

Australian Firm Humanizes HR for Staff

See how Smart WFM uses BambooHR to create a game-changing onboarding experience and conduct more effective, purposeful performance reviews.



About Smart WFM

Industry: IT and HR Consulting

Company size: 26–50 employees

Coverage: Sydney, Australia

Features applied: Employee Records, Onboarding, Performance Management

Smart WFM is a global human capital management (HCM) consultancy specializing in digital transformation. Their service offerings include advisory, implementation, and support (including SLA). They are the largest independent UKG consulting partner in Asia Pacific.

Challenges

Smart WFM's previous HR system was both complex and outdated, creating time-consuming processes for the HR team and limiting employee access to HR info and services.



Lack of HR Access and Visibility

Without easy access to their own records, Smart WFM's employees needed to go to HR for every request, creating frustrating roadblocks for everyone.



Time-Consuming, Error-Prone Processes

Overloaded with inefficient manual processes, Smart WFM's small HR team needed an easy-to-use, up-to-date HR system to streamline tasks as simple as researching employee information.



Dissatisfying Onboarding Process

Smart WFM's previous HR software didn't include onboarding tools, making it a slow, challenging process. It often took three months to complete. Additionally, HR and managers had their own systems and logged in spreadsheets, resulting in incomplete files.

Solution

"I didn't think there was anybody in Australia that was using BambooHR," says Rob Scott, COO, who has worked with HR tech his whole career and was familiar with BambooHR by name only. As he began investigating new solutions for Smart WFM's challenges, he was surprised to learn that BambooHR already **"had hundreds of customers in the country."**

"We needed our HR software to grow with us," he adds, but flexibility, customization, and quality support was also essential. They found it all with BambooHR. **"What's so nice to see is a vendor that actually responds,"** Rob emphasizes. **"It's been a very different experience for us using BambooHR."**

Jerrod McGrath, CEO at Smart WFM, agrees: **"BambooHR makes the entire people process simple and streamlined. We love working with BambooHR because they care, listen, and act."**



Results

A Single, Accessible System of Record

With a centralized employee database, HR and employees can quickly and accurately access employee records, training, certifications, company information, internal surveys, and more.

Customizable for a Global Workforce

“The ability to configure and customize BambooHR to fit our needs is the simplest method of any I have experienced,” Rob Scott, Smart WFM COO explains. “It’s just so logical in terms of where you go to find something.”

People-Forward Performance Reviews

“We wanted a place for discussion to happen without being overly controlled or restrictive,” Rob says. “People can focus on who they are and want to be. ... It’s been a mechanism that has helped us maintain our team’s camaraderie.”

Consistent, Effective Onboarding

“Onboarding is absolutely fantastic,” says Rob. “Most employees have commended us and said, ‘Wow, Rob, that’s the most impressive onboarding exercise I’ve gone through in my entire career.’”

100%

improvement in onboarding accuracy

Highest

confidence in time-off tracking

Substantial

improvement in applicant management

100%

accurate Time off tracking



“The way BambooHR has designed the product has been very thoughtful—you’ve really, genuinely understood the need of the employee as well as the need of HR. It’s been great. We’re so lucky that we found BambooHR. I still thank my lucky stars that we didn’t land with anyone but you.”

ROB SCOTT, COO, SMART WFM

See how BambooHR can set *you* free to do great work with a free demo.

Try it now