

Exelsys Customer Success Story

Ingram Micro Shared Service Centre EMEA

Ingram Micro's European Shared Services Center, manages its workforce with Exelsys Cloud based Human Capital Management.

Client Profile

Ingram Micro Inc. is the world's largest technology distributor. As a vital link in the technology value chain, Ingram Micro creates sales and profitability opportunities for vendors and resellers through unique marketing programs, outsourced logistics services, technical support, financial services and product aggregation and distribution. The company serves 150+ countries and is the only IT distributor with operations in Asia. Ingram Micro is named one of Fortune's Most Admired Companies in the world. To learn more about the company please visit <http://eu.ingrammicro.com>.

Ingram Micro EMEA has embarked on a multi-year and global strategic initiative project to standardize and centralize back office functions (legacy and SAP) for Europe and to enable the process efficiency gains. As part of this initiative we have set up the Ingram Micro Shared Service Center in Sofia/ Bulgaria employing around 1200 employees and targeted to grow to 2000 in a few years, where specifically scoped finance/sales/vendor management/technical support/ GL accounting and other back office activities will be executed.



The Challenge

The Human Resources Department of Ingram Micro SSC EMEA Ltd plays a crucial role in the achievement of the organization's ambitious plans. As the EMEA service centre in Sofia progresses and grows additional challenges and responsibilities need to be addressed, effectively and efficiently. Towards this end, a Human Capital Management software had to be introduced to support the smooth running of all HR processes. A system that would enable ease of access and transparency of information throughout all levels supporting the pulse of the organization together with contributing to the maximum towards the accomplishment of Ingram Micro SSC EMEA Ltd business goals and objectives.

The Solution

Ingram Micro SSC EMEA Ltd has initiated the implementation of the Human Capital Management software system called Exelsys aiming, at first, only to lower the document turnover around absence management, and afterwards implementing additional modules for managing overtime, cost allocation, training and performance management.

The Benefits

The Web-based HCM solution, offered by Exelsys, complements Ingram Micro SSC EMEA's HR services and processes. For absence management, considering the complex system of progressively growing days of paid leave allowed, the online process of requesting and approving requests has benefited the Organization to a great extent. In addition, Exelsys significantly improved the performance evaluation process of the company by customizing the Performance management module to serve the quarterly performance needs of the organization

In general, the use of Exelsys supported Ingram Micro SSC EMEA Ltd to achieve:

- Paperless procedures and more efficient operations with up to date statistics, and reporting
- Immediate approvals / responses (training absence requests, overtime requests, appraisal alerts)
- Accurate and timely cost allocation through customized reporting and combining of different Exelsys modules

About Exelsys

Exelsys is a software development company specializing in the new Cloud computing platform. It develops new technology applications based on the latest tools and technologies and delivers its products and services through a network of partners around the world.

"For us at Ingram Micro people are the most valuable asset. In the fast-paced business environment in which we operate, it is crucial to have a reliable software for managing employee data. To this point, working closely with Exelsys development and support team, we have managed to configure and customize the various modules provided by the HCM towards our organization requirements – from managing employee information and leaves of absence, through quarterly performance evaluation to proper cost allocation of our services towards our different customers. We are constantly expanding the portfolio of Exelsys services that turn out to be meant to serve in a way that is in alignment with our company's strategic goals."

Mincho Donev, HR Business Partner

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