

Walmart Puerto Rico uses Renova Solutions software to maximize their Time and Attendance management process.



ABOUT THE COMPANY

Since 1992, when it opened its first store in Fajardo, Walmart Puerto Rico has served and provided the people of Puerto Rico with thousands of products and services. Today, Walmart operates 56 units across the island, including six Walmart stores, twelve Walmart Supercenters, eleven Sam's Club, twenty-four Amigo Supermarkets, and three Superahorros.

Walmart Puerto Rico is the island's largest private employer, with over 14,000 employees and creating over 3,500 indirect job opportunities in transportation, maintenance, and security, among other areas. The company contributes to Puerto Rico's economic growth, purchasing over 83% of traditional supermarket items from more than 300 local suppliers.



"Simply put, for us RENOVA Solutions is a symbol of stability, reliability, and service"

- Mr. Leandro Ríos
Information Systems Manager

THE CHALLENGE

The internal processes needed by Walmart to manage their human resources and their technology systems, are highly complicated and require integration with their corporate technology platform. Given the company's sheer size, information security is taken very seriously. For Walmart, privacy is more than just a matter of compliance; it's an issue of managing personal information in accordance to their chief value of respect for the individual. This gives way to a rigorous evaluation and selection process of suppliers and technologies.

Walmart Puerto Rico has used an legacy client server system in the past ten years to handle time management. The latest version of your legacy system has a high level of technological obsolescence, with many restrictions to perform changes and modifications of processes to address Walmart's changing needs, as well as providing very limited service. "It was very difficult to make the necessary adjustments

required by our operation and Puerto Rico's changing labor compliance regulations. Being able to perform the changes generally involved a lot of time and effort and it was always challenging for users to manage and understand these changes," said Mrs. Isabel Soto, Director of Total Rewards & Compliance.

"It was urgent for us to address various challenges by choosing a new system. We needed an application that was simple to use, that would comply with Puerto Rico labor laws, that would integrate with our corporate software housed at corporate headquarters in Bentonville, Arkansas, and that would provide self-service capabilities. The objective was to facilitate employees interaction with the application, thus minimizing time invested and direct intervention from Human Resources to handle day-to-day affairs," added Mr. Ríos, Information Systems Manager.

BUSINESS NEED

Change Time and Attendance legacy system, for an application that is easy to use, to comply with the Puerto Rico labor laws, that would integrate with our corporate software housed at corporate headquarters in Bentonville, Arkansas, and that would provide self-service capabilities.

OBJECTIVES

- Implement the new application in a short time. Maintaining the highest level in the privacy of information, aligned to its core value, respect for the individual.
- The new technological application should not only integrate the corporate payroll business processes, but should also offer additional tools and possibilities to manage the resources efficiently, over a fully web based platform.

SOLUTIONS

- **RENOVA** Time & Attendance
- **RENOVA** Employee Self-service



THE RESULTS

After a rigorous evaluation process carried out by IT personnel both in Puerto Rico and Bentonville, which included several internationally renowned providers, Walmart chose RENOVA Time and Attendance and RENOVA Employee Self-Service. "We chose RENOVA Solutions because of the flexibility the solution provides; the knowledge and high level of commitment from RENOVA Solutions service and support; their technological know-how and expertise in labor law compliance; and because they offer the assurance that, if our processes change, the application can be adjusted and changed by our team. There is no doubt that RENOVA demonstrated that they fulfill all of our needs plus they understand the way we work at Walmart," said Mr. Ríos.

Mr. Ríos also highlighted the application's pertinence in the processes it handles: "For us, it was especially gratifying to see that RENOVA would allow us to take part in the modification process of their application, even before deploying it. This allowed us to adjust the application to our realities," Mr. Ríos added.

"RENOVA was able to comply with all of Walmart's corporate requirements so as to appropriately upload and install the application in our systems in a successful manner. This included: application testing and validation within the realm of compliance, including its functioning, associate data management, and the process of safeguarding information integrity and safety. It was an intense process, but the RENOVA team eagerly addressed our corporate team's questions," said Mrs. Soto.

