



The Customer:

E2open, Inc.

Industry:

Software

Employees:

280

Geography:

Global company, with Redwood City, CA headquarters

Solution:

Ascentis HR

“Multi-currency functionality was one of the main selling points for us with Ascentis HR. Several other vendors told us it wasn't possible to run multi-currency reporting. I can put in international currencies and Ascentis HR can calculate what the U.S. based rate would be. So I can run reports in U.S. dollars for the entire company and be totally accurate, or I can run regional reports in local currencies.”

Erin Rullhausen • HR Manager

E2open Manages Global Workforce Easily with Ascentis HR

E2open, Inc. creates software solutions to help companies manage global supply chains, by improving visibility, control, and bottom line performance. The company, headquartered in Redwood City, CA, employs over 280 professionals in offices around the world, including the U.S., Malaysia, Taiwan, UK and Japan. E2open has enjoyed enviable growth and recently, the human resources team realized that their internally-developed HR processes were not efficient enough to meet the demands of a growing, global workforce.

Eliminating the “really, really large” spreadsheet

Like many small organizations, E2open started out managing employee data such as benefits plans, contact and dependent information, and more with spreadsheets they created themselves. But as the company grew, it took more and more time to keep the information updated.

“We had an Excel spreadsheet and it was really, really large. In fact, we had to maintain it on two separate worksheets because it was so large we couldn't find anything,” explains HR Manager Erin Rullhausen. “It was cumbersome to keep it up to date...If someone called and needed a report, we usually had to do a lot of data manipulation.”

“We tried to limit the number of people who had access to the spreadsheet with password security. But we had to keep track of who was updating it and when. We were ready for something more grown up.” The HR team spent several months researching

software. Their primary desire was to save time, but they also needed a solution that was easy to use and support. The Senior Vice President of HR had experience with Ascentis HR in a previous job, and suggested it for E2open. After seeing Ascentis HR in action, the staff agreed it matched their unique needs.

Ascentis HR (formerly HROffice) provides complete human resources and benefits management. It addresses the full range of HR processes, including benefits management, billing reconciliation, attendance, compensation, COBRA administration, open enrollment and FMLA tracking, employee correspondence management and employee self-service.

“Going through the set-up process, Ascentis HR was clear and concise, with lots of drop down menus and the ability to use real language instead of codes for everything,” recalls Rullhausen. “The reports make it easy to find exactly what you need. It also appealed to us that they offered employee self-service.”

“We love it [Ascentis HR] and it really has saved us so much time,” she continues. “It's so nice to have it available and when someone asks us a question, we are able to instantaneously pull it up, push a button, and have a report pulled.”

Ascentis Business
Partner of the Year
2006 • 2007

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Erin Rullhausen
HR Manager

Working with HRMS Solutions

E2open selected HRMS Solutions to help provide specific application expertise, training and configuration of Ascentis HR. The Washington D.C.-based solutions firm specializes in workforce management solutions and once again named Ascentis Business Partner of the Year for achieving top producer status in 2007. With the help of HRMS Solutions, E2open enjoyed a smooth transition to Ascentis HR.

“HRMS Solutions has been amazing! I specifically worked with Anna Belov, Sr. Implementation Consultant much of the time and she has been phenomenal. She’s responsive, she’s helpful – she spends hours on the phone with us in training and on questions. She finds the solutions for any issues that come up.”

Multi-currency and international functionality support with a global workforce

For E2open, multi-currency functionality was one of the main selling points for Ascentis HR. Several other vendors told them it wasn’t possible to run multi-currency based on their budget projections. Ascentis HR offers multi-currency capability and also provides other features, like multiple calendar support, to make it easier to run an international HR department.

“I can put in international currencies and Ascentis HR can calculate what the U.S. based rate would be. So I can run reports in U.S. dollars for the entire company and be totally accurate, or I can run regional reports in local currencies,” she explains.

Ascentis HR also enables E2open to create and maintain multiple holiday calendars. In the past, if an employee in Japan took a vacation that fell on a US holiday, the system would not have recognized that as a vacation day – rather it would have counted as a holiday. To avoid this mistake, administrators would have to double check time-off requests against holiday calendars.

“HRMS Solutions really came through for me in helping me to figure out how to set-up all of the different holidays,” Rullhausen says. “I upload multiple calendars into Ascentis HR and the system checks each new vacation request against the holidays assigned to that employee’s home office. This saves time because we don’t have to manually check against different offices’ holiday calendars.”

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Employees can serve themselves

Every installation of Ascentis HR is delivered with Manager Self-Service. But E2open wanted to take full advantage of self-service opportunities, so they also opted for Ascentis Employee Self-Service (ESS). This convenient, intuitive tool provides immediate access for employees to review and update their personal HR data, current benefits elections, and real-time attendance balance.

“Now, employees are able to change their own personal information,” Rullhausen states. “It’s mind boggling how many employees move in any given year. It’s nice that they can just go in and update that information. They can input beneficiary and dependent information, too. I get a report and can update the vendors that I need to, as well as do auditing of benefit plans.”

E2open first deployed ESS in their U.S. offices, then followed up with the Malaysian and Japanese offices. Ascentis HR makes it easy to transform paper-based processes into electronic workflows that push requests automatically to designated managers for approval.

“It’s been great. We’ve been using it for our time off requests,” reports Rullhausen. “The administrators in each location think it’s amazing because they had been doing all their requests for time off on a paper basis. It required chasing down managers for sign off. Now it’s all electronic – they can see who’s approved and what the timeframe is. If they aren’t getting a response, they can ship it directly to the next person to get approval. It’s a much quicker, more streamlined process for them now.”

E2open’s experience with self-service has been so positive, they are eager to move their benefits open enrollment process online with Ascentis HR. “There would be huge cost-savings in the amount of paper that I normally have to produce for benefit open enrollment,” explains Rullhausen. “It’s crazy the number of pages that I have to create and ship to other locations, then coordinate getting them all back.”

Rullhausen believes she and her colleagues will enjoy continuous improvements with Ascentis HR and HRMS Solutions. “It’s been great working with HRMS Solutions – everyone who has helped us has been phenomenal,” she says. “And Ascentis HR has definitely changed our lives for the better. We are looking forward to getting more and more out of it as we get more pieces in place. In the meantime, what it’s doing for us right now is 1000 times better than what we had before.”