

## Success Story

# Findasense takes control of employee information with Sage HR

Global customer experience firm streamlines workforce management with centralized HR system from Sage



Findasense is a global customer experience company, with a mission to innovate and transform the way organizations build relationships with people. Founded in Madrid in 2007, today the business has over 300 employees working across its global offices, spanning Argentina, Chile, Costa Rica, the Dominican Republic, Colombia, Ecuador, Morocco, Peru, Portugal, Spain, United States, and Venezuela.

### Key outcomes

- Centralized employee records and information
- Reduction of manual record keeping and inputting of employee data
- Employee self-service to manage holiday requests
- Enables employees to set personal objectives and evaluations to foster development

Sage

**Company**  
Findasense

**Location**  
Spain (Global locations)

**Industry**  
Business Services

**Sage Products**  
Sage HR



### About Findasense

Findasense is a global customer experience company, with a mission to innovate and transform the way organizations build relationships with people.



Using the power of data science to generate personalized experiences, Findasense creates a frictionless consumer journey through all channels, including phone, social, web, mobile, and retail. This enables it to stay true to its name – ‘finding a sense’ – by building consumer experiences that make sense to both consumers and companies. Trusted by global brands such as Coca-Cola, Lenovo, Bimbo, Scotiabank, Openbank, Movistar and L’Oreal among others, Findasense has established itself as the leading global omnichannel customer experience company, partnering with Fortune 500 companies to deliver deep knowledge and performance-driven marketing solutions.

#### **Global expansion needs HR tech fit for the job**

Beginning life as a start-up with only a small workforce meant that Findasense could easily handle the initial volume of HR information and employee requests. However, by 2013, Findasense was starting to expand overseas and had big international growth plans.

“We started to search for options to centralize all employee information; we wanted a unified database so that people could log in and register holiday requests themselves,” says Laura Di Prisco, Global Culture & People Experience Lead at Findasense.

At this point, Findasense’s main requirement was to easily keep track and monitor staff leave so that they knew who was in the office and when. “We were registering holidays one by one with spreadsheets, manually,” explains Laura, “So we needed to have a better, more automated system for this.”

#### **Sage to the rescue**

Before discovering Sage HR, Findasense tried another solution but found it “Overly complicated,” recalls Laura.

“This other tool was so complex that we didn’t even get as far as implementation,” says Laura. “We had to upload huge amounts of information into this system and, if something was not in the correct format, the result was a mess.”

Putting the experience behind it, Findasense continued with its search for the perfect HR tech partner. According to Laura, the main criteria it was looking for in an HR system was price and user experience.

“Sage HR provided a really good demo and everything was easy and explainable. The user experience was also easy and clear for us to understand and adopt,” says Laura, adding that they were impressed further still with “Simple uploading of information.” Findasense was sold on Sage HR.

“During the implementation process, the most positive surprise was the fact that it was so easy. The level of support and co-operation from Sage was great,” adds Laura.



Findasense has grown its partnership with Sage.

### **Growth partnership**

Initially just using Sage HR to digitally manage its leave management requests, Findasense has grown its partnership with Sage.

“As we have grown as a business, so has Sage HR. At the start, the software didn’t have all the features it has now, so we have grown together and built a partnership with them,” says Laura.

To date, Findasense is using the majority of available modules within Sage HR — from leave management and performance, to onboarding and core HR. “It is one of the greatest tools we have; we will eventually use pretty much everything it offers,” adds Laura.

She also praises the high level of customer service from Sage HR, stating that “The simplest request, recommendation or detail that we suggest is immediately given attention and they try to help us. They have created solutions with the customer in mind, which makes them a very customer-oriented company.”

### **Happy satisfied employees**

Ximus ut volupta tioriore pratem dolorat estiusdae ellibusdam The implementation of Sage HR has empowered employees to take ownership of their data, particularly with the employee self-serve function. “In our industry, people are not used to having all systems centralized,” says Laura. “They are not used to setting personal objectives and evaluations – all of which they can do using Sage HR.”

When Findasense onboards new employees and they see the range of features available within the platform, they describe the software as a “really cool and good to have tool.”

Employees use Sage HR every day — either to request time off, or do one-on-one monthly evaluations, or to set quarterly objectives. “They can now update all this information directly themselves, and they also can see if their colleague is on vacation or not using the shared calendar. It is so easy to request time off or to request to work from home using Sage HR,” adds Laura.

Approving time off is also simple — managers can do it directly from email, the Sage HR mobile app, or even Slack.



“We have regular video calls and working directly with them has given amazing results; they have provided so many solutions to meet our needs.”

