



ROSS Enables Software and Hardware Company to Streamline HR Operations and Expand Its Business

THE CHALLENGE

qdata – a leading integrator of award-winning bar-coding equipment, software, wireless infrastructure, and professional services solutions – had over 4,000 customers and offices in four provinces across Canada. The company was experiencing tremendous success, but its Human Resources infrastructure was not equipped to properly handle the aggressive growth.

Previously, qdata handled its HR tasks through a combination of Finance, Marketing, and other Departmental Managers. The system was disjointed and did not provide a solid foundation for future growth. As qdata expanded to over 40 employees, the Executive Management Team, spearheaded by Jeff Lem and Tony Mastrangeli, recognized the need to strengthen the Human Resources infrastructure. They knew they needed smarter, more efficient processes to sustain the company as it became a stronger market leader.

THE ROSS SOLUTION

By collaborating with qdata's Executive Management Team, ROSS created a comprehensive plan for qdata to bolster its HR strategies. ROSS conducted a thorough HR File Audit, which included the creation of an employee filing system and the compilation of information that had not previously been stored centrally. This exercise enabled ROSS to identify missing documentation as well as incomplete and inconsistent practices.

Armed with this discovery information, ROSS quickly updated and added critical documentation. An employee Policies & Procedures Manual also was generated to ensure consistency across the entire organization.

Beyond the initial infrastructure improvement, ROSS created employee wellness benefits and managed vacation tracking. The ROSS team also executed an effective employee survey, which

“It was important to give qdata viable options. By working with the Executive Management Team and seeking employee feedback at each stage, we identified the key HR areas that required improvement.”

-Rob Berger, President & CEO, ROSS

resulted in a detailed analysis and action plan that was communicated to the management team and all employees for complete organizational buy-in. Moreover, ROSS coached and supported qdata's management on how to manage performance reviews, employee relations, and documentation.

THE IMPACT

Through an efficient and thorough process, ROSS helped qdata achieve legal compliance and consistency throughout its organization. Goals accomplished included:

- Audit of HR files.
- Identification of missing documentation and inconsistent practices.
- Creation of new Policy & Procedures Manual.
- Ongoing support for timely answers to questions.

After the initial project, a ROSS HR Program Manager stayed on-site 1-2 days per week. ROSS continues to provide ongoing support to qdata on a flexible, scalable basis, and the ROSS HR Help Desk provides the Executive Management Team and employees with ongoing feedback whenever questions or challenges arise.

Ultimately, ROSS delivered the HR solutions that qdata required to achieve sustainable growth. qdata has received numerous awards including being named in PROFIT 100/Next 100 ranking of Canada's fastest-growing companies and ranked in the Branham300. Now, the company's expansion is in full throttle and is reinforced by its new HR strategies.

“ROSS and its people had an immediate positive impact on our people and our business”

- Tony Mastrangeli, Vice President Operations, qdata