When synchronization, agility, and confidence in your HR processes simplify your operation.

RENOVA SOLUTIONS

ABOUT THE COMPANY

In 1988, Marpor Corporation opened the first Denny's restaurant in Puerto Rico, with a casual and familiar atmosphere and a varied menu served 24 hours a day. Denny's is known for serving breakfasts at all hours, and its varied options include a criollo menu with traditional Puerto Rican dishes. Currently, the chain has 15 restaurants and about 945 employees.

"They fulfilled the work schedule for the implementation phase, and certainly, we obtained all the functionalities and benefits presented to us during the sale process."

- Ricardo González, Executive Vice President

THE CHALLENGE

Restaurants with multiple locations and schedules face various challenges. After trying to overcome them with three technology solutions companies for human capital management, they chose to switch to RENOVA HCM.

Its executive Vice President, Ricardo González, gave an account of the challenges they faced for many years. "In our industry, certainty is of vital importance in all our processes. If the employee expects to get paid every Thursday, his direct deposit cannot be available on the account on Friday, as it generates disengagement. We needed a system that was seamlessly integrated into the operational processes to avoid the additional burden that this situation caused to the administrative team, and that above all, was reliable while having the ability to integrate with our Aloha Point of Sale (POS) System".

BUSINESS NEEDS

Access to information and mobility is a critical part of Denny's restaurant operation. "When you create weekly work schedules for over 900 employees who are at different municipalities and with different work hours -24 hours a day, seven days a week- you need employees to be able to access information remotely, in real-time and anytime."

Denny's employees register their attendance through POS's, and by not being able to obtain the information correctly from this equipment, challenges began for the rest of the administrative payroll and human resources processes, among which stands out benefits balances and generation of quarterly tax returns.

Likewise, schedule crossing when an employee works the night shift and leaves in the early morning caused incorrect calculations. "Once we established the payment rules, license accruals, and benefits, we needed it to update accurately and without any intervention on our part," González added.

OBJECTIVES

- Ensure timely management of time and attendance, benefits, payroll, and direct deposit.

- Integrate the human capital management system to the POS system and other company operational tools.

- Effectively manage credit card tips, tips makeup, and meal penalties.

- Gain visibility into payroll and benefits information to create configurable reports that allow making projections and manage resources efficiently.

- Free the administrative team of functions that can be done remotely by employees and in real-time.

SOLUTIONS

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

Among the functionalities obtained through these solutions are 24/7 employees' access to their benefits data, pay stubs, and itineraries.

THE RESULTS

- Certainty of the precise transfer of information captured at POS's to process the payroll.

- Reduction of 50% in the time and resources needed to process payroll.

- Increased accuracy and 50% savings in time dedicated to meal penalty calculation.

- Access to all necessary functionalities at reasonable prices.

- Increase the level of trust of users whose functions depend on HR data.

- Availability of value-added metrics such as performance per employee.

THE PROCESS

When choosing RENOVA, González highlights that "the implementation process was a very positive experience since all phases were well planned and we worked as a team," referring to the integration of the RENOVA's team with Denny's Human Resources, Payroll, Accounting and IT.

The executive also highlighted that "the service response is outstanding; the team is always present when you need them, with a quick and diligent support service."

"Imagine receiving hundreds of calls because direct payroll deposit was not available on the day employees expected. Since we had RENOVA Solutions, we strengthened the confidence of our employees because they know that they will receive their payroll when they are supposed to. We also have been able to continue growing the business without having to increase the administrative staff".

- Ricardo González, Executive Vice President

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