

# SuperMax bets on RENOVA HCM as an expansion tool, productivity and efficiency



## ABOUT THE COMPANY

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With 17 supermarkets throughout Puerto Rico, one of them specialized in wine and spirits, many of them maintaining a 24-hour operation, the retail supermarket chain SuperMax is a distinctly Puerto Rican company that, since its founding in 2003, strives to fulfill its sole vision of giving the best to their community, customers, shareholders, suppliers and partners.

They aim to offer their employees the best opportunities for growth and development, to create a familiar relationship with their customers, and to establish lasting and mutually beneficial business relationships. This and much more has led SuperMax to a consistent growth, employing over 2,000 people. His promise with his clients, employees and communities, is focused on always working to be a better place to buy, a better place to work and a better neighbor, every day.



*“Simply RENOVA Solutions has given us the tools to move into the expansion that SuperMax is looking for”*

- Mr. David Cintron, CIO

## THE CHALLENGE

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In the midst of celebrating its 15th anniversary in Puerto Rico, SuperMax was in a moment of growth and expansion. These are accompanied by the launch of the online shopping portal SuperMax Online, focused on offering the external customer more comfort and innovation.

SuperMax needed to incorporate new technologies internally that would allow it to take human resources efforts to another level, just as they had done externally. They had a technology that had a high level of obsolescence and limited them to maintain a centralized operation, restricting the processes of human capital management to their central offices.

That would mean that any request made by employees had to go to the Human Resources department located in the central offices

through internal messaging. After receiving the requisition, it would be attended in order of arrival, postponing the response for several days. Whereas there were hundreds of employees, with hundreds of requests. This certainly did not meet the satisfaction of the internal client.

Not to mention, the high number of daily hours invested by the Human Resources staff, only to meet specific requests of employees, in addition to the other tasks expected of their position.

It was necessary to decentralize certain processes and provide each store autonomy in relation to the requisitions of its employees; improve and automate processes inherent to human resources such as payroll, performance management, absent management, among many others.

## BUSINESS NEED

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The client wanted a robust HCM solution to simplify as well as standardize its HR process. RENOVA Solutions, being a pure technological human capital service provider, understood the requirements of the client and then planned to enhance the HR functionality by implementing multiple modules and additional enhancements.

## OBJECTIVES

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- Implement the new application in a short span of time and integrate with SAP Business One, all while maintaining the highest level in privacy of information, aligned to its core values.
- Simplify HR process as well as to integrate your HCM processes to drive better business results. In addition, it will also help in managing your workforce, improving your capabilities, and growing your business to meet your current as well as future needs.

## SOLUTIONS

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- **RENOVA** Payroll
- **RENOVA** Human Resources
- **RENOVA** Time & Attendance
- **RENOVA** Employee Self-service



## THE RESULTS

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After evaluating the tools available in the market, Mr. David Cintron, Chief Information Officer of SuperMax, selected the RENOVA HCM, which, from a user-friendly web-based application, makes all inherent processes in the management of human capital available to managers and employees.

"RENOVA Solutions has been synonymous with benefits for our employees. Through the HCM solution we are able to decentralize processes, giving our people visibility and productivity, something that we did not have before and that our employees had been asking us for in a consistent manner. They no longer have to wait for long processes, now they can manage what they need. We no longer have to print checkbooks or W2, to mention a few processes.

They can access the information from the comfort of their cell phones, from home or wherever they are, providing us not only productivity but cost effectiveness," said Mr. Cintron.



## BUSINESS IMPACT

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### Decentralized Processes

- "Human Resources had a very high volume of work, but after the implementation of the RENOVA HCM suite, we decentralized certain processes, freeing our HR staff. Some processes are managed directly by the store manager and others are managed directly by the employee."

### Efficiency, savings, and productivity increase

- "Our efficiency translates into productivity, specifically in the area of payroll and human resources. There is a large number of processes that RENOVA facilitates, saving a large amount of time to our staff by achieving redistribution of their tasks to more strategic and less clerical ones. To mention an example; before, it took many hours to reverse a payroll, while now, with RENOVA HCM, this is an extremely easy process."

### Internal customer satisfaction

- "Through our web-based application, the employees have visibility of all their information at any time they want and wherever they are."

### Employee empowering

- "Through the Employee Self Service tool, we have seen many benefits. Now, employees do not depend on the internal messengers, the store, or the central level to attend to their requests. Instead, employees can execute the processes that they need from their cell phones."

### Service of excellence, even in the midst of catastrophic events

- "When we chose RENOVA Solutions, we were looking for a company that, more than software, would give us quality service. From day one, that requirement was met. RENOVA's service is one of excellence and also customizable to each company. This was evidenced during the emergency of

Hurricane Maria, when we could continue with HR business thanks RENOVA's team, and moved our servers so that we could continue operating without interruption. During the emergency, there was a change in the format of our checks and they adapted immediately, making the process transparent to our employees and suppliers, who received their pay in the middle of the crisis, allowing us to comply with our corporate values. In our experience, the quality of services has been based on direct communication with the work team, who have a high knowledge of their platform and the ability to adapt to any situation."

"RENOVA Solutions has given us the tools to move into the expansion that SuperMax is looking for. Not only to help grow in business terms, but also to grow technologically. Today, we can say that we are at technology's pace not only externally with our online store, but also internally in everything related to the Human Resources department," said Mr. Cintron.





## ABOUT US

RENOVA Solutions, Corp. (RENOVA) is a privately-owned technology solutions provider for clients doing business in a wide range of markets and industries in Puerto Rico, the Caribbean, and the Americas.

The company value proposition brings comprehensive payroll, human resources,

time and attendance and business process outsourcing solutions to clients doing business in a wide range of markets and industries.

RENOVA's dedicated customer support team strives to serve customers efficiently while satisfying the needs of its client base and their respective workforce.



Leading-edge HR solutions for the entire employee lifecycle