

— Success Story —
**SOLUTION
SNAPSHOT**

BUSINESS OBJECTIVE

Charles Machine Works was already utilizing several SuccessFactors modules including Employee Central, Performance & Goals and Recruitment, but were not maximizing the capability and potential business impact of the solutions. In addition to a list of system issues, Charles Machine Works recognized that their business processes weren't appropriately aligned with the deployed SuccessFactors solutions.

THE CHALLENGE

Charles Machine Works had system, process and people challenges to overcome in order to ensure they were receiving the maximum benefit from their overall SuccessFactors solution deployment. Because the SuccessFactors solution was initially deployed and supported remotely, Charles Machine Works' internal support staff was never given the opportunity to build knowledge and become more self-sufficient. From a systems perspective, a disconnect was evident between Charles Machine Works and their initial services partner because the deployed solutions were misaligned with the needs of the organization. Core functionality had not been activated and the customer was not always made aware of downstream impact from configuration decisions.

THE SOLUTION

To address these challenges, Charles Machine Works conducted a competitive vendor selection process and chose hyperCision to conduct a comprehensive System Health Check to identify opportunities to enhance their system and align HR business processes. Based on their previous implementation experiences, Charles Machine Works knew that their ideal partner would bring a high level of systems knowledge, people skills, and willingness to help their people grow.

“ We knew that we needed to find a services partner that would educate us, guide us, and challenge us when they disagreed with our direction so that we made better system and process decisions. ”



Mike Stump,
Director of Human Resources



HEADQUARTERS
Perry, Oklahoma

WEBSITE
www.charlesmachine.works

INDUSTRY
Construction Equipment

COMPANY SIZE
under 5000 employees

FOUNDED
1902

CORPORATE FACTS

Established in 1902, Charles Machine Works is an employee-owned company headquartered in Perry, Oklahoma. CMW is the only manufacturer and global distributor that exists solely to make underground utility construction profitable. The Charles Machine Works family of companies include Ditch Witch®, Subsite® Electronics, DW/TXS, HammerHead®, Radius® HDD Tools, American Augers®, Trenchor® and MTI® Equipment.



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hyperCision's SuccessFactors System Health Check included:

- SuccessFactors system capability versus system utilization
- Readiness for expansion to additional modules
- End-user satisfaction
- Health of system configuration
- Status of SuccessFactors upgrades
- Internal resource readiness (IT, HR, Management)
- Company environment (competing projects, over extended staff, complex landscape, business stability, change management capability, etc.)
- SuccessFactors customer support status

THE RESULTS

Upon completion of the System Health Check, Charles Machine Works saw a system reconfigured and optimized for their business needs. With increased understanding of how the system was intended to work, they could now focus on realizing operating efficiencies and significant data quality improvements. Renewed confidence in the deployed SuccessFactors modules allowed Charles Machine Works to continue down their roadmap to implement the remainder of the modules in their enterprise suite.



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