

Case Study Daptiv PPM



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iEmployee Uses Daptiv PPM to Manage Complex Implementation Projects

Headquartered in Austin, Texas, iEmployee delivers web-based, human resource management software-as-a-service to over 400,000 active users enabling them to easily manage employee data online and automate many routine administrative tasks. iEmployee allows organizations to automate and manage time and attendance tracking, timesheets, self-service benefit enrollment/management, paystubs, and W2s online. All solutions are fully hosted by iEmployee, there is no software to install or hardware to maintain, thus providing a quick and painless way for businesses to take their first step into a fully-automated HRIS solution. With additional offices in Warwick, Rhode Island, and Mumbai, India, iEmployee serves over 1,100 customers.

Business Need

Involved with the iEmployee product line is a complex customer implementation process. Although spreadsheets were used to track backlogs and the status of projects from implementation managers, things began falling through the cracks. Tracking and accessing the most current project information became problematic. From spreadsheet to spreadsheet, it became evident that there were inconsistencies in information. It was a very time-consuming process to go back and figure out the most current source of information and to ramp everyone up on the same page because information was shared in 5-6 different places. As a result, it became increasingly difficult to identify potential issues before they became customer-facing.

In addition to the difficulty in tracking projects and accessing information, - iEmployee also needed to improve on accountability, communication, collaboration. iEmployee maintains offices in the US and India. New business operations, or order intake, is managed by the Austin, Texas location. Fulfillment management, or the assigning of projects, is managed by the Warwick, New Hampshire location. Customer implementation work is managed by the Mumbai, India location. All three offices needed to engage with each other on a regular basis, and it was incredibly difficult to collaborate via email and phone calls.

Collaborative Solution

iEmployee looked into six collaborative business software vendors and based on a referral, Daptiv quickly became a primary choice. “An individual who returned to our office had been a Daptiv PPM user at another company and had a positive experience in using the software – he was impressed with the level of functionality and really championed to help drive the Daptiv PPM implementation at iEmployee,” says Gene Munson, Director, Business Operations. The fact that Daptiv PPM was based on a SaaS model also heavily influence the choice in selecting Daptiv. “We never considered onsite software to meet our needs,” continues Munson. We fully understand the benefits of a SaaS since our own products are SaaS. So it was clear that the on-demand model would best facilitate collaboration and ease of use. With those

Key Facts

- iEmployee had a need to bring project management structure around product implementations. Spreadsheets were used by implementation managers to track the progress of projects.
- Geographically, iEmployee has offices across the US and India so there was a need for a software solution that would easily facilitate global collaboration and real-time updates.
- The company can now control business operations more effectively and evaluate critical parts of the business.

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priorities in mind, choosing Daptiv made perfect sense.”

The process of getting iEmployee up and running with their Daptiv PPM environment was quick. “We were set up with our Daptiv environment within days, and Daptiv PPM was configured perfectly to meet our needs, providing us with the structure we wanted,” says Sam Pritz, Business Operations Analyst. “It was also a good experience working with the people at Daptiv, though we didn’t need much help after we were up and running with our solution.”

Business Value

“We can now effectively measure and evaluate critical parts of the business. We’ve seen improvements in organization, communication and most importantly, we now have the control we so desperately needed around predictability, accountability and measurability,” says Munson. “We’ve had a very positive experience in using Daptiv PPM.”

Sam Pritz adds, “I am 100% thrilled with Daptiv PPM. It has made my job a lot easier.” Before implementing Daptiv PPM, it was particularly difficult to gain visibility into stage gates and monitor milestones and goals. “There was no way to gain immediate visibility into the implementation phase to see what stage the project was in, or even gauge scheduled time frames with an overall bird’s eye view of the backlog,” says Pritz. “Instead of rounding up data from 5-6 different places, we now have all of the most current project information in Daptiv PPM so we can easily track milestones and goals while upholding accountability.” In addition, collaboration between offices is no longer complicated. “Particularly when collaborating with India, Daptiv PPM has been instrumental in streamlining communications and processes. There is no more chasing around, no more chaos - now all three offices can circle back up and know exactly what’s going on.”