was slow, expensive, and error-prone. Latency of data and documents was sometimes weeks, in some cases longer than employees and managers could bear. Processes, though well defined, were poorly implemented and poorly controlled in remote locations.

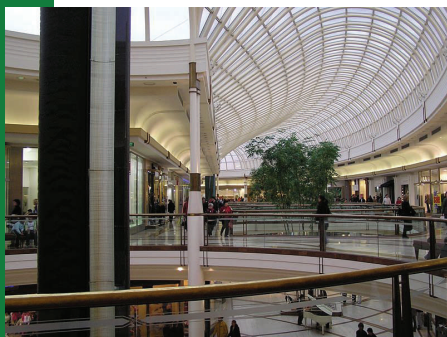
Solution


In late 2006, the company invested in Emerald Software's AllegroHR Suite, including Onboarding, Staff Service Request, and Personnel Action Notices. Within 3 months the company's new paperless onboarding and materials provisioning applications were up and running, drastically reducing overnight shipping costs, and enforcing not only the company's business rules and processes, but also the federal tax and immigration requirements as well as the myriad of state tax regulations. Today, new hire data and forms are collected in minutes versus hours from across the entire enterprise, and seamlessly integrated to back office HRMS and document storage systems.

After having tackled the challenge of automating a 100% paperless, perfect-data, perfect-forms onboarding process, the company embraced Emerald's Human Capital Process Management approach and automated as many other processes as they could identify, implementing Emerald's Personnel Action Notices product to manage all employee changes throughout the company, from terminations to compensation changes, bonuses to equity benefits adjustments. The result: a totally automated, completely controlled, paperless environment that can respond instantly to the needs of their entire workforce.

In recognition of their innovations utilizing Emerald's AllegroHR Suite, the company won the Organizational Development Network of Chicago's 2007 award.

"Emerald is more than just a vendor to us; they are an extension of our team. Their ability to adapt to our processes and their expertise on process perfection is outstanding."



HRIS Project Manager