

Case Study



HRchitect Services:

- System Optimization

HCM Solution

- Recruiting
- Applicant Tracking





Overview

Valero Energy Corporation is an international manufacturer and marketer of transportation fuels, petrochemical products and power. Valero subsidiaries employ approximately 10,000 people. Assets include 15 petroleum refineries with a combined throughput capacity of approximately 2.9 million barrels per day, 11 ethanol plants with a combined production capacity of 1.3 billion gallons per year, and a 50-megawatt wind farm. More than 7,400 outlets carry the Valero, Diamond Shamrock, Shamrock and Beacon brands in the United States and the Caribbean; Ultramar in Canada; and Texaco in the United Kingdom and Ireland. Valero is a Fortune 500 company based in San Antonio.



Challenge

Valero had reached a point where their recruiting and applicant tracing system was no longer optimized to meet their business needs efficiently and effectively. Current system processes needed to be addressed to ensure that their system was truly performing at peak efficiency and functioning at a level which would address key requirements and the needs of the recruiting department. The project leadership team with Valero realized that a system assessment and optimization was needed to increase performance and address critical pain points within the system. Valero engaged HRchitect to perform a system assessment and help optimize their current system for better functionality and improved utilization.

The HRchitect team identified three key areas where Valero's system was under performing and would benefit from optimization and reconfiguration. The first of these was in Requisition Management. The job template library consisted of both Job Codes and Position ID templates. The current requisition process was to create a requisition with one template and then change the template to a different template to overwrite some of the fields. This process was time consuming and inefficient. The second area identified by HRchitect where improvement was needed was the candidate's experience when applying. The current application process proved long and cumbersome for candidates and neither the primary or secondary application process met current background compliance requirements. In addition to these issues the candidate application interface needed to have a cleaner more accessible look and feel. Lastly, Candidate Management needed to be addressed. The existing Candidate Selection Workflow (CSW) was wide and deep. The current CSW was too cumbersome for recruiters to use effectively and inadequate for accurate reporting.



Solution : HRchitect

HRchitect conducted a systems assessment and presented our findings to Valero in a detailed current system assessment report which outlined specific solutions for each issue. The requisition management issues were addressed by utilizing the Department Field functionality to populate Position ID

information. All references to Department were renamed to Position ID and a new integration was created to auto populate the Inactive Position ID templates. The new more efficient process meant that users would now select the Position ID within the Requisition Wizard which would populate not only the Position ID on the requisition, but other User Defined Fields (UDFs) that are associated with the Position ID. Additionally, inactive fields were removed and new fields associated with the Position ID were created. The issues with the candidate experience and application process were addressed by creating a more streamlined application process with a secondary application to capture additional information needed for background screening. Missing text and links were all addressed and field layouts were also cleaned up. The CSW was restructured to be more usable for recruiters and reporting.

New CSW structure:

	Define and post	source and assess			select and offer	pre-employment
Valero Workflow						
Step	New	Assessments	Resume Screen	Interview	Candidate Selection	Post-Offer
Requirement	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
HM Access						
Statuses	New Application	Assessments To Be Requested	To Be Reviewed	To be Scheduled	Sal Rec & Form Review	Moved to Tied Req
	Meets Requirements	Test Group 1	Manager Review	Interview Scheduled	Offer Accepted	Onboarding
	Auto-disqualified due to prescreen	Test Group 2	Recruiter Review	Better Qualified Candidates Selected	Manager Confirmation	
		Test Group 3	Better Qualified Candidates Selected	Candidate Withdrew	Better Qualified Candidate Selected	
		Test Group 4	Not Considered		Rescind	
		Previous Tester	Does Not Meet Requirements		Offer Declined	
		Test Passed - Resume Review	Candidate Withdrew		Candidate Withdrew- pre-offer	
		Test Failed			Candidate Withdrew-post	
		Candidate Withdrew				

COLOR KEY:	
Stay in same step but can move to next step from this status.	
Puts you in next step when you change step/status.	
Not Applicant	



The Benefit of Expertise

We have over 17 years of HCM technology systems experience and are able to help our clients update and optimize their current HCM systems to achieve maximum usability and functionality. In the case of Valero our vast system knowledge helped greatly increased the functionality of the requisition management system, overhaul the CSW structure and streamlined the candidate experience. Using an HRchitect consultant helps your internal team realize unused or underutilized functionality within your current system. Our experts are all industry veterans who know and understand all of the major recruiting and on boarding systems on the market today. We are able to help our clients navigate complex optimization projects quickly and efficiently. Our deep HCM system experience means that all

of our clients have access to system specific knowledge and support throughout the optimization process. Our goal is to help your organization meet critical business needs through advanced optimization and proper deployment of your HCM systems.

HRchitect Services to Convergys:

- ◆ Current system assessment to identified pain points to be addressed
- ◆ Created greater efficiency in the requisition process
- ◆ Added new fields associated with Position ID
- ◆ Updated or removed unused fields
- ◆ Streamlined candidate experience and application process
- ◆ Created new secondary application which was compliant with background check requirements
- ◆ Created a more usable requisition process capable of creating accurate reports
- ◆ Restructured Candidate Selection Workflow (CSW)

Benefits of using HRchitect

- ◆ 17 Years of HCM technology industry experience
- ◆ Over 300 implementation, assessment and optimization projects completed
- ◆ Past experience with more than 250 clients around the world
- ◆ Access to expert consultants with deep systems knowledge



Results

By utilizing HRchitect's system optimization services Valero was able to maximize the system efficiency and address their critical recruiting and candidate experience needs. Our experts were able to help this organization optimize their current system which alleviated the inefficiency and pain points identified in the initial Current System Assessment report. The project result was a newly optimized recruiting system capable of supporting the organization's business needs, increased system efficiency and recruiting activity reporting capability.