



INGENICO PAYMENT SERVICES IS OPTIMIZING ITS APPRAISAL PROCESS WITH TALENTSOFT

– INGENICO IN BRIEF –

- 4,000 employees worldwide
- Industry: Financial services (provider of payment solutions)
- More than 20 million installed terminals
- Active in 125 countries

Ingenico Payment Services has replaced its previous appraisal process, which was based on Excel tables and paper records, with the Talent Management solution by Talentsoft. Now, HR managers as well as employees have a better overview of appraisals. Ingenico Payment Services subsidiaries worldwide are benefiting from the new model.

Originally, all Ingenico Payment Services employees were appraised on the basis of a form in Excel. Peter Meussen, Managing Director of Ingenico Payment Services GmbH, recalls the procedure: *“The Excel tables were then passed on to the HR department in paper form. If you needed to carry out an appraisal, someone had to sit down and type it all out.”* You can imagine what this meant for employee development officers. After all, the German company manages 550 employees in Germany, Austria, Switzerland, the Netherlands and Belgium. The company was looking for a way to implement a competence framework and appraise staff in a competence-based manner. Ingenico has been working together with Talentsoft since April 2012. The module was used for the first time in July that year for setting agreed targets, while the first appraisals took place in December. In the meantime, the company started using the module worldwide.

“GOOD SUPPORT THROUGH GERMAN SUBSIDIARY”

The collaboration with Talentsoft went very smoothly right from the start. During the process, data protection was a challenge. Meussen recalls: *“As we deal with sensitive customer data, we had very stringent data protection requirements. What was impressive was that with the German subsidiary, we could adapt data protection to the legal standards and also to our own even more exacting standards.”* This

THE PROJECT

PROJECT SCOPE

- High data security requirements
- Decentralized company structure
- Meet appraisal campaign deadlines

RESULTS

- Time-savings of 40%
- 98% of appraisals finished on time
- Fast and easy implementation
- Met highest data security standards



"I would highly recommend the Talent Management solution because it is a useful combination of standard functionalities, which are always displayed in the same way and at the same time very customizable to work perfectly within our processes. In addition it is easy for employees to understand and use."

Peter Meussen,
Managing Director – Ingenico
Payment Services GmbH

made it possible to ensure that personal data was not stored anywhere in the cloud, but assigned to a specific data processing centre. Peter Meussen was more than happy: *"This satisfied our quality requirements so perfectly that we went to inspect the data processing centre in Paris because we wanted to store other data there as well."*

The processes developed with Talentsoft have been worked out perfectly by mapping the entire process chain with comprehensible information and messages. In this way, managers and HR staff at Ingenico Payment Services have an overview of the processing status in campaigns at any time and can therefore control and intervene in the selection of topics much more intuitively. In the HR department, a time saving of around 40% has been achieved in the processing of appraisals.

"CONSISTENTLY POSITIVE EMPLOYEE FEEDBACK"

Meussen also sees benefits for employees: *"Employees who are being appraised have the advantage that they constantly have the system at their disposal. They can see the agreed targets that were set and find out where they stand. Feedback from employees has been consistently positive, and staff have praised the tool's user friendliness."* The workflow is now easy and understandable. Today, the company concludes 98% of appraisals by the end of the interviews in February.

The Managing Director of Ingenico Payment Services concludes: *"I would highly recommend the Talent Management solution because it is a useful combination of standard functionalities, which are always displayed in the same way and at the same time very customizable to work perfectly within our processes. In addition it is easy for employees to understand and use."* In short: Talent Management is "very versatile" and offers *"exactly the right balance between customization and standard options"*.

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