**Laura Di Prisco**

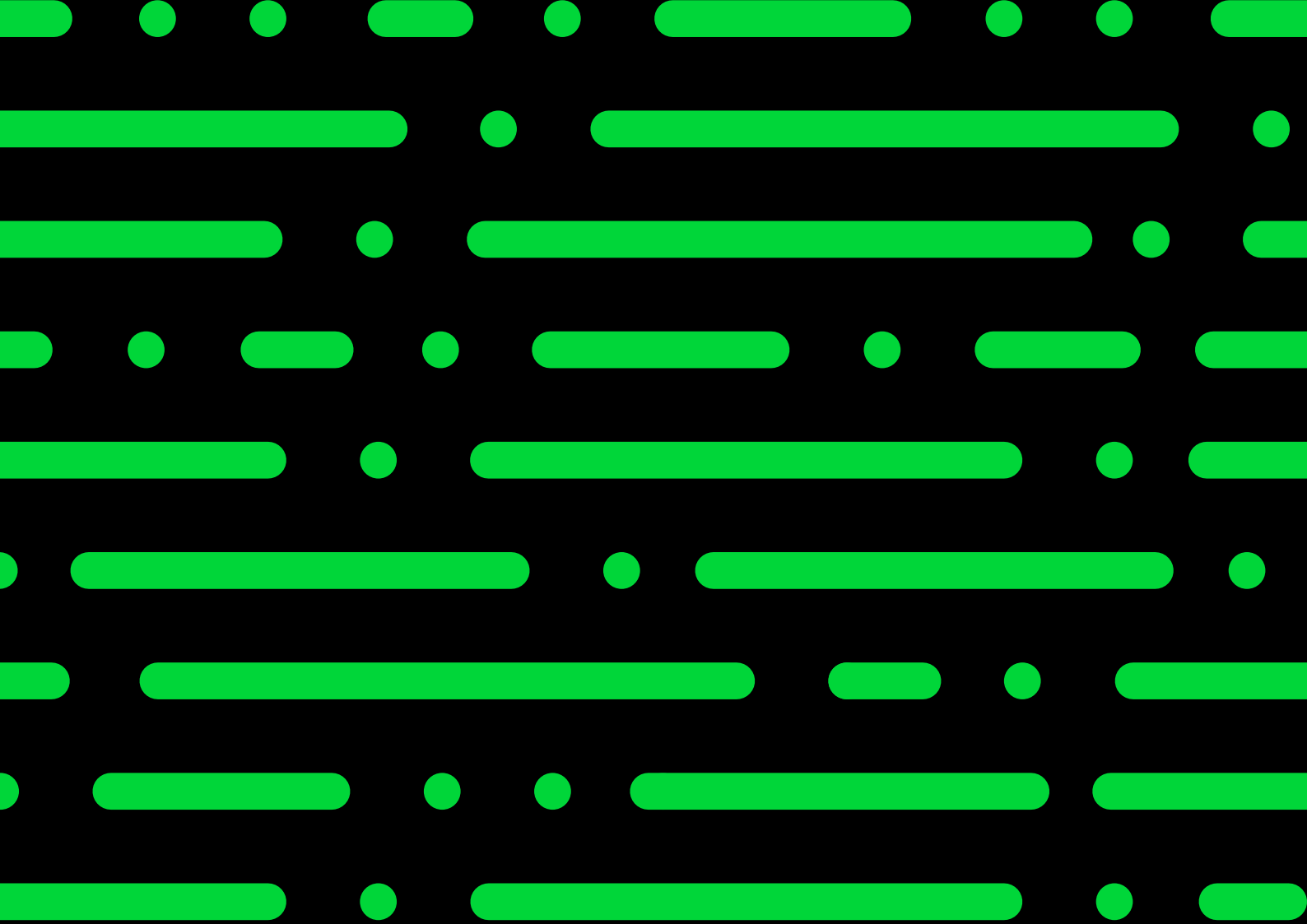
Global Culture & People Experience Lead, Findasense

**The perfect tool that keeps on giving**

Laura jokes that now, her only challenge is to keep up with the number of updates that Sage HR makes to the software, adding that “I may be on the tool, and suddenly you see something new.”

According to Laura, the cooperation from Sage is second to none. “We have regular video calls and working directly with them has given amazing results; they have provided so many solutions to meet our needs,” she adds.

Summarizing the experience of choosing Sage HR, Laura says: “The integrated tool set has made us into a data-driven company. When it comes to human resources solutions, Sage HR does an excellent job.”



Sage

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