



EMPIRE SOUTHWEST: BUILDING A STRONG HCM TECHNOLOGY FOUNDATION



HCM TECHNOLOGY STRATEGY



EVALUATION & SELECTION



PROJECT MANAGEMENT



 **Overview**

Empire Southwest is a third generation, family-owned Caterpillar and John Deere dealership which was originally founded in 1950 in Arizona as Empire Machinery. In the decades since, Arizona's booming economy and a culture based on integrity and customer service fueled steady growth for Empire Southwest. A willingness to diversify and respond to customer needs led the company to establish additional support services. The company evolved and developed five divisions which are currently operating under the corporate name Empire Southwest: Machinery, Power Systems, Hydraulic Service, Precision Machining, and Transport. With over 1600 employees in a territory that includes the state of Arizona, southeastern California and portions of northern Mexico, Empire Southwest now ranks among the top Caterpillar dealers in the world.

 **The Challenge**

As Empire Southwest developed and continued to expand, the company was utilizing singular stand-alone systems and point solutions to address specific HR functions and business needs. The core HR system being utilized was out of date and was no longer supported by the HCM technology vendor, which led to concerns about program failure and recovery. In addition, the current HR system allowed for very minimal integration with Empire Southwest's payroll system. This lack of integration required a substantial amount of manual effort by the HR department in order to process payroll. Various other HCM functions were accomplished using an additional six separate systems including learning management systems, workforce management systems, ERP systems, and internally developed web applications. Similarly to the core HR system, many of these additional systems were also out of date and no longer supported by the HCM technology vendor.

 **Solution: HRchitect**

The solution to Empire Southwest's HCM systems issues was addressed in a three phase plan designed by the knowledgeable team at HRchitect. Phase one of the overall plan began with the creation of an HCM technology road map. A key component of this phase was planning for increased system integration and data integrity. The HCM technology road map identified which systems would be needed to share data effectively and identified new automated processes which, when implemented, would increase data accuracy and reduce the cost per unit of HR transactions company-wide. The end result of phase one was a clearly defined HCM technology strategy including systems structure and a targeted list of vendors who could then be engaged in the RFP process.

Phase two of HRchitect's solution for Empire Southwest was to assist in identifying and selecting the vendors and HCM systems that would best fit the organization's needs and support continued growth. Utilizing HRchitect's secure selection process, the HRchitect consulting team worked with Empire Southwest to construct RFPs, arranged and oversaw vendor demonstrations, aided in the demo script preparation, and provided scoring criteria for each vendor demonstration. HRchitect's vendor neutral selection process ensured that Empire Southwest would be selecting between only those systems that were capable of best supporting the company's key HCM processes.

After vendor evaluations had been completed and the system selections made, Empire Southwest engaged with HRchitect for the next phase of the project. During phase three, HRchitect project managed the implementation process for Empire Southwest's new systems, ensuring that the project remained on time and within budget.

The Benefits of Expertise

HRchitect has over two decades of HCM technology systems experience. As a result, HRchitect is able to help clients avoid costly mistakes and many of the common pitfalls which occur when evaluating, selecting and implementing a new HCM system. In the case of Empire Southwest, HRchitect's vast HCM system knowledge greatly reduced the time needed to create an HCM technology strategy and road map, select the appropriate vendors and systems, and implement these new systems in a seamless and cost effective manner. Using an HRchitect consultant eliminated much of the industry research the Empire Southwest internal team needed to perform before even beginning an HCM project.

HRchitect's experts are industry veterans who have an in-depth understanding of the HCM industry landscape and are able to help clients navigate the vast, ever-evolving vendor landscape efficiently. HRchitect's vendor neutral approach ensures that all clients have a truly impartial advocate for the client's specific business needs throughout the selection and contracting process. HRchitect's goal is to help clients find the best solution for their organization's unique business needs.

HRchitect Services to Empire Southwest

- Increased data integrity and integration of platforms
- Improved HR productivity and reduced errors
- Reduced per unit cost of HR transactions
- Improved employee experience with HR systems
- Developed targeted vendor list for RFP
- Assisted with RFP creation, submission and evaluation
- Aided in vendor demonstrations and vendor selection
- Project management for the implementation of new HRMS

The Results

By utilizing HRchitect's HCM technology consulting services, Empire Southwest gained vital insight and industry knowledge which was crucial to the overall success of the HCM technology strategy, evaluation and implementation of a new HRMS system. The expert consultants at HRchitect were able to help Empire Southwest to create an HCM technology strategy which detailed the systems and processes necessary to alleviate the inefficiency and pain points caused by the company's outdated and incompatible HCM systems. The end result was a new HRMS system capable of supporting the needs of this rapidly growing company including increasing system integration, vastly improved data accuracy, and a reduced cost per HR transaction.

About HRchitect

The world of Human Capital Management (HCM) is constantly changing. Organizations fight the war for talent, while HCM vendors rapidly innovate to meet the need. The result is a seemingly endless array of choices, with no clear fit for your unique business. Are you prepared to start a new HCM technology initiative without an expert by your side?

HRchitect offers you relief from this volatile situation by pairing your company with experts who work alongside your team to build a roadmap for your HCM technology, select a new or replacement system, implement and integrate your new HCM technology, provide ongoing support and everything in between.

During the last two decades we've helped thousands of organizations get the most out of their HCM technology initiatives. Visit HRchitect.com to learn more about our HCM technology consulting offerings and how we can help your organization get the most out of your system investments.