



Lisa Zimmerman

HR Manager



INDUSTRY | Asset Management - Retail



LOCATION | Byron Center, MI



NUMBER OF EMPLOYEES | 101-350



SOLUTIONS | Employee Database, Reporting and Analytics, New Hire Onboarding, Electronic Signatures, Paid Time Off (PTO), Performance Management

The Results

Since teaming up with BambooHR, Lisa has been able to transform how her organization handles employee data, onboarding, HR reporting, performance management, and more. Miedema has seen several big wins as a result:

PERFORMANCE REVIEWS: The performance management system has saved Miedema **over \$6000 in employee and manager time** and eliminated the need to conduct a third-party survey that cost the organization thousands of dollars each year.

ONBOARDING: Automating the onboarding process with new hire packets and e-signatures has reduced the cost of onboarding from **\$3882 each year down to \$625**.

LOWER TURNOVER: Lisa has noticed a steady decrease in the organization's turnover rate since implementing BambooHR, **from 42.6% in 2015 to only 15% in 2018**.

ACCESSIBLE DATA: Employment records that used to take Lisa 10 to 15 minutes or more to track down are now available to her **in a matter of seconds**, anytime and anywhere.

GREATER COMMUNICATION: With better time-off tracking and our Who's Out Calendar, employees across all nine of Miedema's companies **can easily see who's available** each day and improve their team communication.

STRATEGIC HR: By streamlining many of her day-to-day tasks, Lisa has been able to focus on the **"fun part of Human Resources,"** including team-building activities, hiring the right people, taking care of new hires, and more.



The Challenge

As a brand new HR manager for Miedema Asset Management Group, Lisa Zimmerman had her work cut out for her. The organization, which focuses on growing a trusted worldwide marketplace and providing a winning experience for buyers and sellers, maintained over a dozen spreadsheets at that time to keep its HR data and processes on track. To further complicate things, Miedema's workforce was spread across multiple locations and companies. Lisa knew there had to be a more effective way to organize the clutter of information.

"At that time I didn't know what I was going to do, but I just knew I was not going to be updating that many spreadsheets," Lisa said. So, she started researching potential solutions, looking for one that could keep track of employee data, speed up her reporting process, and provide the customization options her organization needed for its unique structure.

The Solution

Lisa needed a system that could manage employee data and improve the HR experience across all nine of the companies that make up Miedema. In addition, as a team of one, she wanted something that could ease her workload and simplify her most time-consuming processes like answering employee questions and generating reports. After researching BambooHR, Lisa decided it was the right fit.

EMPLOYEE SELF-SERVICE

"I just loved the idea that employees could access their own information. [It] was very important for them to be able to go on

instead of me having to do it all...The employees are empowered to do that [themselves]."

USER EXPERIENCE

"The user-friendliness of BambooHR is unlike anything I've ever seen...All of it is so user-friendly. I don't have a single employee in the company who isn't able to log on and figure it out. It's so simple and intuitive that they have no problem with it."

CUSTOMIZATION

"Now we have a clothing tab to keep track of clothing. We have an assets tab to keep track of assets. We have an issues tab to keep track of any issues. The customization of that is just amazing...There is a customization for almost anything you'd want."

ROOM FOR GROWTH

"I've always said that BambooHR has grown with us as a company... At first, we just needed something to keep track of all the employee data. But later, I realized we needed to look at our hiring strategy and then our performance management. BambooHR has had solutions for us all along the way."

REPORTING POWER

"It's so amazing to be able to pull up and customize reports. I don't have to contact you guys every time I want to do a report. That 'Add Report' button is so simple and easy, and I can get exactly what I'm looking for."