



COAST APPLIANCES

Streamlining HR with GreenOrbit

CASE STUDY

GreenOrbit 



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INDUSTRY

Retail

USERS

400+

FOCUS

- HR Management
- Online Forms
- Communication

Coast Appliances is one of Canada's leading kitchen and home appliance retailers. Since 1978, they have provided an impressive range of appliances in a fashion that is convenient, comfortable and budget-conscious. Today, they manage 16 stores, 7 warehouses and more than 400 people across all departments.

With staff all across the country, creating a consistent HR experience had previously been difficult to manage. GreenOrbit (formerly Intranet DASHBOARD) was implemented to establish a central base for HR, allowing for online forms, company communication, information management and collaboration.

CHALLENGE

Outdated HR Processes

IT Manager, Wayne Kuzek, explains that before GreenOrbit many HR processes and requests were completed via "an ad hoc series of PHP forms that were quite old and not able to be maintained." As their business was steadily expanding, it was clear this format would need to change.

It was also challenging for stores to manage their own information, such as calendars, which were controlled in Microsoft Exchange. "We had a whole lot of conflicting edits trying to manage delivery schedules across multiple stores," describes Wayne of the inherent challenges.

Instead, they needed a central platform for forms, documents and communication, plus spaces for teams to share and access their own unique content.



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SOLUTION

Online forms

The former mess of PHP forms has been completely replaced with GreenOrbit. Now, staff can simply use the intranet to submit and complete a multitude of HR processes. This has become the cornerstone of the intranet, enabling strong productivity and consistency gains.

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Senior Systems Administrator, James Bowes concurs: "It really simplifies a lot of things we had going on, where departments were disconnected. It's brought them seamlessly in line, being able to access the same forms and achieving consistency.

Particularly for the onboarding process, as the user can follow right through the process. It's so simple for them, and they love it. It makes their job so much more effective."

Communication

GreenOrbit has enabled a shift from email communications — of which there were "too many" — for a more centralized approach. James explains that by using News, "the homepage is now where we share announcements, internal job postings, and any type of company announcements, appliance recalls and advice to salespeople." Essentially, the intranet is the go-to place to stay up to date with everything that's happening across the business.

"People don't realise how important or how easy it is to put information on (the intranet), that's why I'm reaching out to everyone... If you've got something to share with the company, post it here. As we know, people get too many emails. You're now able to put information in a spot that jumps out at you, it doesn't get lost."

In addition to company-wide communications, GreenOrbit has allowed teams to collaborate and manage their project progress.

"We use GreenOrbit for project-based communications and functions as well. We are going through a large ERP development and it's a core repository for the team's updates, news and documentation. It's been really helpful and beneficial for them. It's very flexible and it allows us to do attachment uploads in that nature very easily."

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SOLUTION CONT.

Document Management

Coast Appliances have enabled staff across their stores to find the information they need. Wayne estimates between 500 to 1000 documents are held within their intranet: "From policies and procedures to HR forms, price sheets, product sheets, credit applications, appliance forms and expense templates. That's the type of stuff we have on the intranet, readily available for everyone. People know this is where they need to go to find them."

Calendars

Managing their calendars within Microsoft Exchange had become complex, and could no longer keep up with their busy scheduling.

Instead, GreenOrbit calendars have offered a more flexible, user-friendly solution. Describing GreenOrbit Calendars, James says, "This is something that users have really taken an interest in. Before, we used calendars in Exchange but its functionality did not cater for what we needed. This is a key part of the intranet; using calendars that are public facing."

Calendars have been created for each store, so that staff can access the information they need quickly. James explains that, "One of the things that we are using it for is delivery schedules. It allows the branch to maintain their own calendar rather than share one with other branches — you get conflicting edits in Exchange when you do that."



CONCLUSION

Wayne and James say that GreenOrbit's ease of use has been key to the success of the intranet — for both administrators and users. "It's very easy to use both on the front and back end. It's really simplified a lot of things we had going on." They have been able to quickly create an intranet that is, "Poppy, clean and bright" while streamlining HR, communications, and scheduling processes.

Moving forward, Wayne says "We hope to continue to use GreenOrbit even more than we are today..To leverage the technology we have in place to better the business and enable the business to grow." The team at GreenOrbit look forward to a continued partnership with Coast Appliances into the future.



Get Going

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About GreenOrbit

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