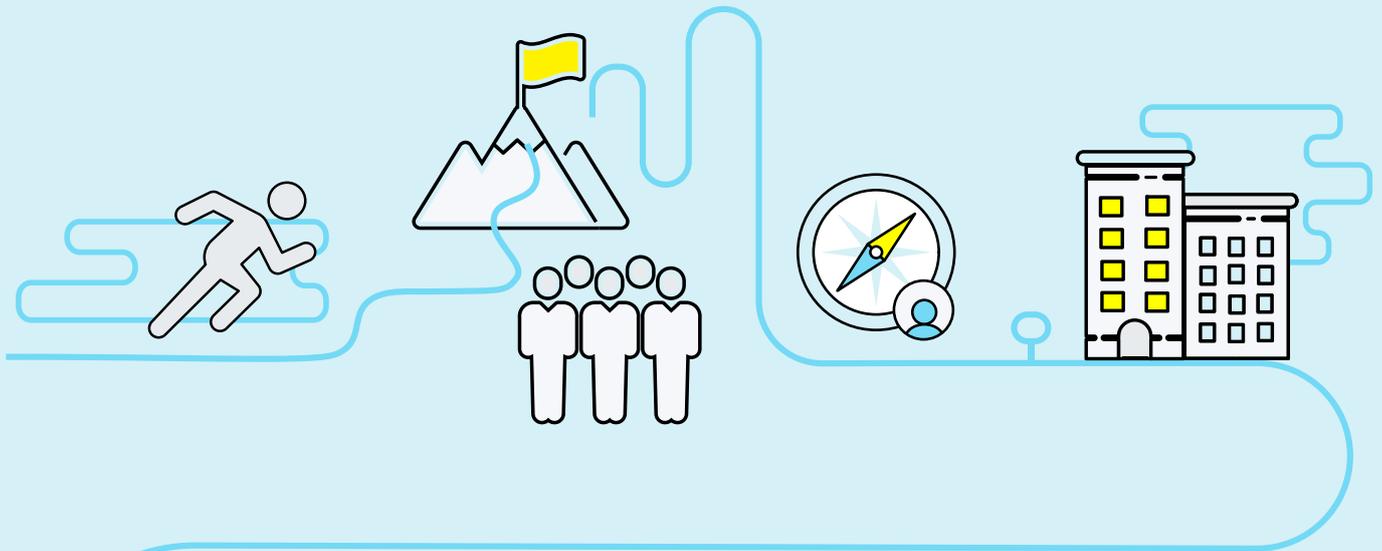


# The Right **HR SOLUTION** for Resilient Companies

How leading European brands future-proof their businesses with Personio



Today's world of work is like a roller coaster ride. Breathtaking speed, sharp turns, steep rises – and the occasional freefall. To stay successful, companies need to continuously adapt to ever changing political, technological and economic changes. That's why resilience is a strategic competitive advantage, as resilient organizations respond more flexibly to the unexpected. They continually adapt as the world around them changes, and are therefore ready to anticipate and take advantage of opportunities as they arise.

# Resilience Is an HR Priority

Human resilience is a decisive factor in business resilience, company performance, and the optimal utilization of available potential. Whether companies can adapt to the increasingly digital future will depend on whether they hire the right people, develop their employees' skills appropriately, and build sustainable future potential, concluded a [Harvard Business Review article from May 2020](#). Organisational resilience should therefore be considered an HR priority.

# Four Areas Companies Should Focus On

Resilience in companies depends on the interplay between several dimensions, all of which lie within the realm of HR: **agile teams and processes** to adapt quickly to change, a **future-ready workforce** with the right skills to remain competitive, and access to reliable data **to support strategic decisions**. But first a sound **operative basis** is needed to enable strategic work. Processes should flow seamlessly and manual tasks should be standardized and automated so HR can work more efficiently and effectively. To put it in a nutshell: HR departments need time for strategic initiatives.



