



# interviewice

## INTERVOICE

### AT A GLANCE

#### Profile

<b>Industry</b>	High tech
<b>Revenue</b>	US\$168 million (2005)
<b>Employees</b>	850
<b>Location</b>	Dallas, Texas
<b>Web Site</b>	www.interviewice.com
<b>Solution &amp; Services</b>	mySAP™ ERP Human Capital Management solution
<b>Implementation Partner</b>	ERP Solutions

Interviewice Inc. is a world leader in converged voice and information solutions, providing enterprises and network operators with the platforms, software, applications, and services necessary to optimize the customer experience through voice automation. The company's products and services improve operational efficiencies, drive revenue, and ensure customer satisfaction and loyalty at more than 23,000 implementations worldwide.

#### Key Challenges

- Inflexible, outdated system unable to support future growth
- Lack of real-time, accurate information; complex data administration
- Costly outsourced payroll processes
- Inability to effectively comply with regulatory statutes
- Concerns about losing historical HR data in system migration
- Need for avoiding disruption during rollout to handle concurrent acquisition

#### Why SAP Was Selected

- Scalable functionality offering support for corporate growth
- Ability to meet key requirements out of the box
- Seamless integration with other business functions
- SAP's global footprint and its future vision
- Interviewice's confidence in the human capital management (HCM) solution

#### Implementation Best Practices

- Strong executive leadership and participation
- Minimal customization of mySAP™ ERP HCM solution
- Business-driven, not IT-driven implementation
- Phased rollout – resulting in high level of user buy in, rapid adoption, and reduced time to benefit
- An implementation partner with expertise in HCM

#### Low Total Cost of Ownership

- On-time implementation and go-live
- Rapid implementation of 6 months
- 13 locations live globally on a single global instance
- Ongoing application support by 1 full-time employee (FTE)
- In-house support from day 1 after go-live

#### Financial and Strategic Benefits

- 3% to 5% increase in operating income
- 65% ROI
- Support for increased headcount after acquisition with no additional HR FTEs
- Ability to meet requirements of the Sarbanes-Oxley Act, Office of Federal Contract Compliance Programs (OFCCP), and federal Equal Employment Opportunity (EEO) statutes
- Less time and effort required for corporate governance – done with more confidence
- Support for continued growth – organic and via acquisition

#### Operational Benefits

KPIs	Pre-SAP	Post-SAP
HR FTEs/100 employees	1.9	1.6
Errors/payroll cycle	3	0
Pre-payroll data manipulation	2 days	1-1.5 days
Time to set up new hires	4-6 hours	1 hour
Personnel administration requests	10-15 hours/day	Almost 100% self-service
Benefits reporting cycle time	2-3 days	Instantaneous





**“We wanted a software provider committed to being the ‘best of the best’ and taking the product to the next wave.”**

Don Brown, Senior VP of Human Resources, Intervoice Inc.

**“If you use best practices in HR, it is not necessary to make major customizations to SAP® [software] at all.”**

Don Brown, Senior VP of Human Resources, Intervoice Inc.

### Calling for a Stable Vendor

Intervoice is a high-growth technology company that considers its employee base a key asset and differentiator. Human resources is a strategic function that ensures the firm is attracting and retaining the best talent. However, before its SAP implementation, Intervoice was using software that lacked key features and had an uncertain future. The company took a risk-management approach to its long-term investment in a new system – it looked for a vendor with financial stability, a large roster of existing customers, and a proven commitment to ongoing innovation.

It found the answer in SAP. The biggest driver was to install a platform from a solid vendor that could scale globally for long-term expansion, eliminating the growth constraints of the old system. Intervoice also liked that it could implement the mySAP™ ERP Human Capital Management (mySAP ERP HCM) solution as a stand-alone system, allowing HR management and process owners to take advantage of the functionality quickly.

### Rapid Implementation

Intervoice worked with partner ERP Solutions to implement mySAP ERP HCM in only six months – on time, on scope, and on budget. With its partner’s automated toolset, Intervoice was able to transfer 10 years of HR history with ease into mySAP ERP HCM, including master data, organizational charts, pay history, promotions, and appraisals.

The application was rolled out in 13 locations on a single instance. A key success factor was strong involvement of the business team. “This was a business-led IT project, not the other way around,” says Joe Hillesheim, founding partner of ERP

Solutions. Intervoice also maintained tight control of the project and kept customization to a minimum, lowering implementation time and cost.

### Benefits: Right Away and Long-Term

Intervoice realized benefits immediately. During the closing stages of the go-live, the company acquired another firm and absorbed 120 new employees without needing any additional headcount in the HR department. Previously, Intervoice had outsourced payroll processing. mySAP ERP HCM enabled the company to bring payroll in-house, reducing pre-payroll processing, eliminating errors, and saving outsourcing fees.

mySAP ERP HCM also allowed Intervoice to comply with the Sarbanes-Oxley Act, the Office of Federal Contract Compliance Programs (OFCCP), and federal Equal Employment Opportunity (EEO) statutes. The company can reconcile master data, time, payroll, and payment transactions with less effort and with more certainty in the accuracy of the data. Reduced manual intervention means personnel devote less time to administrative tasks. For example, Intervoice estimates that without mySAP ERP HCM, it would have needed two more full-time employees to ensure its online recruiting processes were compliant with the latest OFCCP regulations. Overall, Intervoice now uses fewer HR people per employee. And, the HR staff members can hire faster, support personnel better, complete administrative tasks and reporting more easily, and bring new hires and company acquisitions on board more quickly.

Intervoice HR managers and process owners have now tightly aligned their performance with corporate objectives – in this case, to manage human capital more effectively during a period of planned and rapid business growth.