

Case Study | Human Resources as a Service

Background

A global technology company of 500+ employees with operations in India, France, and the Bay Area. This start-up company provides technologies for public safety organizations and is headquartered in San Francisco.

The Client's Challenge:

A new CHRO joined the company and wanted to ensure they had access to current data on all 500 employees in one system (BambooHR) for accurate accounting and reporting. Data in BambooHR only had US information. France and India's data were housed in each country. Reporting relationships were needed for the creation of organizational charts. Updated pay and bonus target information and equity grants were kept on spreadsheets. Compliance information was kept in SharePoint, ATS, HR laptops, and paper files. Job descriptions were in different files, and some key roles had no Job Descriptions. The accuracy of the data was questionable.

Our Solution:

We approached the situation by establishing objectives that could be tracked by % completed. We also set up weekly team meetings to review progress and ensure the team (EE's and Thrive Consultants) knew the areas of focus and deliverables for the week and that the team was working on the most critical work - verified weekly by the CHRO. We also produced a weekly status update for the team, which included a one-pager with goals, weekly work completed, plans for the next week, and the accuracy of all EE records. We updated all electronic files, ensuring all compliance documents and job descriptions were in the system, and presented the percentage of employee data completed in BambooHR.

We focused on auditing the HRIS system and correcting/updating all the employee data in BambooHR. The goals included: ensure the accuracy of all employee records, update all electronic files, ensured all compliance documents are in the system, and all Job Descriptions were in the HRIS.