



Social Business Solutions

Case Study



Océ North America

The business need

Océ North America ("Océ") needed a solution to leverage its HR department's expertise more strategically, and consequently reduce the amount of time spent on non-strategic activities. They were using ADP Enterprise HRMS to handle all of their HR data, and without an Employee/Manager portal, an extra step was necessary to process all HR related functions.

Océ's primary business needs to address included:

- Reducing the amount of documents being printed (approximately 11,000 documents per year were being printed in HR alone)
- Reducing the significant amount of time being spent correcting errors on HR forms
- Streamlining the reporting process which was tedious and took too long for the results to be meaningful
- Simplifying their compensation planning and employee time tracking processes through online delivery and automated workflow
- Improving onboarding processes for new employees

“ **cfactor** has become one of our most valued partners, constantly surprising us with innovative solutions to some long-standing problems. They were able to suggest enhanced delivery methods that made our site fresh and interesting. It is now the "one stop shop" for everything HR-related.

cfactor has proven to be the single most successful component in the rollout of our new HR communication strategy and has been received to unanimous acclaim. ”

Kathy Dunphy
Director of Benefits
Océ Imagistics

About Océ North America

A subsidiary of Netherlands-based office equipment and supplies maker Océ N.V., Océ North America sells and leases copiers, printers, scanners, and related supplies. Océ North America employs around 3,000 people and is headquartered in Trumbull, CT.

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The solution

cfactor® delivered a solution with the following results:

- A significant reduction of overall paper-based processes and data entry, which combined with automatic data validation, has resulted in fewer errors and more time to focus on strategic tasks
- Ability to produce reports immediately using real-time data
- Automated processes for onboarding of new hires, merit-based increases, vacation requests, terminations and more
- Streamlined compensation planning capabilities have eliminated a previously manual process that involved multiple complicated spreadsheets. **cfactor**'s compensation management tools have automated the scheduling, modeling, completion, and approval(s) of compensation plans, driving significant reductions in time and improved alignment between compensation & employee performance
- Automated timesheet tools for both hourly and salaried employees provide Océ with a simple yet effective means to accurately track employee time, which has reduced errors and provided visibility into absenteeism and the amount of time allocated to company cost centers
- A more engaging, efficient, and comprehensive onboarding experience for new employees – **cfactor** interfaces with Océ's applicant tracking system (iCIMS) to kick off Océ's onboarding processes and route relevant tasks to key stakeholders
- Dynamic data auditing ensures that information such as merit increases have been entered within guidelines, while allowing for exceptional circumstances
- Easy document collaboration through automated workflow
- A comprehensive searchable warehouse for easy to view documents such as personalized company announcements, policy & procedure documents, benefit plans information, etc.

The bottom line

cfactor allows Océ's HR department to focus on strategic activities, while reducing costly overhead and improving business performance.

cfactor helps Océ to realize approximately \$430,000 annually in labor cost savings from core ESS & MSS processes alone, and more than \$50,000 in annual communication cost savings.

“ I cannot

“ speak highly enough of the impact **cfactor** has had on our organization. **cfactor** showed us the way to leverage technology to streamline processes and deliver information in an employee- (and manager)-friendly way. The implementation process was simple, quick and flawless. The response we have gotten from our management and our field offices has been overwhelmingly positive. It is through our partnership with **cfactor** that HR has finally become a strategic leader in our organization as we strive to work more efficiently to concentrate on core business needs.

”
Kathy Dunphy
Director of Benefits

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