

CASE STUDY



DuraServ is a leading service provider in the loading dock, door and equipment industry. The company delivers service on a national scale to customers with large facilities, often in multiple locations, across the United States and in Canada. The company traces its origins back to 2001 and has grown steadily both organically and through a series of strategic acquisitions.

THE CHALLENGE

The HR team at DuraServ needed a solution to help visualize into metrics and analytics the mounds of data they had accumulated in their ADP HRIS system. The company has been experiencing significant growth in both revenues and personnel and needed to see the historic trends in hires, terminations, sources of best hire, and various workforce demographics. A solution was necessary to provide actionable insights and justification to the company's CEO, president, and board of directors.

DuraServ's top reasons for choosing TrenData were:

- Clear metrics and analytics offered actionable insights to the C-Suite.
- Simplicity and intuitive interface required a very short learning curve.
- Easy and quick implementation allowed live use in less than two hours.
- Free trial provided thorough testing of the solution before a dollar was spent.

THE SOLUTION

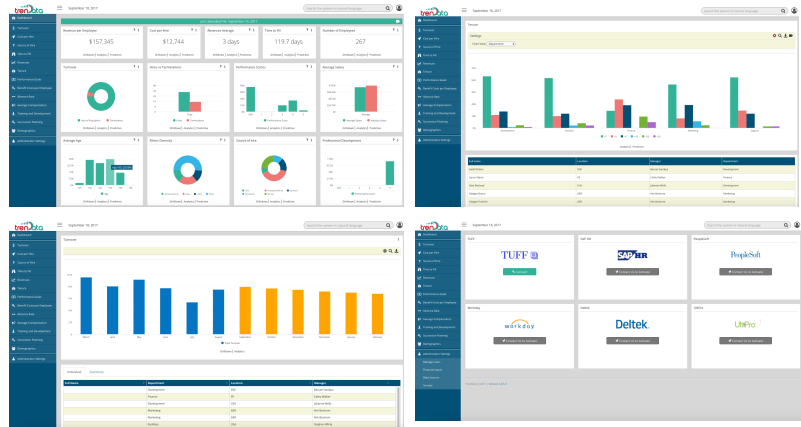
The TrenData Analytics solution was ideally suited to accommodate DuraServ's aggressive growth targets and workforce set up. The quick implementation and trial allowed DuraServ to build a workforce plan and gain ROI (Return on Investment) before ever having to make a payment.

The implementation delivered to DuraServ contained a dashboard with their 15 most standard and useful metrics, the ability to drilldown on each metric by department, location, or demographic, and trended analytics for the last 1-year, 3-Year, and 5-Year periods. The dedicated TrenData support team quickly answered what few questions the DuraServ users had.

The Human Resources department at DuraServ truly values the expertise and experience of TrenData's team – both in terms of product knowledge and expertise in the field of analytics. This is central to the on-going success of this engagement, as TrenData has been able to quickly and thoroughly understand the requirements of DuraServ, and to deliver a solution that meets their needs.

"DuraServ is extremely pleased with the choice of TrenData as our people analytics solution. We are no longer reactive in the use of our HR data, but are able to take action daily and be ahead of the curve in all of our people and workforce decisions."

Linda Brown
Director of Human Resources
DuraServ Corporation



THE RESULTS

- Easy and more complete understanding of HR and People data
- Actionable insights and justification from human resources to C-Suite
- Predictive view into the future of workforce and necessary actions

The next step for DuraServ is to directly integrate their ADP HRIS system for real time updates with TrenData. They expect to complete this in 2018.

ABOUT TRENDATA

TrenData is a cloud based platform company that provides organizations the ability to generate advanced and predictive analytics by unifying and trending metrics from multiple HR software applications.



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