

**HMV'S PAR SYSTEM HELPED  
REDUCE EFFORTS BY 50%  
ELIMINATED PAPER WORK ASSOCIATED  
WITH EMPLOYEE PERFORMANCE REVIEWS**



# CASE STUDY

## THE PROBLEM >

The Process for Employee Appraisal Reviews included time consuming paper based appraisal documents which were filled out and circulated to the employee, middle management and executives. This tedious process took 3-5 days to complete per employee. With 1000's of employees the effort and man power for this task was astounding. HMV had explained that an offshore vendor had tried to create a web based portal specifically for this task but the sytem failed miserably due to not meeting specific business requirements.

## THE SOLUTION >

Our initial gap analysis concluded that cost would be higher on fixing the issues rather than providing from "scratch solution". Konverge PAR (Performance Appraisal Reviews) system provided HMV with the functionality employee, management & executives needed to adopt the system quickly. Our WEB Enablement of this process coupled with our usability analysis provided an accelerated approach to their business problem.

## THE RESULT >

# ELIMINATED PAPERWORK

"Thanks to Konverge for their tireless efforts in improving our PAR process. They have saved the day. We are extremely pleased with the level of service, professionalism & quality of work. They are a highly recommended in my books."

Diane Blois,  
VP of HR  
HMV Canada Inc.



## THE INNOVATOR >

With over 75 years of music retailing history and 559 stores worldwide, HMV is the world's premier of music company. HMV Canada has grown from a small retail music chain to become one of Canada's music market leaders with over 104 stores from Newfoundland to British Columbia.



## THE DEVELOPER >

Konverge Digital Solutions, with roots dating back to 1994, is a focused Information Technology consulting firm that provides an unmatched level of personalized service and efficiency. Our mission is simple, to build value-creating applications that eliminate the manual business processes in your organization, enabling your team to achieve and exceed goals and objectives

