A Public Institution Embraces the Digital Shift
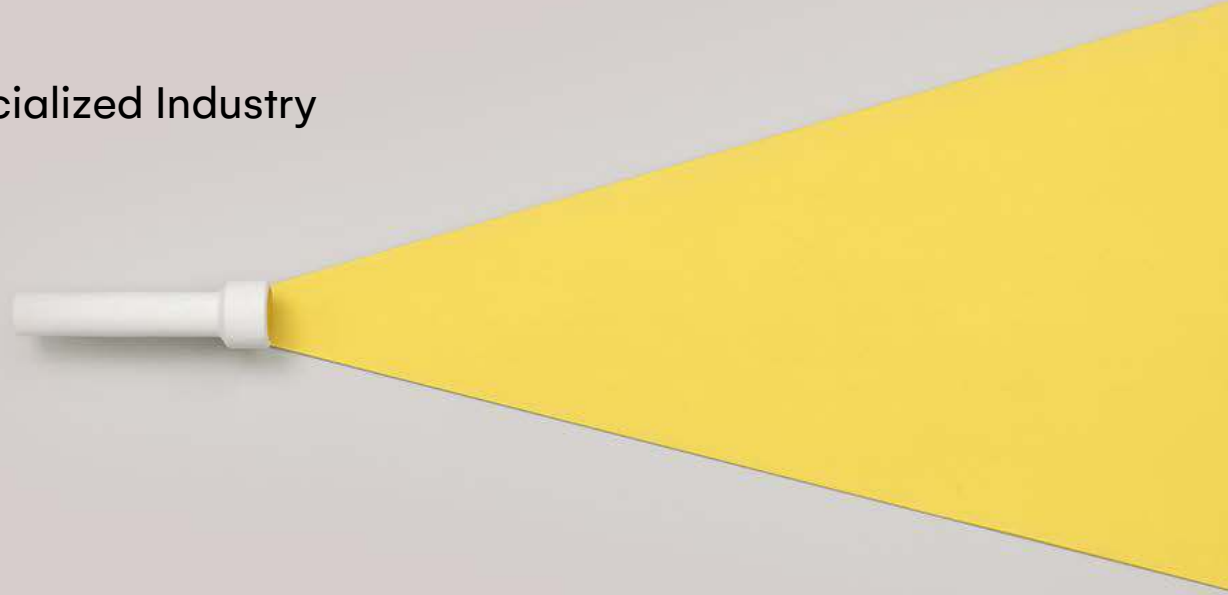
A Breath of Fresh Air in a Specialized Industry

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The Client

Success Story

Our client, one of the very first public institutions in Canada, is a key player in the civil security industry. From the very beginning, this institution has always been dedicated to maintaining the peace, public order and safety, as well as the prevention and eradication of crime. Its members ensure fundamental human rights and protect property, safeguard rights and freedoms, are attentive to the needs of victims, and collaborate with the community. As a national police force, the client's goal is to support the police community, coordinate large-scale police operations, contribute to the integrity of the governmental institutions and ensure the safety of the transportation networks within its jurisdiction. In addition to this comprehensive list of duties, the institution manages a central intelligence service, which shares sensitive and necessary information with other police forces for the protection and wellbeing of citizens.

The Context

Success Story

In 2013, following a pressing need for digitization and modernization of the external and internal human resources management and recruitment tools, the Provincial Police – in partnership with a major player in public administration – published a first call for tenders. But in the security industry, which has complex demands for the protection of sensitive data, the customer was unable to find suppliers that could meet their current and future requirements. In 2014, a new call for tenders was submitted to the international community, and after evaluating the complexity of the task and necessary criteria, **Cegid** was selected. For this citizen protection institution, outsourcing its human resources management hosting system in SaaS mode was a first. Since its inception, the public institution had always carried out this kind of management internally.

The Challenges

Success Story

Seeing an urgent need for modernization, the Provincial Police force was looking for an efficient and powerful recruitment and staffing system that would be able to comply with the institution's policies for two very different sectors, yet, of equal value within the organization. In addition, as part of a highly rigorous labour union, it was necessary to respect a number of requirements. First, an online recruitment solution was needed to hire police officers, cadets and civilians. Second, there was also a need to develop a staffing and career tracking system for internal positions. In addition to meeting the necessary technological needs, new procedures were to be reflect the principles of transparency, consistency, fairness, respect of the individual and employment equity.

The Provincial Police had established a list of criteria and prerequisites for the selected solution:

Integrated and Unique Application

The client needed a unique recruitment and staffing management platform for managers, directors and employees, in order to centralize all the information in one location and optimize the overall performance.

Friendly Interface

With the complete takeover of mobility, the client needed to modernize the interface used to access the different job offers within the province, to create greater transparency and overall fairness, while taking into account the rigorous constraints dictated by the labour union.

Security

In addition to the modernization of the recruitment system, staffing system and data centralization, the institution needed a solution that was fully adapted to the most stringent information security and data hosting needs.

With such targeted requests, **Cegid** was the only bidder to meet all requirements in terms of features, security and data hosting.

