drivestream

Stories of Digital Transformation

📄 Summary

Drivestream worked with a full-service department store chain to modernize their HR function. Prior to this project, they were running their business on an outdated collection of HR systems and manual processes.

Drivestream operated as the systems integrator and strategic advisor for their implementation of the project.

💬 About

The client is a $1.2 billion enterprise with 8,000 employees over 50 locations spread out across the Northeast U.S. operates a full-service department store chain with merchandise that ranges from fashion items for men, women, and children to a complete line of home furnishings and furniture.   During peak seasonal periods, they staff up to over 12,000 employees.

🖳 Challenges & Objectives

- Current HR systems were outdated and inadequate
- HCM business processes were inefficient, with too many manual processes and points-of-failure
- Reporting capabilities were limited; data accuracy was questionable
- Onboarding and offboarding large number of seasonal employees was challenging

Products:	Legacy Platform:
HCM Cloud	Kronos
Global HR	SAP (Campbell Staffworks)
US Payroll	Ceridian
Workforce Compensation	Taleo
Benefits Administration	knovio
Talent Pool	
ADP Smart Compliance	

👥 Benefits Achieved

- Completed Oracle HCM/Payroll implementation on-time and on-budget
- Transition to Oracle Payroll Cloud was seamless
- Standardized HR processes and reporting across the organization
- Eliminated dual data entry into multiple systems for store HR staff
- Automated the termination of seasonal employees
- Simplified Benefits processes, and developed interfaces with third-party benefit providers
- Reduced store operational inefficiencies, enabling store managers to focus their attention on customer satisfaction
- Provided Hypercare services to support post-go-live transition

📋 Results

- Transitioned the customer from an unsustainable legacy environment to a modern Cloud platform
- Implemented and deployed HCM self-service for over 12,000 employees
- Achieved significant reductions in overhead processing time through increased automation in the Cloud
- Increased real time reporting capabilities, since key data is in one system