



## OrangeHRM and Employee Self-Service Help a Managed Services Provider Improve Employee Engagement

### THE CHALLENGE

End to End Networks is an established provider of Managed Network & Security Services across North America. Although the company is a trusted advisor to a wide range of clients, its HR strategies were lagging behind its own technology solutions.

End to End was using a combination of spreadsheets and paper systems to track time deployed on projects (including SR&ED projects), manage leave and sick days, and coordinate performance management. The process was cumbersome, employees were not engaged, and the HR department was over-burdened.

As HR inefficiencies continued to surface, End to End sought a cost-effective software solution to fit its specific processes and empower employees. They didn't want cookie-cutter templates that would miss critical organizational details. Additionally, they wanted a streamlined, easy-to-use solution that would reduce the stress on its small HR team.

### THE ROSS SOLUTION

After exploring multiple options, End to End partnered with ROSS to implement OrangeHRM, which included Personal Information Management, Leave Management, Time & Attendance Tracking, Employee Self-Service, Recruitment, and Performance Management modules.

Employees were now able to access their HRM system to 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. Moreover, with OrangeHRM, employees could now accurately record time against all projects they

End to End turned to ROSS to implement an HR Management system that was easy to implement and that would be used consistently throughout the organization. With the company's specific goals in mind, ROSS delivered its OrangeHRM solution and promoted Employee Self-Service.

worked on, as well as have their timesheets verified electronically by line managers.

### THE IMPACT

ROSS and OrangeHRM generated a tremendously positive response throughout the End to End organization. The simplicity and easy-to-use nature of OrangeHRM encouraged employees to use the system immediately and with minimal training. The solutions also relieved the HR team of its administrative burdens, thus enabling them to focus on more strategic issues while still being able to view and report on all key employee metrics. Goals accomplished included:

- Real-time access to personal information, leave requests, timesheets, and performance reviews 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.
- Fast, simple implementation with minimal training required.

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- Alan Chappell, COO of End to End

Now that End to End has a much stronger HR framework, the company plans to use more modules, including Recruitment. As Alan Chappell, COO of End to End, noted, "OrangeHRM was an incredibly cost-effective way to achieve our employee and Human Resources goals."