ORGANIZATIONAL  
AGILITY



FUTURE-READY  
WORKFORCE



STRATEGIC  
WORKFORCE INSIGHTS



OPERATIONAL  
EXCELLENCE

## How to Build Resilience in Complex Companies

The resilience challenge is particularly evident in larger, more mature companies. Processes become increasingly complex as companies grow and establish offices around the world. Agile work becomes more challenging, and this hampers resilience in the face of business threats.

Resilience is challenging in larger organisations but achievable. Below, eight companies share their experiences about how they improved HR operations with Personio and established a solid foundation for business success.

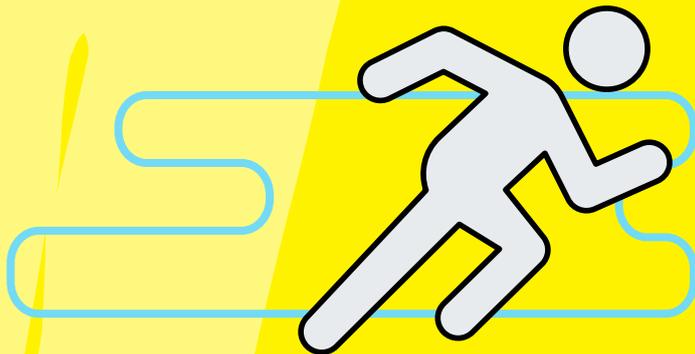
*HR can't be strategic until  
it excels at operations*

# Establishing an Agile Foundation

These days, financial success is closely tied to the ability to adapt quickly to changed circumstances. This also applies to companies as they **grow and penetrate international markets**. Adapting to change may require replacing rigid systems that hamper agility and scalability with flexible solutions that can be quickly adapted to ever changing needs and company structures. But:

***How do you turn a sluggish cargo ship into an agile speed boat?***

The companies EQS and Spendesk met this challenge with Personio.



**EMPLOYEES**

200

**INDUSTRY SECTOR**

Fintech

**OFFICES**

4 international offices

**HR CHALLENGE**

Different HR solutions in different offices, no single source of truth

**OUTCOME WITH PERSONIO**

Accurate, consolidated people data, efficient HR processes in all locations

# Spendesk: Scaling Up With Full HR Power

From 100 to 300 employees in just 18 months: Spendesk's rapid growth created challenges for the company's HR department. Senior People Manager Agnès Chauvigny urgently needed to create a scalable foundation for Spendesk's HR management. "Before Personio, we used four different HR tools for our four offices, which made us very error-prone," she says. The company wanted a central HR solution to bundle the HR processes from all offices and produce clean data from a single source.

Once the decision for Personio had been made, Spendesk didn't waste any time and simultaneously implemented Personio at all four offices. "I hardly had any questions, really, because the tool is so easy to use," says Agnès. The change paid off. Operational processes now run seamlessly in all locations, and the HR team is free to focus on the company's sustainable growth. "With Personio, I saved almost 25% of my administrative work, and I can now dedicate that time to strategic projects."

***„Scaling up means that I'm confronted by different challenges every day. Personio is the perfect all-in-one solution for this task.“***

***Agnès Chauvigny,  
Senior People Manager Spendesk***



# EQS Group: Success With Global HR Processes

## EMPLOYEES

350

## INDUSTRY SECTOR

IT/Software

## OFFICES

8 international offices

## HR CHALLENGE

Processes that failed to support the company's internationalization

## OUTCOME WITH PERSONIO

Flexible, scalable global processes, fast implementation



The EQS Group grew quickly between 2017 and 2018, and the company extended its international reach at the same time. "These challenges were difficult to meet with our previous HR processes," says Laura Santeusanio, Global HR Director. Before Personio, the team needed to rummage through physical folders and Excel spreadsheets to find employee data. The EQS Group wanted to set up its processes in line with its footprint as a medium-sized company with a global presence.

