

Our client needed a way to connect with its 70,000 employees consistently and simultaneously — and justify the cost.

We asked: What if, instead of printing their pay slips, they were posted to a secure employee website accessible from anywhere?



The Hudson's Bay Company (Hbc) is Canada's oldest corporation and its largest general merchandise retailer with over 600 locations across Canada and the United States. A corporate intranet is in place, but most employees do not have a computer as part of their job. Any new technology that could help with this challenge would need to show a compelling return on investment to gain acceptance — a tall order for a communications solution.

An Insightful Solution

Hbc discussed the problem with us. The key was to look at other HR costs to see how a web-based solution might help, and that opened the “back door” to the answer.

Like most corporations, Hbc distributes printed pay slips for all of its employees. Its payroll provider prints the slips and ships them to every store, where store managers hand them to employees. With the normal retail staff working part-time shifts, the delay in distribution and the extra time involved in the logistics of delivery were costly.

But what if instead of printing the pay slips, they were posted to a secure employee website, accessible from anywhere? Virtually all of the store's associates could access the internet from home, and had email accounts.

With pay slips posted securely online, and with most employees logging in on payday (part-time retail workers usually verify they were paid correctly for the number of hours they worked), Hbc would have a way to communicate its announcements, policies, practices, and other initiatives consistently and simultaneously to all its associates.

Employees of the various Hbc banners access a customized and secure website, available on the internet, and hosted in our CSAE 3416/SSAE 16 certified data centre. In effect, online pay slips became the foundation to launch an employee website, accessible from anywhere.

“ My Hbc provides a secure, easy-to-use vehicle that empowers associates to view their earning information anytime, with 24/7 online access. This has allowed us to significantly reduce operating costs while providing associates with easier access to information, benefits, and services.”

— EVP Human Resources

Real-World Results

The solution paid for itself from the first day, cutting Hbc's pay slip distribution cost by half. Furthermore, it supports Hbc's “green initiative” by eliminating printing and distribution.

The solution gives Hbc's associates fast and convenient access to their pay information. Employees were invited to register by email, giving Hbc another way to get its messages out to its associates. And the implementation of a secure website, visited by employees every other week, represents the foundation for further automation for total compensation statements, on-boarding new employees, and scheduling work shifts.

Hbc's Manager of Communications said the project implementation went live without incident as over 50,000 Hbc associates were invited to register for the site. The project was completed on time, and our responsiveness to the company's concerns and their hardworking efforts made the project a success.

Let's Talk

For more information about this project, contact our Engagement Practice consulting team at **1.866.355.6647** or **hrconsulting@xerox.com**.

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