

SUCCESS STORY

Ashoka



“

The great part about FinancialForce HCM is that it sits as part of the Salesforce platform, which has allowed our employees to log in to one system and be able to access their work, view their employee record, compensation and benefits history, performance review, and annual goals, all in one system.”

Jason Barnhardt-Lanier
Managing Director
Global Talent

Ashoka

Ashoka, a global nonprofit, is the association of the world's leading social entrepreneurs. Its vision is to amplify a world in which everyone is a changemaker. Ashoka's primary focus has been investing in over 3,000 social entrepreneurs in 80 countries, all with the common skills of empathy, teamwork and leadership.

Employee engagement was a top priority for Ashoka. But the team was trying to manage their global workforce using 5 different systems, creating silos across the company and hurting productivity. With FinancialForce HCM they can manage the entire workforce from a single unified app. Teams are now connected. And the right people are engaged with the right information, the right processes – at the right time.

Featured Product

FinancialForce HCM

Systems Replaced

Microsoft Excel

Company Size

Medium

Industry

Non-profit

Location

Arlington, Virginia, United States

AppExchange Rating

★★★★★

SUCCESS STORY • Ashoka

Business Issues

- Lack of a core HRMS system to manage a global workforce in 47 countries led to numerous home grown methods at various locations - which quickly proved unsustainable for growth
- Large excel spreadsheets and too many physical files to house and track core HR data and functions became unmanageable
- Productivity suffered with people not knowing where or who to go for HR-related information and multiple people tracking down the same information
- Employees were directing the most basic questions to the Talent team leaving little time to focus on higher value tasks
- Onboarding new employees was paper intensive and time consuming - setting a poor tone
- No alignment with headquarters created disjointed activities in local country offices and an inability to connect every colleague strategically

Project Results: Connected, Engaged, Empowered

- Consolidating five sources of personnel data into one employee record gives real-time, any-time access to all employees - eliminating emails and phone calls to find information
- Moving away from manual processes to an automated cloud system allows teams to perform their jobs in a more informed way: less chaos, more transparency, and better organization for the local country offices and Talent teams
- Core HR system combined with cloud-based and mobile capabilities created a cultural shift that increased productivity: people spending less time tracking down information, and instead, able to make the desired impact in the world
- Resources are used more strategically - right people are now engaged with the right information and the right processes at the right time creating confidence to gear towards growth for the future
- Global teams across countries are learning from each other, sharing best practices and sharing knowledge not possible before - enabling the organization to reach its vision and mission quicker
- Goals are now shared across and between teams creating unprecedented alignment, accountability, and transparency with employees no longer focused on individual goals, but the broader organizational goals - amplifying values
- Employees able to view and update personal information, check out the organization chart, keep track of time, goals and performance reviews, with self-service and social features built-in
- Individuals are now more engaged and empowered with their professional development and personal trajectory - spurring productivity and more valuable interactions with stakeholders
- Onboarding is dramatically streamlined, setting a more positive tone with new employees



Seamless user experience had proved to be the biggest value of having FinancialForce.com as our central HR system of record.”

Jason Barnhardt-Lanier | Managing Director Global Talent

SUCCESS STORY • Ashoka

Project Results (cont.)

- Reporting time decreased from days to minutes with dashboards and better analytics making people more responsive to the executive team to make strategic decisions

Metrics that matter!

- ROI: 246%
- Payback: 4.8 months
- Average annual benefit: \$136,995
- Executive team can manage 400 employees in less time than it took to manage 20 employees - creating a brand new reality
- 20 MB Excel files and over 45,000 physical and digital records now reside in single cloud system
- 97% self-reviews completed in less than three months - unprecedented response rate
- Performance reviews, once a cumbersome six page document, now one page
- Performance review decision making process, which took 10-12 months, now only 60 hours - transforming a dreaded task for employees to an exercise they actually call "fun!"
- 10,000 candidate job applications received per year - now all online, searchable and sortable
- Paperwork for new hires reduced from 10 paper forms and outdated checklists are replaced with an online module simplifying the experience



Everyday HCM is about meaningful power. Its power to connect people, power to support people, power to make a difference in the world."

Jason Bernhardt-Lanier | Managing Director - Global Talent, Ashoka