Personio was first introduced in the company's German offices before processes were customized for its international offices. "We learned very quickly how to work with Personio, and we were therefore able to handle the international implementation essentially on our own," says Laura Santeusanio. Employees at all of the company's offices appreciate working with a centralized solution, as standard, transparent processes save them a lot of time. Local differences, for example in onboarding and offboarding, can be easily customized within the tool, and applicant management data is securely stored in one place. "Thanks to Personio, we're finally past sending CVs backwards and forwards between the team leaders responsible for hiring."

***"We needed processes that work for a medium-sized company with a global presence."***

**Laura Santeusanio**  
Global HR Director EQS Group



# Future-Ready Workforce

Filling key positions within companies is getting more and more difficult. According to experts at Korn Ferry, companies worldwide will lose \$8,452 billion in sales due to a **shortage of skilled labor** by 2030. Medium-sized and large companies therefore do everything they can to attract the best candidates by optimizing the candidate experience, their employer branding and employee retention initiatives. However, in today's world of work, forward-thinking companies need more than employees with currently in demand skill sets – they need employees who are able to develop and adapt quickly to changing environments. **Finding, hiring and, above all, retaining** these employees is a core strategic priority for HR.

Statista and Futurice have shared how they addressed this priority successfully.





# Statista: Systematic Applicant Management

## EMPLOYEES

600+

## INDUSTRY SECTOR

Software and internet services

## OFFICES

9 international offices

## HR CHALLENGE

Strong growth, inadequate applicant management

## OUTCOME WITH PERSONIO

Faster hiring thanks to efficient applicant management



Applicant management in Outlook was incapable of keeping up with Statista's explosive growth and concurrent internationalization. "Recruiting is a bit like herding cats – you need to know who's at which stage of the application funnel at any given time," says Felix Hock, Head of Talent Acquisition. But neither the candidates nor the heads of department in charge of hiring felt well-informed throughout the process. The company wanted a central, flexible HR solution to deliver the requisite momentum in the "war for talent" and chose Personio.

The plan worked: Thanks to Personio, Statista is always on top of all applicants and tasks. Having a more structured process also supports the talent acquisition team in communicating with applicants, selecting talent and obtaining feedback from team leaders. "Because Personio works so clearly and intuitively, the heads of our specialist departments are now even able to manage applicants without the recruiting team," says Felix. "That saves us a lot of work."



***"Personio has been a tremendous help in structuring and keeping track of our application funnel."***

*Felix Hock,  
Head of Talent Acquisition Statista*



# Futurice: Retaining Employees With “Human Care”

How do you get employees fully on board? How do you create connections across offices and make sure everybody shares the same vision for the future? For Futurice, a company with eight office locations, corporate culture plays a decisive role. They wanted to use Personio to embed their culture in their internal processes.

“With Personio, our global team collaborates even better,” says Isabell Pörksen, Head of HR Germany. And thanks to more efficient onboarding processes, Futurice is now able to integrate new employees seamlessly into the company. “We used Personio to create 20 different onboarding templates customized to different jobs, teams and employees.” Core issues such as diversity are easily supported through custom reports, which the Futurice team uses to analyze the ratio of women employed in management positions. But Isabell also uses Personio for strategic issues such as reducing turnover. “Based on the results of our exit interviews, which are standardized for all of our offices, we can identify potential for improvement, for example.”

**„We have high standards for our diversity. With Personio, we regularly analyze how many women we’re employing in leadership positions, for example.”**

**Isabell Pörksen,**  
Head of HR Germany Futurice

## futurice

### EMPLOYEES

650

### INDUSTRY SECTOR

Digital innovation company

### OFFICES

8 international offices

### HR CHALLENGE

Transparency, agility, diversity and inclusion for a mobile global workforce

### OUTCOME WITH PERSONIO

Improved onboarding and employee experience thanks to the consistent implementation of corporate values; strategic insights, e.g. regarding turnover rates

