



“emPerform offered us a complete solution at an affordable price. We can complete our appraisals online, manage our compensation, complete succession planning, and conduct online surveys.”

Sonya O’Malley, SPHR, CEBS
Director of Human Resources
Acadia Insurance

Solution provided by:



About Corporate Renaissance Group

Established in 1989, Corporate Renaissance Group (CRG) is a global provider of innovative solutions that drive better business management and performance. With expertise in business management applications, CRG has established itself as a leading provider of solutions that drive operational effectiveness. CRG, a Microsoft Gold Certified partner, is headquartered in Ottawa, Canada, with offices in the United States, South Africa, and India.

For more information about CRG please visit www.crgroup.com.

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Overview

Acadia Insurance’s employee performance appraisal process was labour intensive and did not allow for comprehensive reporting and analytics.

After evaluating a number of vendors against an in-depth, pre-defined list of criteria, Acadia selected CRG emPerform™ employee performance and talent management solution.

Automating its employee performance management system with emPerform helped improve the timeliness and quality of Acadia’s annual appraisals.

More importantly, the data contained within the appraisals was used for coaching and analytical purposes.

Situation

Acadia Insurance, based in Westbrook Maine, is a regional property and casualty insurance company. It offers commercial and specialty coverage through independent insurance agents. Acadia Insurance employs around 400 people in offices in Connecticut, Maine, Massachusetts, New Hampshire, New York and Vermont.

All Acadia Insurance managers and employees completed their appraisals on paper, which were eventually filed in the employee’s personnel file. In addition to the paperwork associated with the appraisals, a checklist had to

be maintained. The checklist ensured that there was a completed form for all employees. With a common anniversary date for all employees, the evaluation process became the sole focus of HR for weeks upon end.

With a paper –based appraisal system, the reporting capabilities for HR were extremely limited. They were only able to determine whether or not an appraisal was completed. They were unable to compare and contrast departments, branches, employees, etc.

With the limitations of the paper-based system and its inability to report on the results; Acadia Insurance decided it was time to automate its employee performance appraisal system. It needed a customizable solution that included compensation management, succession planning and a robust reporting tool.

Solution

Acadia Insurance developed a comprehensive list of criteria against which to evaluate the potential vendors. It was looking for a solution that:

- Was customizable
- Allowed for electronic signatures
- Was accessible year round



- Aligned corporate and individual goals
- Included compensation management and succession planning

After an initial search of several vendors, Acadia found seven vendors that appeared to have met the selection criteria; the list was narrowed down to three. The three final vendors were invited to give software demonstrations.

After evaluating the final three selections, emPerform was selected by Acadia Insurance. emPerform provided all the features that Acadia required and more. The survey tool, eSurvey, was an added benefit that will save Acadia money in the future. emPerform provided all the features and functionality that Acadia Insurance required at a very reasonable price.

Benefits

Robust Reporting & Analytics

With emPerform, Acadia is able to report on their employee performance management system and its results. They are able to compare and contrast different employees, managers, departments, branches, etc. The reporting is not limited to the current evaluation cycle, information from previous cycles can be reported on.

Most importantly, Acadia is able to use the information that it obtains from the reports. For example; managers are coached on their ratings; resulting in equitable evaluation scores across the organization.

Increased Accountability

“Our supervisors and managers just love compensation manager. Entering information into the compensation manager and the grid is very intuitive. And the approval procedure works exactly like the performance appraisal system, which makes it very easy. The emPerform compensation manager simplifies the entire process for managers and HR.”

Sonya O’Malley, SPHR, CEBS
Director of Human Resources
Acadia Insurance

With the automated appraisals, Human Resources can easily track the progress of each individual appraisal: it is easier than ever to ensure that evaluations are completed on time.

Managers can be held accountable for their reviews and the content. They can be measured against:

- Completing the appraisal process on-time
- Providing equitable scores in comparison to their peers (i.e. not be-

ing too lenient or strict)

- Giving appropriate feedback to employees

emPerform shows a direct link between the individual’s goals and the overall corporate goals; employees can see how their work contributes to the success of the company.

Greater Efficiency

Automating the appraisal process increases the efficiency of all employees.

HR is freed from manually checking the progress and completeness of each appraisal. Using emPerform, they are able to perform detailed analytics and help improve the quality of the process.

Managers are able to easily access current and historical information about their employees available from their desktop, instead of having to look through numerous paper files.



Partner

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