

# Client Case Study : A Growing Credit Union

HRchitect engaged with our client, a growing credit union headquartered in California, to create an HCM technology strategy, and evaluate and select relevant HCM systems dictated by the newly created strategy. When the project initiated, the client had 500 employees, and before conclusion, had grown to a United States based employee count of 800 through acquisitions. At commencement, the client's HCM technology landscape included a multitude of point solutions. This included ADP Workforce Now and c-Factor Vibe for HR, iCIMS for recruiting, Skillsoft for learning management, Epicor (iVantage) for performance management, and compensation management was performed on Excel spreadsheets.

The objective for the client was to create an end-to-end process for HR, managers, and employees in regards to utilization of HCM technology. HRchitect was engaged to help the client understand what vendors in the marketplace would meet their needs based on their strategic objectives.

HRchitect conducted a multi-faceted discovery process including detailed project definition, a review of current strategies, a review of current systems and processes, a determination of future state processes, and a marketplace workshop. At the conclusion of the discovery phase, the strategy recommendation was to remain with their current recruiting and learning management solutions, as those solutions were meeting the client's needs. HRchitect recommended evaluating and selecting replacement systems for the payroll, HR, and performance management systems, with the inclusion of compensation management functionality. The client chose to follow HRchitect's recommendation and chose to continue to partner with HRchitect through their vendor evaluation phase.

A Request for Proposal (RFP) was distributed and the client chose to focus on determining the best fit out of five vendors under consideration throughout the evaluation process. HRchitect managed the RFP process, lead the vendor demonstrations, and assisted in due diligence. Ultimately, the client selected one vendor that met both their current state needs for payroll, HR, performance management and compensation management, and also will meet future state needs as the client continues to expand.

At present, the client is in the process of implementing the newly selected systems, and continues to be engaged with HRchitect as the client elected to have HRchitect create and assist with the implementation of a global change management plan for the organization.