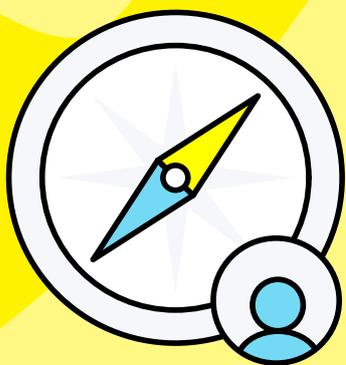


# Strategic Insights From Employee Data

According to PWC's 2020 HR Technology Survey, 42% of respondents claim that workforce insights are the most important benefit of HR cloud software. Only HR process efficiency was voted higher.

This isn't surprising: While most HR departments in medium-sized and large companies collect employee data, this data is often unreliable, outdated or difficult to analyze. Anybody who has used different tools for collecting data knows how complex it is to aggregate and interpret data points from disparate sources. Another challenge is the validity of such data. **Reliable conclusions that support strategic decision making can only be drawn from uniformly collected and analyzed data.** But where to start?

The companies auxmoney and Audibene have ready access to accurate insights with Personio.





# auxmoney: Setting Standards Through Reports

Data-driven work is in auxmoney's DNA, as this fintech company calculates its credit scores from hundreds of data points. "But in HR I wasn't able to collect KPIs properly," says Yasmin Kurzhals, VP HR. With Personio, Yasmin wanted to be able to evaluate employee data as the basis for strategic decisions.

These days, data-driven work is one of the HR department's key characteristics, and the team is delighted about how easy Personio is to use. They now have time to delve deeply into employee data, because administrative processes run seamlessly within the software. "We can, for example, track the extent to which individual benefits are taken up by employees, and we can use employer branding to make it more transparent what we have to offer to applicants," explains Yasmin. And it seems to work: In 2020, auxmoney was certified as a "Great Place to Work."

## auxmoney

### EMPLOYEES

300

### INDUSTRY SECTOR

Fintech

### OFFICES

Düsseldorf office

### HR CHALLENGE

Lack of reliable data for strategic HR decisions

### OUTCOME WITH PERSONIO

Easy collection and analysis of KPIs; capacity to focus on great employer branding



***"Digital processes give us the time to evaluate HR data even better and to drive key projects forward."***

*Yasmin Kurzhals,  
Vice President HR auxmoney*



**EMPLOYEES**

1300

**INDUSTRY SECTOR**

Health tech

**OFFICES**

10 international offices

**HR CHALLENGE**

Lack of a comprehensive data set

**OUTCOME WITH PERSONIO**

A holistic HR data set for sound strategic decisions



# Audibene: Reliable Data From a Single Source

"In the past, we had a patchwork of solutions, Excel spreadsheets and folders. That wasn't only cumbersome and required lots of maintenance – it also produced a patchy data set," explains Valentin Neumann, VP People & Recruitment. To enable growth, the company needed both seamlessly integrated processes and harmonized data to support strategic decisions.

That's why Audibene decided to get rid of its many HR tools. Today, all HR processes run within Personio, and the People Team is very happy about its consistent data set. There's no more duplication of work and the closely integrated HR processes have made many manual steps redundant. "This is how we support our growth with only two HR managers for just under 600 employees in Germany."

***"These days, Personio is our single source of truth for all employee data."***

*Valentin Neumann,  
VP People & Recruitment, audibene*



# Excellence in People Operations

Working with inefficient HR processes is like driving with the brakes on: tedious, slow and not exactly fuel-efficient. And the more complex a company becomes as it grows or expands internationally, the more difficult it becomes to organize processes clearly and structure them in a standardized way.

**Seamless operative processes form the foundation upon which you can build up a resilient company.** After all, your administrative tasks need to run smoothly and efficiently so you have time to focus on the issues that really matter: What skills do you need in your team? How will you retain the best talent and set yourself up for a successful future?

The companies Turck and Thermondo have successfully established excellence in people operations.





