

HR Tool Selection and Implementation to Increase Sustainable Scalability



Customer Pocket Story

torq.people

Duration: 08/22–03/23



"Not having a team that could help me evaluate and implement more scalable solutions, I turned to torq.partners for the support I needed to evaluate, select and implement a new HRIS, ATS and People Enablement setup. Now we are ready for the next phase of growth."

Christoph Richter
COO

Project Scope

Implement an HRIS solution that suits the remote first approach and covers different employment types globally. Set up a general HR tool landscape that supports the growth plans and is scalable.

Use Cases

- Identification of relevant HR tool solutions and their requirements, covering HRIS, ATS and LMS
- Tool search and negotiation
- Implementation

Industry

IT services and IT consulting



Problem

- There was **no single source of truth** for employee data and documents.
- There was **no data entry point for employees and managers** in case of data changes.
- Operations required a **considerable amount of manual effort**, as processes were not digitized or optimized.
- There was **no dedicated HR Manager owning these topics**.



Solution

- Searching and testing of suitable HRIS solutions. **Implementation of a new HRIS** and establishment of a single source of truth that can scale with the business globally.
- Searching and **testing suitable ATS solutions** to replace the existing tool. Support of the Head of Talent Acquisition in the transition.
- Searching and testing suitable learning and development solutions for a proper performance and feedback cycle, including OKR and goal tracking. **Implementation of a performance management tool** and adaptation of the existing start-stop-continue model.



Impact

- The new tool landscape supports the organization's global and remote setup and simplifies the processes for efficient scaling.
- The new HRIS is the single source of truth, automating administrative processes and providing quickly accessible People Analytics data.
- The ATS is now data-driven and enhancing recruitment efficiency through streamlining processes and creating a great employee experience.
- Establishment of a performance and feedback tool that offers a place to collect and share 360° feedback as well as to track and discuss goals.