

AWEX CHOOSES TALENTSOFT TO COMPUTERIZE ITS HR PROCEDURES



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AWEX SNAPSHOT

- ✓ The export and foreign investment agency for the Walloon Region
- ✓ Industry: Services, Public administration
- ✓ 420 employees
- ✓ 108 positions abroad (outside Belgium)

PROJECT SCOPE

- ✓ Country: Belgium
- ✓ Number of users: 220 employees
- ✓ Number of HR administrators: 4
- ✓ Solution :
 - TS My Talentsoft
 - TS Evaluation
 - TS Identification
 - TS Training
 - TS Mobility
 - TS Planning
 - TS Recruiting
 - TS Central

AWEX, the export and foreign investment agency for the Walloon Region, has undergone a big change with the computerization of its HR processes. The goals of this new, internal human resources policy are to motivate employees and to comply with the ISO 9001 standard.

A Europe-wide call for tender was launched in 2012 for the deployment of a system that would centralize all HR employee data (careers, competencies, etc.). AWEX opted for Talentsoft's cloud integrated solution covering the entire range of functions.

Importance of standardized data

AWEX is the Walloon regional agency responsible for promoting foreign trade and attracting foreign investment. It has an extensive internal human resources policy resulting, on a day-to-day basis, in a high proportion of operations. The Human Resources department is responsible for the recruitment of new talents, internal mobility, managing training programs and employee appraisals throughout Belgium as well as managing interpersonal relationships and competencies. All this information was being entered manually, in separate files, causing errors, omissions and wasting valuable time. It was vital to set up an efficient solution in order to achieve standardized data. **Key challenges: the satisfaction of the HR team and compliance with the ISO 9001 standard.**

To find the ideal solution, the one best suited to our corporate culture, a first call for tender was launched in 2011. *"Our dream was to establish a solution which would be carried out by one single vendor. But we realized that the providers we found were competent regarding payroll systems but not in talent management,"* recalls Bocchio. A European call for tender for talent and competency management was therefore relaunched in 2012. A very detailed specification was drafted ensuring that no process would be overlooked. **All in all, the Human Resources department identified eight core processes to ensure that all needs were fully met :** recruiting, training, evaluation, management of organizational charts, managing competencies, mobility, HR reporting and the integration of new hires.

CLIENT TESTIMONIAL

"In response to the call for tender, Talentsoft was the best of the best. All our HR needs were fully understood and the seriousness of their business approach appealed to us. We particularly appreciated the clarity of their explanations: there was no confusing technical language."

ISO STANDARD 9001

Talentsoft helps to maintain and improve AWEX with regard to the ISO 9001 standard, as the system integrates all information related to employees and to their present and future competencies.

ISO 9001 is based on the principles of quality management, in particular a strong customer focus, the motivation and commitment of the management, process approach and continual improvement. The management of human resources is essential in the drive for improvement. Competency has become an essential feature for employees carrying out tasks that impact product quality. Training is one of the possible courses of action to achieve the necessary expertise.

An effective work methodology

Talentsoft was chosen over three other vendors. Its strengths: its technology based on Software-as-a-Service (cloud-computing), a customizable solution and an excellent understanding of its customer requirements.

"Talentsoft was the best of the best in its response. Our eight HR processes were understood perfectly. We believe that their offer was the most professional, and was presented with the most precision. We particularly appreciated the clarity of their explanations: there was no confusing technical language and they provided incredibly comprehensive responses," explains Bocchio.

He continues: *"Faced with such a high-quality response to our call for tender, we had high expectations for the implementation of the solution. Once again, Talentsoft surprised us with its precise methodology for managing projects. Indeed, at the start of the project, functional workshops were organized on the basis of the specifications. They transferred their understanding of our needs using clear flowcharts and then translated that into developing test environments. In the end, we quickly approved the first two batches of the solution: appraisal and training interfaced with the payroll system."*

A smart decision

"We made the smart decision to choose Talentsoft. Perfection doesn't exist, there are always flaws, but Talentsoft has so far demonstrated that it can listen and respond quickly to changes. The Talentsoft project teams were able to adapt to our internal culture as well as to the peculiarities surrounding public service in the Walloon Region," explains Paolo Bocchio.

He concludes: *"With the benefit of hindsight, my advice would be not to invest in too many products all at once, but to take it one step at a time. Capitalize first on your core business processes, the ones you need the most, before moving on to the others. For us, those were appraisal and training. This allows for a smooth transition."*

The HR managers at AWEX are currently very pleased with the implementation of the first two batches of the Talentsoft solution, and there are plans afoot to test partial access to the application for expatriate employees.

THE  SOLUTION

Integrated

Collaborative and integrated, the TalentSoft software suite delivers a perfect balance between performance management and jobs and skills planning. It places employee development at the heart of the company's HR policy. Connected to social networks and drawing on good practices, it is revolutionising HR processes and the decision-making experience.

TalentSoft is optimised worldwide for the Cloud thanks to its partnerships with Microsoft and Agarik (Bull).

More than 3 million users are connected to Talentsoft in 100 countries.