# Turck: A Quantum Leap in HR Processes



Over the past 50 years, Turck has evolved into a global player but with increasing complexity, the company’s HR processes started to buckle. Processes were inefficient and work was duplicated – a major flaw for companies on a growth path. Turck got Personio on board to adapt its process landscape to the needs of a mature company. The company wanted a software to bundle all HR procedures and activities centrally and organize them into useful automated processes.

Today, HR work within Turck has become significantly more efficient. For example, with Personio, the HR team knows at a glance which phase applicants are in instead of needing to track correspondence and applicant statuses manually in Outlook or Excel. The team finally has time for key HR issues. “Our goal is to deliver strategic HR work. And Personio helps us to do just that,” says Daniela Leppler, Head of HR.

**EMPLOYEES**  
4.650

**INDUSTRY SECTOR**  
Manufacturing

**OFFICES**  
30 national subsidiaries worldwide

**HR CHALLENGE**  
Poor process quality with continuous growth

**OUTCOME WITH PERSONIO**

Seamless HR processes that reflect a mature company



**HOW TO WORK EFFICIENTLY WITH PERSONIO**



*“There has been a quantum leap in the quality of our HR processes.”*

*Daniela Leppler,  
Head of HR, Turck*



**Thermondo**

# Thermondo: Greater Efficiency With a Central HR Solution

**EMPLOYEES**

330

**INDUSTRY SECTOR**

Energy supply

**OFFICES**

Offices throughout Germany

**HR CHALLENGE**

Inefficiency due to using different HR tools

Thermondo used different HR tools, which made HR work unnecessarily complex. Not only were the software applications not very compatible, there were also gaps between them. Approval processes for leave requests could not be integrated, and absence certificates needed to be requested manually. Instead of making HR easier, the tools created even more manual work for the team. The consequence: a lot of effort, slow processes and high costs due to the use of different systems.

The company wanted a holistic software that would cover all core HR tasks to solve this problem. According to Senior HR Business Partner André Volke, Personio made the team feel as if it had another full-time employee on board. The software supports the HR team in all of its tasks, processes are seamlessly integrated, and the team finally has time to focus on what really matters: the company's employees.

**OUTCOME WITH PERSONIO**

A central solution for all HR tasks; more time to focus on employees



***“Making the switch to Personio from several HR tools has not only improved our processes, but also saves us a lot of money.”***

*André Volke,  
Senior HR Business Partner, Thermondo*



# Why Our Customers Work With Us

Forward-thinking companies that keep up with rapid change, that aren't held back by a maze of increasingly complex processes, and that want to face crises head-on need resilient organizational structures. And this is precisely where a holistic HR solution can help.

In a study conducted by **Bitkom and Personio**, HR teams supported by digital solutions reported that they were not only better able to overcome crises successfully, they were also more likely to have a strategy for emerging from a crisis because they had the capacity to plan ahead. Why? Because they were supported by holistic HR solutions that streamlined their administrative tasks, standardized reporting to inform strategic decisions, and automated processes for greater efficiency. The capacity to focus on strategy is what made them more resilient in times of crisis.

At Personio, we have supported over 2,000 companies in their HR transformation with our holistic HR solution. We continually develop Personio's capabilities to ensure HR is always set up for success, even when business needs change. We support you while implementing the solution and provide a customer service team that is always there to help. In short, we want you to be successful. Now and in the future.

## Customer Voices

*"We wanted to work with the best player on the market."*

audibene

*"After a detailed market and requirements analysis and with eight providers on the shortlist, we decided on Personio."*

Futurice

*"As a forward-thinking company, we wanted to invest in forward-looking technology."*

Heidelberg Engineering

*"Our management has also recognized that Personio not only provides support on an operational level, but also strategically."*

Spendesk

# Need a strong partner at your side?

Get to know Personio in a personal web demo. In just 30 minutes, our product experts will guide you through the solution and answer any questions you have.

[REQUEST FREE WEBDEMO](#)

