



Workstream | SUCCESS

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BEST BUY CANADA

Best Buy Canada Improves the Quality and Efficiency of Its Recruiting Efforts with Workstream Recruitment

It's not easy, hiring 7,500 employees in two months. But it's exactly what Best Buy Canada Ltd., a wholly owned subsidiary of Best Buy Co., Inc., does every October as it staffs up for the holiday season. Best Buy Canada is the country's largest, fastest-growing national retailer and e-tailer of consumer electronic products and related services. It operates two retail chains under the Future Shop and Best Buy banners, plus the Geek Squad (a mobile technology support service) and two very busy Web storefronts. Since 2002, Best Buy Canada has relied heavily on solutions from Workstream to efficiently manage its recruiting activities, streamlining the process and improving its quality and efficiency.

"Hiring twelve to fourteen thousand people per year is easy with Workstream," says Rodney Bush, Manager of Corporate Recruiting at Best Buy Canada. Along with his team of nine recruiters, Bush is responsible for the company's coast-to-coast recruitment effort, which spans hiring headquarters executives and employees to filling a never-ending demand for retail associates and managers, and staff for Best Buy Canada's 1.5 million-square-foot warehousing operations. The company employs more than 16,000 people and is growing quickly.

Workstream tackles Best Buy's high and low-volume recruiting challenges

A customer since 2002, Best Buy Canada uses Workstream Recruitment to enhance the recruitment process in two very different employee populations: sales associates and management professionals in its retail locations and corporate offices. For hourly paid positions, the company uses Workstream to manage a complex network of job postings across many online outlets including: three intranets, two corporate Web sites (Bestbuy.ca & Futureshop.ca) in Canada, and numerous external career sites such as Monster and Workopolis. This is in both English and French, multiplying the task's complexity. All but one of the sites are updated automatically. As Bush explains, "Each night Workstream CareerSite takes a snapshot of our Website and then drops or adds job postings to the internal and external sites. Neither the recruiters or the Web team has to do anything."

Bush and his team are certainly using the right strategy to attract prospective employees. In the first six months of 2005, more than 67,000 applications were accepted through Workstream Candidate Management.

Automation improves the recruiting management process

In Best Buy Canada's distribution centers and corporate headquarters, and for retail management positions, Workstream Candidate Management is used to streamline the entire recruitment process. "We use the Workstream solution's full functionality, saving us time and effort at every step of the way," Bush says. "We can post the positions, review applicants' resumes in the system, forward resumes to hiring managers, check to see where candidates are in the interviewing process, and many other steps, as well."

"...Workstream makes it easier for all users to accomplish their recruiting goals."

Rodney Bush, Manager of Corporate Recruiting, Best Buy Canada

"This is a tremendous improvement over the methods we used even a couple of years ago," he continues. "We'd long outgrown our archaic old system, which didn't allow us to do even simple things that we take for granted today, like being able to unpost and repost a job, or forward a resume to a hiring manager. I remember when people took boxes of resumes home to review."

Workstream: A clear winner

When Best Buy Canada chose the Workstream solution three years ago, Bush cites four key reasons why it was chosen over alternatives. The cost-effectiveness of the solution, its user-friendliness, functionality and "the ability to do everything we needed on one system" made Workstream the clear choice for Best Buy Canada.

Today, Bush and his team are able to focus on actual recruiting. "We don't have to fill out job requisitions or do paperwork, which is great," he says. What's more, Workstream solutions are so easy to use that even line managers can use the products to build their own teams. For example, Geek Squad is undergoing a major expansion in Canada. Due to the high volume of service professionals to be hired, and the highly specialized nature of their expertise, Bush says, "I gave the hiring manager access to Workstream and said, 'Go for it!' He was quickly up to speed and using the system to find and acquire the staff he needed. Workstream makes it easier for all users to accomplish their recruiting goals."

About Workstream Recruitment

Workstream Recruitment helps companies automate and manage the entire recruitment process including job requisition, job profile creation, job posting, applicant tracking, interview scheduling, offer letter generation and hiring. Workstream Recruitment can be implemented quickly to help companies automate and streamline their overall recruitment process.

- **Candidate Management**, for automating and streamlining the recruiting process used to attract, manage, screen and qualify candidates.
- **Career Site**, a custom-designed internal and external career website hosted and maintained by Workstream at our secure data center, used for attracting, routing and tracking job candidates.
- **Compliance**, reporting tools for preparing EEOC compliance reporting information and evaluating the staffing process.
- **Document Builder**, for automating and streamlining the creation process and management of candidate-facing letters, such as offer letters.

About Best Buy Canada

Burnaby, BC-based Best Buy Canada Ltd., a wholly owned subsidiary of Best Buy Co., Inc. (NYSE:BBY), is Canada's largest, fastest-growing national retailer and e-tailer of consumer electronic products and related services. The Company operates two retail chains under the Future Shop and Best Buy banners plus the Geek Squad (www.geeksquad.ca), and web stores at www.futureshop.ca and www.bestbuy.ca.

By December 2005, there will be 120 Future Shop locations throughout Canada and 45 Best Buy's in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario and Quebec.

The Company, and its more than 16,000 employees, are committed to providing Canadians, through multiple brands and channels, with expert service, the latest digital products and a wide selection of televisions, computers, audio, entertainment hardware and software and appliances. The Company is committed to kids and communities, supporting non-profit organizations that help youth develop their skill set, discover their talents and sustain a lasting interest in education.

About Workstream

Workstream provides on-demand compensation, performance and talent management solutions and services that help companies manage the entire employee lifecycle - from recruitment to retirement. Workstream's TalentCenter provides a unified view of all Workstream products and services including Recruitment, Performance, Compensation, Development and Transition. Access to TalentCenter is offered on a monthly subscription basis under an on-demand software delivery model to help companies build high performing workforces, while controlling costs. With offices across North America, Workstream services customers including Aspen Ski Company, Chevron, EMS SATCOM, Kaiser Permanente, Nordstrom and Wells Fargo.

For more information visit www.workstreaminc.com or call toll free 1-888-221-4005.

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