

# How Can an HR Staff Be the Conscience of a Company?

The tenure of employees at Purolator Inc., Canada's biggest parcel delivery service operator, averages 18 years – far above the national norm. One big reason is that HR continually acts as the company's conscience, making sure employees' interests are always considered. But caring for people properly was tough back when the HR tools were disconnected and inconsistent.

When HR decided to replace its tool set, it sought not just strong individual components but tight integration among them – and SAP® SuccessFactors® solutions stood out. Now employees' lifecycles are managed comprehensively and consistently from the day their recruitment begins to the day they retire and beyond, which helps extend Purolator's great record for retaining top talent.



**“SAP SuccessFactors [solutions] help employees to effectively manage their end-to-end lifecycle from before their first day, when the manager of a specific business function first identifies a need and engages HR to start the recruitment process, right to the day they retire, including everything in between.”**

Tennyson Devoe, Director, Organizational Development and Learning, Purolator Inc.

Purolator’s adoption of SAP® SuccessFactors® solutions has been a boon to both its managers and employees. The company is filling key roles faster and spending less to do it while substantially boosting its compliance profile at the same time.



**1 million**

Packages moved on the busiest days of the year



**97%**

Of the Canadian population reachable for deliveries



**1.65 million**

Pounds of food items donated annually to the needy



# Delivering Parcels of HR Success with SAP® SuccessFactors® Solutions



**Purolator Inc.**  
Mississauga, Ontario, Canada  
[www.purolator.com](http://www.purolator.com)

**Industry**  
Travel and transportation

**Products and Services**  
Parcel delivery services

**Employees**  
>10,000

**Revenue**  
US\$1.17 billion

**SAP® Solutions**  
SAP® SuccessFactors® solutions

Purolator is Canada’s biggest transportation and logistics company. Its HR department adopted SAP SuccessFactors solutions several years ago to replace its disparate legacy applications, and has been systematically implementing the suite’s individual components ever since – each step bringing new benefits and greater integration.

### Before: Challenges and Opportunities

- Attain uniformity in human capital management methods and tools
- More effectively manage the peaks and valleys in staffing needs of a business that is profoundly impacted by the holiday season

### Why SAP

- Willingness to be a true business partner
- Consistency, internal integration, and ability to integrate with external vendor and partner products as well

### After: Value-Driven Results

- Made managers feel more invested in recruiting their new hires
- Decreased amount of transactional work entailed in recruiting and onboarding
- Enabled new hires to be productive sooner by empowering forms completion and training earlier
- Equipped managers to receive alerts when retraining or recertification of their people is required
- Provided career-path assistance to employees, boosting satisfaction and retention while helping get the most out of each individual’s talents
- Created 45 organizational goals for measuring employees’ contributions to achieving company objectives
- Increased regulatory compliance from 0% to 88% within 51 days by leveraging curriculums and assignment profiles for frontline employees hired during peak seasons

**“Most of us don’t enjoy traditional HR activities because they take us away from performing our ‘real job.’ That’s why it’s so important to have an HR solution that’s so straightforward and easy to use that the processes become less painful and time consuming.”**

Tennyson Devoe, Director, Organizational Development and Learning, Purolator Inc.

SAP SuccessFactors

# 35%

Decrease in recruitment costs

# 10%

Improvement in time to fill



See how SAP SuccessFactors solutions are contributing to Purolator’s success.

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