The Solution

Success Story

> *At first, we didn't know if an external supplier would be able to meet all of our requirements. Today, Cegid proves to be one of our most trusted partners.*

With its simple configuration, ease of use and customer service availability, the **Cegid** solution was not only the right choice, but the only choice. By respecting the criteria and offering a real option for the modernization of its processes, **Cegid** has been able to offer a never before seen added value to the customer who was also looking to embrace the new technological era. With process optimization and the integration of fully customized modules, **Cegid** allowed the internal IT infrastructure to be completely restructure for maximum efficiency.

Cegid was able to quickly implement a solution fully adapted to the internal and external recruitment and staffing needs. Thanks to a fast and completely transparent integration, **Cegid** has trained more than 300 resources to new, simple and intuitive processes, while respecting the current and even future requirements of an ever-changing industry. More than just a supplier, **Cegid** has become a trusted partner by creating a lasting relationship and building strong ties with the Provincial Police.

The Results

Success Story

Satisfied Users

With **Cegid** Talent Management solution, end users –meaning the candidates applying to find work within the Provincial Police– are more than satisfied. Thanks to a brand new digital and modern environment, using the implanted solutions is intuitive and user-friendly. The client is finally ready to create a direct and real relationship with candidates who are now able to easily find job offers, apply in just a few clicks and follow the latest developments and updates in real time and online.

Improved Productivity

The Talent Management solution made it possible to thoroughly get rid of administrative activities related to records management and off-system communication. The integration of a SaaS solution consists of a full coverage of all human resources activities, which frees employees from spending hours on time-consuming tasks and allows them to devote themselves exclusively to HR tasks, such as recruiting and promoting job opportunities on multiple platforms. The solution saves time, maximizes productivity, reduces costs, and controls processes from A to Z.

The Results

Success Story

Process Simplification

With the digitization and centralization of data, the vast majority of exchanges of secure documents and information are done directly through the platform. The information is located in one place and teams can collaborate directly in the app anywhere and anytime. By developing an end-to-end tool, **Cegid** ensures the success of the client from the beginning of the hiring process, all the way to the end of an employee's career, while giving a complete and strategic overview.

Task Automation

Thanks to very advanced parameters, candidates are automatically filtered via certain prerequisites established by the client. In such a specialized industry, recruitment is done in several steps and requires an exhaustive screening of potential candidates. CVs, cover letters, exam results, background checks and more are reviewed, analyzed and evaluated. With the automation of all these tasks, recruiters can focus on serious candidates.

Les résultats

Témoignage client

As a result of its extensive expertise and know-how, **Cegid** has been able to meet two very different needs, and to exceed the high expectations of the Provincial Police in terms of staffing and recruitment.

After several years of use, the SaaS solution still allows them to regularly receive new features, to automatically benefit from updates which let the system evolve along with their processes. **Cegid** has enabled the company's users and recruiters to adapt to the digital expectations of the new generations, through a modernization of their processes, while responding, with an effective and efficient performance, to the growing demands and needs of the Provincial Police. Thanks to this process agility, the client has successfully achieved its digital shift.
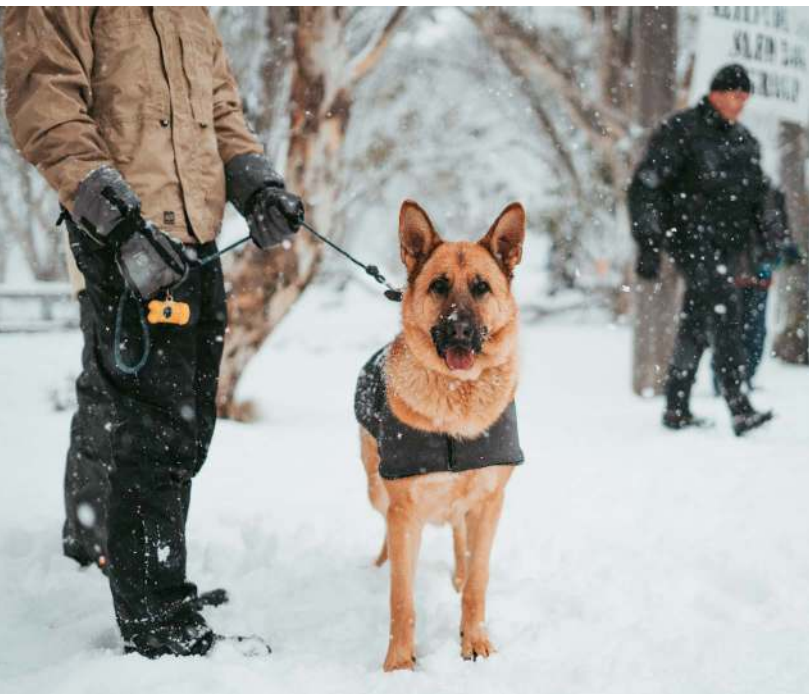
" The very fact that we are still using the solution is the best recommendation there can be. The Talent Management solution is essential, it plays a key role and we could not live without it. "

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Talent Management

A major player in management solutions for professionals working in human resources, finance and taxation, accounting and retail, **Cegid** is committed to creating management tools that enable the digitization of HR functions. Its Talent Management solution equips companies with the right tools and optimizes all processes of recruitment, integration, training and development, performance and skills management, and compensation. This powerful and easy-to-use solution provides a global view of strategic and operational needs. **Cegid** has over 2400 employees and offers solutions in 75 countries. www.cegid.com

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