



Here's what people are saying about Workstream...



INSPIRE YOUR WORKFORCE, TRANSFORM YOUR BUSINESS.

“We estimated our HR generalists were spending about 15 percent of their time answering policy questions. Now these questions are coming to the HR Service Center and the generalists have more time to work with the managers of our business units on strategic, value-added activities like recruiting and retention”

“It was a collaborative effort. Some of the ideas came from people who were not in the Service Center group itself. Working together, we’ve developed a cutting edge desktop tool

CIGNA had set a goal of answering 80 percent of calls received at the Service Center within 30 seconds. “Our year-to-date total is 90 percent,” Munyon says. “We also set a goal of 85 percent for what we call first call resolution--meaning that a person’s inquiry was handled in that call and a call back was not required. We’re at a 93 percent first call resolution.”

**Michele Munyon**  
Project Manager,  
CIGNA Shared Services

### PRESS & ANALYSTS

- “What Workstream is doing for talent management will most likely be the direction for any SaaS provider offering a suite of related solutions for a particular industry or product category.” – **InfoWorld**
- “Workstream’s 7.0 release is completely reengineered to include a new Web 2.0 UI, and on top of that, it is far more integrated than ever before. Combined with money and new direction from the top, Workstream now seems well positioned to be a market leader yet again.” – **SystematicHR**
- “The product looks fantastic, and in fact the dashboard interface is so sexy and appealing to business people that many people crowded around the Workstream booth just to see how it worked.” – **Bersin & Associates**
- “The company continues to deliver on its aggressive schedule of product launches under the leadership of Deepak Gupta, president and CEO.” – **KnowHR**

### CUSTOMERS

- “Because we were realigning processes as well as implementing new technology, we were looking for a vendor who would be a true strategic partner.”  
**Adrienne Macmillan** Manager,  
e-Business, Maytag
- “Workstream HR and Benefits Communicator is a great fit for us based on the structure and content of its generic templates. That foundation is complemented by the flexibility of its authoring tool. Making content changes is fast and cost-effective. Workstream’s open architecture is also a big plus for Eastman”  
  
“By understanding Eastman’s environment and culture, Workstream’s team was able to anticipate issues and alert us before problems arose.”

**Wayne Armbrister**  
Manager, Service Center Technology  
Eastman Chemical



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“Lee chose to work with Workstream because its solutions offer seamless integration of employee communication and online transactions. ... We also needed a vendor that contributed more to the process than technical knowhow, and the Workstream team has a thorough understanding of HR issues.”

“We estimate that we will save about \$750,000 per year in staffing costs....We will also save time and money on printing forms and communication materials as well as shipping costs,”

“We received a lot of positive feedback from employees complimenting us on how easy it is to navigate the site,” says Mann. “We’re also noticing that employees are more informed when they call us with a policy or HR question. They’ll say, ‘I was reviewing the FMLA policy online ...’ and ask a specific question.”

**Kim Mann**  
Director, Human Resources,  
Lee Enterprises

“We had several goals: to increase employee satisfaction, gather and organize information that had never been systematically collected, and increase the effectiveness of our customer service representatives by providing them with a tool to find personalized information quickly.”

**Dorothy Logemann**  
Director of Employee Services Delivery  
Johnson Controls

“Automating the recruitment process with Workstream now gives us the capability to engage managers in the recruiting process and get feedback..... The pre-screening feature of Workstream Recruitment allows managers to spend more time doing their jobs and less time reviewing resumes.”

“Compared to other Applicant Tracking Systems (ATS) we evaluated, Workstream Recruitment provided the best bang for the buck.”

**James Fehrenbach, Manager of Staffing and Volunteer Resources**  
University Health Network (UHN)

“Workstream Recruitment has helped us establish processes that improve the entire spectrum of recruiting activities, from the standpoint of both our internal customers and job applicants. This in turn makes our school board a more desirable place to work, which enhances the value of our brand in the education marketplace.”

“Although we have more than 8,500 applicants for 500 teaching jobs per year, our school board is still competing for the best people.....Workstream Recruitment has helped us establish processes that improve the entire spectrum of recruiting activities, from the standpoint of both our internal customers and job applicants. This in turn makes our school board a more desirable place to work, which enhances the value of our brand in the education marketplace.”

“We initially chose Workstream to help us improve the recruitment process from teacher applicants’ perspective. Being in a desirable, high-growth area, and having a reputation as a progressive school board, was garnering a lot of interest from prospective teachers, both new and experienced.”

**Elizabeth Gordon**  
Manager of Recruitment and Retention  
York Region District School Board

“It’s enabled employees to play a more active part in their own career development, and they know that their skills and ambitions are more visible across the whole business. For a company as geographically dispersed as ours, that’s important.”

**Amy Quinn**  
Senior HRIS Specialist, SCT