

Company

RPM Pizza, LLC

Industry

Restaurants & Fast Food

Number of Employees

3500

Key Benefits

- Drastically reduced costs of mailing and shipping documents from units to HQ
- Eliminating up to 10,000 paper-based new hire document packages a year
- Practically eliminated re-keying of all employee data
- Practically eliminated new hire documentation errors
- Easily and seamlessly integrated with company's existing ECM (Documentum), HRMS (UltiPro), and other systems (POS)
- So easy to use, system became self-adopting

"After our store managers saw what Emerald's Onboarding product could do for them, they started to demand it; it had all but eliminated their new hire documentation errors."

Tim Fikes
 IT Project Manager

Overview

RPM Pizza is the largest Domino's Pizza franchisee, with more than 200 pizza delivery stores and 3,500 employees at any given time. For more than 25 years, the company has been a leader, credited with such innovations as the free-standing Domino's store, the 3-sided car top sign, the HeatWave Hotbag, and others. The company has also been a staunch supporter of its employees (steadfastly calling them team members), the lifeblood of any food services company. RPM team members are said to have pizza sauce in their veins.



Challenge

Even offering great benefits and a fun work environment, turnover in the food services industry often reaches 400%. To maintain a workforce of 3,500, RPM Pizza conducts more than 10,000 hires each year, creating a deluge of paper new hire forms, federal and state tax forms, work authorization forms, and benefits forms. Direct costs of this process include mailing costs, while indirect costs, often much greater, included risk from incorrectly or incompletely filled forms and the costs associated with manual business processes.

Solution



In mid-2006, RPM Pizza abandoned an internal programming project in favor of implementing Emerald's AllegroHR product suite for Onboarding. Because of the company's team focus, a carefully structured implementation was planned, allowing field management to participate in the process and provide feedback which proved critical in promoting the adoption of the system. With Emerald Software's help, RPM Pizza implemented the AllegroHR Onboarding module almost completely on their own, and integrated the system with their existing HRMS system (UltiPro from Ultimate Software).

"Data and documentation errors have effectively been eliminated," says Tim Fikes, RPM's IT Project Manager tasked with implementing the system. "And more importantly, the store managers see the benefit that the new hire process is now as efficient and as quick as it possibly can be, so they're requiring its use." To make the adoption process more palatable, the company had made its use optional, but carefully monitored its adoption rate. After only a few weeks, the only manual new hires were those conducted during power outages.

