

HR Technology Evaluation & Selection Project for Canned Foods Manufacturer

This canned food manufacturer, headquartered in Knoxville, Tennessee, reached out to HRchitect for an HR technology strategy, and evaluation and selection services.

This client was utilizing Infinium for HR, Payroll, Time and Benefits along with Microsoft Office products to support all other HR processes for 1,000 employees. The Infinium system had integrations to numerous business systems including Concur, Microsoft Dynamics, and ServiceNow. The client also used OnBase for document storage and management. The client obtained budget approval to replace the Infinium system with a single solution that was cloud-based and brought in HRchitect to help find the right replacement system.

Working with the client's HR Team, it was discovered that while the organization had very little voluntary turnover, soon the organization would be having to replace a significant percentage of their workforce due to retirements. It was also discovered that the client's compensation calculations were highly complex and took many hours to complete within Excel. Therefore, desired functionality in the new system that ranked high on the client's priority list were talent management and compensation capabilities.

This organization did not want to issue a formal RFP and opted to use HRchitect's RFI process instead. After completing a thorough due diligence process to develop a comprehensive understanding of the future state processes and service delivery model, HRchitect created a requirements document and RFI. These materials were sent to 4 targeted vendors, who were also invited to participate in demonstrations. After the vendor demonstrations were scored, two vendors had scored significantly higher than the others, in terms of fit to the client's requirements. The two higher ranking vendors were invited to present deep-dive demonstrations for specific "pain point" processes this client was experiencing. One vendor emerged the clear winner after the deep-dive and was ultimately selected by the client to replace the inefficient Infinium system.

This client is now underway with pre-implementation planning and a subsequent implementation of the new system. The client has retained HRchitect's services for client-side project advisory services throughout the implementation.

