

MultiSystems Restaurants, Inc. and Restaurants Operators, Inc. chooses RENOVA HCM to elevate its HR operation



ABOUT THE COMPANY

The Sizzler Restaurant franchise was founded in 1958 by Del and Helen Johnson in Culver City, California. It was the pioneer of the “pay first” fast casual restaurant concept. Established in 1990, MultiSystems Restaurants, Inc. “MultiSystems” acquired the only existing Sizzler Restaurant in Puerto Rico, and after extensive remodeling, the restaurant opened its doors to the public on February 14th, 1991 under the management of MultiSystems. The Company currently owns and operates thirteen Sizzler Restaurant establishments around Puerto Rico.

Restaurants Operators, Inc. (ROI) was founded in 1996, opening the first store of LongHorn Steakhouse in the town of Bayamon in 1998, currently has seven stores across the island. The first Olive Garden in Puerto Rico opened in June 2014 with plans to operate eight locations across the island. Currently, both companies employ approximately 2,000 employees, around Puerto Rico, besides its main operation in San Juan, Puerto Rico.



“RENOVA HCM has become one of the most important tools in our company operation. RENOVA has been very reliable, responsive and knowledgeable in their service to us.”

- Carlos Trigo, President of MultiSystems Restaurants, Inc. -
Ada Reyes, HR Manager of MultiSystems Restaurants, Inc. and Restaurants Operators, Inc.

THE CHALLENGE

MultiSystems and ROI have used HR-Sense since 2003, its executives acknowledged the need to migrate to an improved solution that would provide ‘best of breed’ functionality and scalability to support business growth, and has the ability to integrate with their POS system.

Their staff works under a variety of workplace arrangements, so it is essential that their payroll system is reliable, intuitive and can be easily configured to changing needs.

The administration of the pay rules diversity, tips and different legislative requirements for the restaurants industry, has traditionally been a difficult challenge for payroll staff. It was agreed internally that a single configurable solution capable of integrating with Aloha Point

of Sales, with specific functionality to support payroll in both companies would eradicate these types of issues, and would contribute to achieving greater efficiencies.

The other challenge was to handle the projected growth of employees, according to its business expansion plan in Puerto Rico, with the same HR department staff, and that their payroll processing times were not adversely affected.

Both companies also were beginning to think about how their payroll systems could be integrated with the organization’s overall HR function. “We felt it was the right time to move from our legacy payroll system to something more aligned to our overall technology platform, able to achieve efficiencies in our growth projection” said Carlos Trigo, MultiSystems Restaurants President.

OBJECTIVES

- Replace the current HR legacy system for a updated technologically platform and more robust solution to achieve increased efficiency in the human resources administration, while allowing them to efficiently serve an expansion that will double its presence in the Puerto Rico's market.
- The solution adopted must integrate with Aloha Point of Sale (POS) system.

SOLUTION

- Change HR-Sense to **RENOVA HCM**, which will enable to achieve a much higher level of intercompany communication and employee satisfaction, as well facilitate more comprehensive reporting and planning.



IMPROVED AND CONVERGED FUNCTIONALITY

With increased cost pressures on organizations due to the economic condition, the organizations require further quantify administrative investments. To adhere to these challenges, organizations are now tasked with finding more cost effective, flexible and simple solutions to diverse and disparate workforce.

Over time, this placed significant pressure on its payroll and HR operations, particularly when it requires managers of the restaurants stay tuned to a variety of responsibilities. MultiSystems and ROI needed to upgrade its payroll and HR capabilities to manage your workforce and ensure future viability of the organization.

The decision to migrate to RENOVA HCM was a complex one. MultiSystems and ROI had strict criteria they required the chosen vendor to meet. "Partnering and service level with RENOVA has provided our company a reliable, accurate, auditable payroll function. And those are critical aspects to what I bring to the

business as a set of responsibilities", concludes Reyes. And they are critical business drivers Includes new Dashboards and Workcenters which guide your users through complex processes in a simple, intuitive way. This enables you to further extend your self service offering with minimal effort, adds Reyes.

Payroll and HR environments are beginning to converge and more organizations are turning to solutions that will help make the employee experience a more positive one as well as assist executives to keep abreast of the needs of their workforce.

Payroll is now very much a part of the HR jigsaw. When faced with changing demands, be they in different parts of the business, different parts of the country or different countries, organizations are increasingly expected to be able to identify and analyze workforce patterns and trends, and align these to the needs of their business.

As a result of this shift, MultiSystems and ROI wanted a vendor that would work with them in a collaborative relationship. They were keen to move away from the traditional customer / vendor relationship and create a true business alliance based on trust, openness and a desire to understand the opportunities and challenges for both businesses.

"It was crucial we felt comfortable being led by an established vendor who would understand our business and culture. This was not just a payroll implementation, it was a decision that was going to have repercussions right across our business," said Trigo.

"RENOVA HCM has become one of the most important tools in our company operation. The RENOVA HCM solution was the most compelling as they showed a willingness to

work with us, not for us." "With RENOVA HCM we have reduced the time in the payroll process, in about 10 hours less per week. This has enabled us to achieve greater efficiencies in our operations and achieve operational objective." "The implementation process was completed on time, and we are extremely happy with the level of service and project management from RENOVA Staff.", expressed Reyes.

"I think it's important to work with people you like and respect and we certainly have that with RENOVA due to their extensive knowledge and disciplined approach. We consider RENOVA a vital part of our team."

"Choosing to RENOVA HCM has been a boost for our organization and will facilitate more comprehensive reporting and planning which will be a benefit at all levels of the organization."





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