

Industry

Output solutions for small to large business enterprises.

Number of Employees

2600 as of 6/1/08

Number of Countries

38

Challenge

How to manage through a global joint venture and be up and running with full HRMS, Payroll and Talent Management tools in a matter of months.

Solution

Sapien on-demand global platform combining HRMS and Talent Management, and interfacing with existing payroll and business information systems around the globe.

Quote

“Any HR professional who has been through a life-changing corporate event knows the challenges that accompany such events. Sapien had us operational in a matter of months and made this whirlwind as painless as possible. We have since added new modules as our business has grown.”

Company Profile

InfoPrint Solutions Company, created in June 2007 through a joint venture between Ricoh and IBM (NYSE:IBM), brings to market the advantages IBM and Ricoh have in the development, manufacturing, marketing and building of strategic solutions for customers, creating a growth-oriented global enterprise that is strategically focused on the output market. The InfoPrint Solutions Company portfolio includes solutions for production printing for enterprises and commercial printers as well as solutions for office workgroup environments and industrial segments. The company offers customers the highest quality output solutions that optimize productivity by providing efficient workflow and, at the same time, delivering low cost of ownership and high return on investment. The heritage of InfoPrint Solutions Company includes the development of the IBM Advanced Function Presentation (AFP) Architecture – now an industry standard – and Intelligent Printer Data Stream (IPDS), which has since become the standard for mission critical business printing. The company also leads the industry in print management solutions with both InfoPrint Process Director and InfoPrint Manager.

Headquartered in Boulder, Colorado (the former headquarters of the IBM Printing Systems Division), InfoPrint started with 1200 employees around the globe and has since grown to approximately 2600 employees.

Situation

The InfoPrint joint venture would begin on day one without access to any of the HR processes and systems upon which the company had relied when it was two separate business entities. A completely new HR infrastructure that could handle payroll, benefits, personnel data, talent management and more had to be instituted in a matter of months, without sacrificing functionality, precision or security. Importantly, this new infrastructure needed to operate in 38 countries while also being one that could grow with InfoPrint as the joint venture grew and evolved into a fully-owned subsidiary of Ricoh.

HR Solution Selection Criteria

- Complete system replacement
- Global capabilities in HRMS and Talent Management
- Need to link with new payroll service provider
- Technical integration capabilities with downstream business systems
- Ability to add modules as company and needs grew
- Turnkey system for company; fast implementation
- ASP or externally hosted solution

Solution

The Sapien SaaS solution, combining HRMS and Talent Management on one global platform, was selected to support this joint venture. The Sapien system served, and continues to serve, as the epicenter and global hub for InfoPrint, interfacing with at least six different systems and was deployed and operational in the required tight

timeframe.

Sapien gathered and processed all employee information, in the languages of their home countries, and continues to provide premium customer support to InfoPrint through the Sapien Human Resources Augmentation™ (HRA) services. InfoPrint has since expanded its Talent Management modules with Sapien including Performance Management and Compensation Planning (Merit and Bonus)

As a key selection criteria component, the ability to integrate other InfoPrint systems was critical to the success of the project. Sapien provided integration points to multiple key business systems including badge, payroll, commission, data hub and other consumers of HR data.

According to Melanie Phares, InfoPrint Director of Worldwide Human Resources Operations, “The ability to integrate an externally hosted solution to other key business systems has proven out the model and has provided tremendous integration value. While our decision timeframe was a short one, the decision to use Sapien was a long-term one, and one that has proven to be right for us as we have continued to grow.”