

CLUEPOINTS

Turning Artificial Intelligence into Human Intelligence



THE PROJECT

CluePoints were recommended to contact ReThink HR by a former client who we had also supported to implement HiBob. Following project kick-off,

ReThink HR consultant, Hollie, supported the CluePoints team with a period of preparation which enabled the gathering and cleansing of data, discussion and design of processes, agreement on basic system configuration, identification of required integrations and collation of brand materials with which to customise Bob. Hollie also helped the team to plan and prioritise the different project stages and workload based on their key milestones and requirements. This preparation provided a great foundation from which to quickly start building Bob once system access was available. This was particularly important for a very ambitious project with a lot to achieve within some tight timelines.

While one of the biggest challenges was to implement a new system in a fast-moving, regularly changing and growing business, the project was delivered on time, accurately and in line with the key definitions of success identified by the CluePoints team at kick-off. Bob was launched to the business at the company's annual global event and with the Compensation module live in time for the year's pay review process. The platform has also gained good employee and business engagement, as well as providing a single source of accurate data, the consolidation of several systems and improved employee experiences.

We were retained by CluePoints following self-service launch to continue the development of Bob and build additional modules and automations. With the project now complete, the team has a well-configured and comprehensive system that they are fully engaged with and enjoy using - and they are reaping the benefits. This was a great project to work on, and we were delighted to contribute to the team's success through oversight, guidance and offering system expertise.

AT A GLANCE

Website

<https://cluepoints.com>

Industry

Software

Employee Count

500 employees based in 4 global locations – Belgium, US, UK and Poland

Project stages

System Implementation

Challenges

- No centralised source of data
- Issues with data accuracy
- Lacking ability to make data driven decisions
- People team looking to benefit from the time savings offered by automation
- Using manual processes to run payroll, compensation events and workforce planning
- Looking to streamline and connect systems while improving the employee experience

System



PROJECT OUTCOMES

- Easy access to reliable and accurate data
- Access to powerful analytics and reporting tools
- HR team confident and engaged with using Bob as part of daily work
- Workflows and task lists implemented, enabling automation and efficiency
- Multiple integrations configured
- Bob rolled out to and well received in all territories with high user engagement
- Functionality launched on time and in line with key company events and processes



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**Céline Daubresse,
Chief People Officer**

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Hollie was instrumental to a successful implementation which was delivered on time and achieved an amazing adoption rate.

The team loved working with Hollie and her knowledge of Bob, ability to follow through and pragmatic approach made all the difference.

Thank you so much for a successful collaboration and I'd certainly consider working together again on future projects.

**Céline Daubresse,
Chief People Officer**