

# HCM Software Streamlines Human Resources and Payroll Processes



## Processes and Systems in Need of Overhaul

With nearly 8,400 employees in more than 1,600 corporate and franchised locations worldwide, Dollar Thrifty Automotive Group, Inc. (NYSE: DTG) has a critical need for the efficient collection, movement, and processing of human resources data. Prior to the implementation of Oracle-PeopleSoft's HCM version 8.8 module, too many processes were still being performed manually, leading to unacceptable delays and higher costs for the company. According to Derek Williams, Manager – Employee Benefits, “Employee record changes such as W4 updates were all handled through the mail, resulting in delays of up to eight business days from employee initiation to record update. These and other delays often translated into hundreds of thousands of dollars in fees to outside vendors to correct errors caused by out-of-sync data.”

Another area requiring radical process changes and automation was employee screening and recruiting. “Recruiting was a manual and cumbersome process,” said Williams, “and recruiters always had stacks of resumes piled on their desks.”

## Oracle-PeopleSoft ERP Software Is The Right Solution

In addition to process improvements that were overdue, the legacy software used by Dollar Thrifty required an expensive and untested upgrade. “The timing just seemed right for making a change. Not only was the Oracle-PeopleSoft module 'Best in Class' software, but it had built-in best practices and business processes that helped drive functional changes in internal business practices,” according to Williams. Furthermore, Dollar Thrifty was looking at significantly reducing its overall software costs by implementing the Oracle-PeopleSoft solution.

## Experience and Flexibility Makes eVerge Group the Right Choice

Choosing the right implementation partner was a crucial decision for project success. According to Williams, “We interviewed several potential implementation partners, evaluating them based on previous engagements, financial stability, working relationships, support capabilities, and cost.” eVerge Group ultimately proved to be the best fit for the project. “Not only did eVerge Group have the depth of expertise in implementing this software, but they proved to be very flexible – working hard to keep costs down to a minimum.”

## Drastic Improvements Realized

Implementing the Oracle-PeopleSoft software and associated process changes led to significant improvements in employee productivity, data entry and processing times, data integrity, and query capabilities. “We no longer enter the same employee data multiple times,” according to Williams. “Prospective employees enter their own data during the automated application process, which then flows right into the HR database once they're hired.” An improved user interface has made it easy for users to navigate and develop custom reports, while payroll production times have gone from five to six hours per period to just 45 minutes. Williams summarized, “Implementation of the Oracle-PeopleSoft software actually drove functional changes in our internal processes that resulted in operational improvements, all while lowering our overall software costs.”

**Industry:** Transportation

**Oracle Applications:**  
PeopleSoft HCM

### Success Metrics:

- 90% reduction in payroll processing time
- 20% reduction in fees paid to outside vendors for out-of-sync data issues
- Overall reduction in monthly software costs
- Improved ad hoc query capabilities

### Client Feedback:

*“eVerge Group was very knowledgeable. They drove the project with a sense of urgency while delivering a quality implementation.”*

**Derek Williams, Manager**  
– Employee Benefits