



6700 Woodlands Pkwy Suite 230-254  
The Woodlands, TX 77382  
**PH:** 832.449.8560  
**FX:** 832.442.5278  
[raccasolutions.com](http://raccasolutions.com)

## **CASE STUDY: PERFORMANCE MANAGEMENT SOFTWARE SELECTION**

### **SITUATION ANALYSIS:**

Racca Solutions Group assisted a 2,000-employee services company on selecting a performance management system focused on employee evaluations with their recent IPO. Their existing annual evaluation process received low participation and interest from managers. RSG was tasked to discover, evaluate, and select a software solution to improve their processes and capabilities.

### **IMPROVEMENTS IDENTIFIED:**

We identified and prioritized a list of software needs:

- User friendly interface to make participation easy and efficient
- Goal setting and tracking at multiple levels in the organization
- Ability to track multiple competencies for different job categories
- Reporting of results—tracking, trending, progression and regression
- Integration with current payroll and employee tracking software
- Ongoing training and support
- Flexibility to give monthly, quarterly, and annual reviews
- Reminders, rewards for participation, ability to link compensation, accountability

The selection process included:

- Initial search and discovery
- Preliminary demos
- QFD scoring against prioritized needs list
- Data-driven decision with qualitative discussion

### **OVERALL RESULTS:**

A vendor was selected by consensus and supported by data. The company now has the tool needed to measure goals and competencies for evaluations and coaching. HR and leadership are successfully able to track employee success over time while linking company goals, training, and compensation to performance.

During selection, RSG collected pricing proposals while negotiating savings. With the selected vendor being the highest priced, RSG negotiated \$20k in savings on the total software suite, a waiver of \$10k in data-feed fees to integrate with existing payroll system, and 3-year agreement to add modules over time. RSG's efforts resulted in nearly \$100k in savings for the company.