



Epicor HCM

Meets Global Connection Needs of an International Law Firm

Company Facts

- Industry: Legal
- Number of Locations: 13

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HRIS manager

A large international law firm appreciates the many challenges a global corporation faces. With more than 2,000 employees and 13 offices worldwide, the firm offers their customers a global perspective, providing the capability to execute the cross-border transactions essential to building a successful worldwide business.

The firm’s human resources (HR) department understands that communication is one of the major barriers to building a winning team across international borders. While extremely happy with their current HR tracking and analysis system, they knew they needed a way to communicate more effectively between the staff members in the U.S., Europe and Asia. When the firm’s staff approached Epicor with their remote access dilemma, they found their solution in Epicor HCM¹, Epicor web-operational human resource information system (HRIS).

The firm’s HR department previously utilized HRVantage, an HR solution developed by SPECTRUM Human Resource Systems Corporation, a company acquired by Epicor in 2010. This powerful HRIS excelled at providing them with the HR functionality and analysis they required; however, they needed a way to better communicate with their global workplaces.

Success Highlights

Challenges

- Growing to 13 offices across the globe, the law firm found they needed a more versatile HR system to communicate more effectively worldwide

Solution

- The law firm decided to upgrade their current system to Epicor HCM, a Web-based HRIS that could be customized with specific fields for legal-specific employee information

Why Epicor?

- Epicor was able to build on an already strong relationship with the law firm to provide an HR solution that connected a global workforce

Benefits

- Integrated easily into a Microsoft® software environment
- Web-based HRIS allowed offices to communicate instantly
- Powerful query tools help maintain data integrity

¹ Epicor, formerly Spectrum iVantage

"Our local offices needed to be able to access the system," said the HRIS manager at the firm. "We used HRVantage before, and I really liked the company. They have a very responsive, knowledgeable staff, and their products fit well with our Microsoft environment." Epicor HCM is the Epicor leading edge HRIS. With the growth of web-based technology, Epicor developed Epicor HCM to continue to provide the newest and most innovative ways to record and report on HR data.

"Epicor HCM was easy to roll out to other offices with role-level security and that is just one thing that makes the system even more exceptional," said the firm's HRIS manager.

The firm's HRIS manager also reports, "As HRIS manager, I find query analyzer the most useful. I've set up more than 250 separate queries in one SQL script that run every day. It has really helped me keep the data clean and address issues before they come up. 'Garbage in is garbage out.'"

As a Spectrum and now Epicor client partner since 1995, the firm was very familiar with the service-oriented environment and knew what to expect.

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Epicor considers each client to be a partner and resource for the development of future products. The firm's HRIS manager says, "I feel like my feedback is important to Epicor and that they are co-workers with me, not just a vendor." Many of the ideas given by clients for product improvements are incorporated into new versions of the software. According to the firm's HRIS manager, "If we make a suggestion, Epicor will add it to their System Change Request list."

Besides providing the HR staff with internet access to the firm's workforce data, the firm also needed a system that could be customized to meet their very specific needs. The Epicor Client Services department met their customization requirements by adding the ability to enter multiple supervisors for an employee, staffing notices in the system's e-mail templates, and enhancing the Personnel Action Notice report to their system.

Additionally, Epicor added several pages and tables to track attorney-specific data. The firm's HRIS manager says, "My director has described Epicor HCM as a 'critical' firm system, and as the 'backbone' for sharing amongst the firm."

The firm has experienced every aspect of the client-partner attitude at Epicor. "When we were working on an upgrade and data conversion from a firm we combined with, our Epicor Client Service representative came in early and stayed late to keep our project on schedule. Any issues I reported were generally resolved within 24 hours."

The firm's HRIS manager adds, "I like telling my peers who work in HR about Epicor and Epicor HCM. It makes my job more fun!"

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



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