BUSINESS IMPACT

The implementation of the RENOVA solution achieved a reduction in payroll closing time, from three hours to 30 minutes, a variation of -83%.

RENOVA contributed to increasing efficiency in the use of internal resources

- “Before, an employee had to spend his or her time answering simple questions from managers and other employees. Now, the time that is saved is used to engage in other more relevant work-related matters”, said Mrs. Soto.

RENOVA Time and Attendance has proven to be user-friendly for administrators and employees.

- “As a system administrator, my job is to implement the application and make sure that the user does not encounter problems when interacting with the tools I make available to him or her. The experience of RENOVA application users, from clocking in to managing time tickets, has been very good and a simple adaptation process. The main administrator user, who for nine years had managed the previous application, had no problem whatsoever in adjusting to the simplicity of the RENOVA solution. Even the associates who clock in, who usually require help with the applications, got the hang of it after just one explanation. All of them have been able to use the application without any complications,” said Mr. Ríos.

The validation control tests showed that the application is 100% reliable.

- “The application performs calculations and I have no doubts that they are correct. Our validation process required three parallel testing sessions to validate and guarantee the system’s reliability in regards to computations. After performing these tests, we came across zero incidents. Every time updates are made to the application, tests are run... and everything runs smoothly. As director of compliance, this is what I seek in our

processes, that they be 100% reliable,” said Mrs. Soto.

- The application can automatically perform 99% of managers and supervisors petition in regards to time ticket reports.

RENOVA expanded the variety of reports to address our administrative needs.

- “This has allowed for and simplified our ability to provide reports to managers, from a certain date to another as per their needs, without having to wait for the end of the year, as before. This flexibility and diversity in the reports greatly contributes to increased agility in evaluations, executory processes, and other types of research,” said Soto.

RENOVA simplified the time ticket entry process, which has resulted in greater efficiency. Associates can now clock in from their own station, regardless of where they may be.

- “Today, the RENOVA application is installed in our IT infrastructure. This means that any associate with access to the Walmart global network can access the system,” added Mrs. Soto.

RENOVA Solutions is synonymous with service.

- “Their commitment to service and experience goes beyond what they were hired to do. The RENOVA team has offered support and consulting on a corporate level, even in matters such as how to manage certain compliance processes with the Treasury Department. Their expertise and knowledge of agency processes and how they work, give us tremendous peace of mind. RENOVA has provided support, even in coming with us to meetings, and based on their knowledge we have developed internal plans such as how to work with and address compliance issues. RENOVA’s expertise is evident and can be sensed,” said Mr. Ríos.

BUSINESS IMPACT

Mrs. Soto added that RENOVA's knowledge enriches and complements Walmart management while also opening the door to implement new improvements to their processes. "Being experts is a matter of great importance in companies that provide support service to the human resources department."

"By providing us with training programs such as Train the Trainer, workshops for associates and supervisors, RENOVA was able to prepare training sessions for other people who do not necessarily work with payroll on a day-to-day basis," commented Mrs. Soto.

With the legacy system, more often than not it crashed and we never understood why. This led to activating manual contingency processes between Bentonville and Puerto Rico. However, since acquiring the RENOVA solution, we have not had any complaints from the corporate level related to the integration of payroll processes with the main offices," Mrs. Soto highlighted.

Given the excellent experience in installing this first phase of RENOVA, Walmart decided to continue automating additional processes with the RENOVA solution. "We are adding license management and administration with Walmart's own policies, which has taken us to the beginning of the phase two. In our company, managing licenses is a high-volume chore that is also very complex. We are very satisfied with the time in which, as a team (Walmart and RENOVA), we managed to implement the solution. RENOVA's response time is excellent for my standards and I am very demanding. They are very quick in addressing our needs. And even when we make last-minute requests, they make room for us and deliver," said Mrs. Soto.

"Simply put, for us RENOVA Solutions is a symbol of stability, reliability, and service. There is an excellent and long-lasting relationship based on top-notch services. They are one of our better suppliers, and I trust in them wholly. Trust is very important, given that they manage a critical part of our business, associates payroll. They always deliver. RENOVA is truly an example of a great Puerto Rican company, with a fantastic team of people behind it," added Mr. Ríos.

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.

