



# EMAPTA

## Case Study

Transforming Performance Management: How EMAPTA Streamlined Operations with OrangeHRM



Andlen Go - **Country Manager**



Industry - **Outsourcing and Offshoring Consulting**



Location - **Philippines**



Employees - **250**



Solutions - **Performance Management, Career Development, Training**



## ABOUT EMAPTA

EMAPTA is an Australian company based in the Philippines that provides outsourcing and offshore services.

## BACKGROUND

EMAPTA, a leading outsourcing company based in the Philippines, recognized the imperative for modernizing their performance management processes. With a workforce spanning multiple departments and countries, EMAPTA faced challenges in efficiently managing performance evaluations and documentation.

Andlen, the Country Manager for CoreZero, an edtech account under EMAPTA, spearheaded efforts to address these challenges. He identified a pressing need for modernization in performance management practices to ensure alignment with the company's strategic objectives.



## THE CHALLENGE



In the past years, we have been doing our performance management manually. So late last year, we started looking for an HRMS that can help us automate and streamline our performance management processes and documentation.

EMAPTA's reliance on manual performance management processes, utilizing Google spreadsheets and documents, posed significant challenges. The cumbersome nature of these methods resulted in inefficiencies, inconsistencies, and a lack of scalability. Andlen highlights the challenge, stating, "In the past years, we have been doing our performance management manually. So late last year, we started looking for an HRMS that can help us automate and streamline our performance management processes and documentation."

## THE SOLUTION

Recognizing the need for a comprehensive HRMS solution, EMAPTA embarked on a search for a platform that could address its unique performance management needs. After thorough research and evaluation, OrangeHRM emerged as the clear choice. Andlen highlights the reasons behind selecting OrangeHRM, stating, "When I looked at OrangeHRM during the trial period, I liked the customizability and flexibility that it offers."

OrangeHRM's performance management module offered a range of features tailored to EMAPTA's requirements. The platform's customizable templates, configurable workflows, and flexible evaluation criteria allowed EMAPTA to design performance management processes that aligned with its organizational structure and objectives.

## Sales Experience: Seamless and Supportive

**I really like how quick the turnaround time and the response time were. They're very responsive to my inquiries. They've even extended my trial access period just to make sure that I got enough time to explore the platform.**

The journey with OrangeHRM began with a seamless and supportive sales experience. The salesperson was able to understand EMAPTA's requirements and provide a quick resolution to address their specific needs. "I really like how quick the turnaround time and the response time were," Andlen recalls. "They're very responsive to my inquiries. They've even extended my trial access period just to make sure that I got enough time to explore the platform."

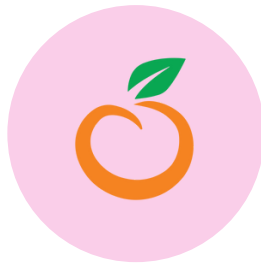
Throughout the sales process, the OrangeHRM team remained committed to ensuring a smooth transition for EMAPTA. They facilitated extensive product demonstrations, extended trial access periods, and accommodated technical requests promptly even before the decision to purchase OrangeHRM was made. This proactive approach not only instilled confidence in EMAPTA but also laid the foundation for the collaborative partnership with OrangeHRM.



## Implementation Process: Supportive and Timely

The implementation process was managed with diligence and dedication by the OrangeHRM implementation team. The implementation consultant in charge of EMAPTA offered them an exemplary service going above and beyond to ensure that timelines were met effectively and efficiently. The team ensured that the platform was ready to go and it met the standards of EMAPTA.

The partnership between EMAPTA and OrangeHRM has exemplified the transformative impact of modern HRMS solutions on organizational performance. By embracing OrangeHRM's customizable and flexible platform, EMAPTA has been able to address longstanding challenges in performance management, streamlining processes and enhancing efficiency across the organization. Through a seamless sales experience and dedicated implementation support, OrangeHRM demonstrated a commitment to customer success that exceeded expectations.



**Organizations can effortlessly carry out all HR operations using OrangeHRM's comprehensive and adaptable HR solution. Its secure web-based industry-leading human resource management software assists businesses in managing their talent and HR procedures globally.**

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