



## Case Study

“This is what a performance management system should be.”

— Joan Rebolj, Director of Learning and Corporate Development, SIRVA

### Background

SIRVA, Inc. is a leader in providing relocation solutions to a well-established and diverse customer base around the world. The company has redefined the relocation industry by offering innovative ways for customers to achieve their individual business goals, while providing global end-to-end relocation services, including program development and management, home purchase and home sale services, household goods moving, and mortgage services.

SIRVA conducts more than 300,000 relocations every year, transferring corporate and government employees as well as moving individual consumers. The company operates in more than 40 countries with approximately 2,600 employees and an extensive network of agents and other service providers in over 175 countries.

The company's well-recognized brands include Allied, Allied International, Allied Pickfords, Allied Special Products, DJK Residential, Global, northAmerican, northAmerican International, SIRVA Mortgage, SIRVA Relocation and SIRVA Settlement.

### Challenge

SIRVA had been using a performance management system that had been in place for quite some time, and they were having trouble with some of the system's functionality. For SIRVA, having a culture in which teams change quickly and frequently, it was difficult for the HR team to keep up, not just with the goals and reviews of individual team members, but with the teams themselves. Performance reviews and goal setting typically took so long to complete that often, by the time these processes were complete and made their way back to HR, the team members had already changed roles or moved to a different team.

Users were often timed out of sessions and would lose their work. HR received frequent complaints and comments stating employees would not be able to complete their goals assessments and reviews.

In fact, SIRVA had so much trouble with this system that after receiving numerous complaints from employees, and having a great deal of trouble on the administrative end, they actually made the decision to move to the quite cumbersome, admittedly outdated, but all-to-familiar process of...paper. HR moved to a paper process with a promise to employees to begin a search for a new solution to be implemented by the end of the following year.

### Background

A leader in providing relocation services, SIRVA operates in more than 40 countries with approximately 2,600 employees and an extensive network of agents and other service providers in over 175 countries.

### Challenge

After using a previous performance management system that was not meeting their needs, SIRVA made the decision to revert back to a paper process while they searched for a new solution that would address performance needs across the globe.

### Solution

SilkRoad's WingSpan not only met their internal requirements, but also proved to be the most intuitive and user-friendly solution available to them.

### Results

WingSpan provided "...the best system ever!" WingSpan is saving SIRVA time by providing a faster and more efficient goals and evaluation process for both employees and managers. In addition, the solution has given SIRVA a way to centrally manage employee performance across the globe.



## Solution

In the time SIRVA spent reviewing potential performance management vendors, they came across several that could do the job. They knew they wanted a web-based solution, and all vendors considered filled that criterion. After careful consideration, SIRVA found SilkRoad's WingSpan™ to be the most intuitive and user-friendly solution available to them. Additionally, the price point was much more attractive than many of the other available solutions.

SIRVA knew integration with their other talent management applications, including SilkRoad's OpenHire™ and RedCarpet™, which they also selected, would be a breeze.

WingSpan provides a solution that makes it easy for SIRVA to deploy a performance management process not only to their US offices, but their global offices as well. With 22 worldwide offices, and immediate plans to incorporate Canada, Australia and New Zealand into their performance management process, SIRVA had found a solution that would finally tie all offices together and make data available in one central location.

## Results

WingSpan, which SIRVA has branded as "Moving Through SIRVA," was first rolled out to the US and Canadian offices, with Australia and New Zealand following shortly after.

This move to WingSpan marked the first time SIRVA was able to keep all offices on the same system and track progress and performance together. "Prior to WingSpan, the only thing we could track globally was the total of a 'final score.' I know it sounds ridiculous, but this is actually the first time we are able to see all our employees in one place, view their goals, and pull information from their talent development sections," said Joan Rebolj, Director of Learning and Corporate Development for SIRVA. "To be able to have that information in the same place and access it quickly is just huge for us."

With fewer resources than in years past, the SIRVA HR team had a greater workload and dedicated a huge amount of time to cascading goals and manually following up with managers and employees for their goals assessments and review. WingSpan has since freed up a great deal of valuable time for the team.

"The feedback from SIRVA management has been unbelievable," recalled Rebolj. "We have received emails and comments asking 'Is this it? Is this all I have to do? This is the best system ever!'" The HR team has received the same type of feedback from their employees. Everyone has found the solution very easy to use, and they have been much more active in their goal planning.

"This is what a performance management system should be," said Rebolj. "Completing our cascading goals has taken a fraction of the time our previous system took."

## Key Results:

- Provided one central location for performance management tracking and reporting for SIRVA's global offices
- Saved time, allowing HR to dedicate resources to other areas
- Provided a faster and more efficient goals and evaluation process for both employees and managers

"This is the best system ever!"  
— SIRVA management feedback

