



ROSS Implements OrangeHRM to Make Software & Hardware Integrator More Efficient

THE CHALLENGE

qdata — a leading integrator of award-winning bar-coding equipment, software, wireless infrastructure, and professional services solutions — had over 4,000 customers and offices in four provinces across Canada. The company was experiencing tremendous success, but its Human Resources infrastructure was not equipped to properly handle the aggressive growth.

qdata was using Excel spreadsheets to track vacation, licenses, certifications, employee data, and other information. The process was cumbersome, error-prone, and a significant burden to the company's HR staff. Additionally, managers and employees were losing valuable time and wasting company resources as they searched for key HR information.

THE ROSS SOLUTION

After considering several options, qdata engaged ROSS to implement the OrangeHRM system, which included Personal Information Management, Leave Management, Employee Self-Service, Recruitment, and other modules.

ROSS created an HR system that allowed qdata employees to access, edit, and update their own information (address, telephone number, emergency contacts, etc.). Via OrangeHRM, the employees also gained real-time access to vacation and sick day information. In just a few easy clicks via a web browser, they could see what they had taken, what they had applied for, and their total vacation entitlement.

For example, when an employee wanted vacation time, managers and HR staff received an email notification and could approve, decline, or alter the request. The employee then would learn of the decision, thereby closing the loop on an efficient and expedient process. Moreover, the simplicity and easy-to-use nature of OrangeHRM enabled employees to use the system immediately and with minimal training.

"OrangeHRM is the world's most popular Open Source Human Resources Information System and a comprehensive enterprise system. We used this innovative solution to empower qdata's employees, consolidate information into a single database, and replace its cumbersome Excel spreadsheets as a means of HR management."

- Rob Berger, President & CEO, ROSS

THE IMPACT

The implementation of OrangeHRM had a significantly positive impact on qdata's employees. For the first time, they had control and visibility in terms of their information. The easy, web-based technology also drastically reduced the amount of errors contained in the database, thus saving qdata valuable time and money in data maintenance.

Employees were able to plan their entire vacations for the year quickly and conveniently, and HR staff members could track certifications, training, and incentives via the robust system.

Goals achieved included:

- Real-time access to personal information, leave requests, and other critical data for employees.
- Employee Self-Service to reduce the administrative burden on the company.
- Error-free and centrally located records, including all relevant SR&ED records.
- Improved communication throughout the organization.

With such success, qdata planned for future implementation of additional modules, including Performance Management, Alerts and Notifications. As Jeff Lem, President of qdata, stated, "ROSS eliminated a huge administrative burden around absence and vacation tracking. We have succeeded in our aims and improved employee satisfaction via OrangeHRM."