



HR TECH AWARDS

powered by lighthouse research & advisory


EMPLOYEE EXPERIENCE

BEST FRONTLINE-FOCUSED SOLUTION

2023

harri



Company Name:	Harri
Website URL:	https://harri.com/
Logo	
Key Customers:	Harri serves over 22,000 restaurant and hotel locations and four million hospitality employees globally, with emerging growth in retail and healthcare. Harri works with some of the world's largest brands, including Dunkin'®, Jersey Mike's®, KFC®, Radisson and Taco Bell®.

About the Company

Harri is the revolutionary global leader in Frontline Employee Experience. The Harri platform is built for companies that have service at the heart of their business and believe that the customer experience will never exceed the employee experience. The Harri suite of talent attraction, workforce management, employee engagement and compliance technologies enable organizations to intelligently attract, manage, engage and retain the best talent to run and improve their business. Harri serves over 22,000 restaurant and hotel locations and four million hospitality employees globally, with emerging growth in retail and healthcare.

Problem(s) Your Technology Solves

In today's unpredictable job market, service industry employers need new solutions to solve recruiting and retaining talent challenges. Harri builds technologies that drive business performance through unparalleled employee experience with a people-first approach to operational efficiency.



Client Case Study

With over 225 locations spanning seven different states, Cafua Management Company (CMC) is the largest private Dunkin' Donuts franchise in the U.S. CMC prides itself on being a family company with a 'People First' culture, dedicated to providing the best in quality and service to its guests. CMC is about more than coffee and donuts – it is about people and principles. CMC fosters a keen sense of commitment, integrity, respect, and teamwork within the organization and its customer relationships.

With 225 locations and over 5000 employees, it was clear to CMC leadership that the organization needed a digital transformation to advance and grow the business. The digital transformation is intended to drive greater efficiency and profitability in the company's human capital and workforce management practices.

CMC's CFO and Director of Accounting and Business Process identified the need for a technology partner to act as the foundation for the transformation to deliver on several fronts – all of which Harri has at scale:

- **Managerial Empowerment:** With mobile applications like Harri Live, managers access live sales and labor data, complete scheduling management, employee communications features, compliance-related alerts, and more. By streamlining day-to-day labor-related responsibilities, CMC enables leadership to focus on improving employee performance, sales, and guest experience.
- **Transform the Candidate Expertise:** By digitizing the application and onboarding process, time-to-hire accelerated by 400 percent. Harri also simplified and enforced compliance measures by integrating I-9 and background check systems. Moreover, with the time savings, managers focus their time on training and properly inducting new hires.
- **Smarter Scheduling:** Harri's Smart Scheduling drives optimal scheduling formats to control labor costs, drive sales, consider employee preferences, and account for the nuances of Dunkin's structure. Managers are exponentially more efficient in building schedules by providing greater visibility into performance, labor cost, and employee availability. Managers can also borrow employees from other locations, rehire employees and submit employees to payroll in response to a unique hiring scenario.
- **The Power of One:** CMC went from a human capital and workforce management technology stack of 11 unique technologies to a single platform. Harri immediately enabled a cost saving in subscriptions, maintenance, and aggregate process inefficiencies. As a result, users and administrators reported increased satisfaction and morale with the single, frictionless platform to support multiple day-to-day activities.
- **Agility and Innovation:** Amid the challenges of COVID-19, Harri presented CMC with the ability to communicate and engage with employees safely and meaningfully. Despite being at home, messages, updates, and alerts were generated at an enterprise level and received by every employee at the unit level with confidence. PPE reminders and other health and safety messages were pushed to the time-click when reopening occurred. In addition, Harri handles the addition of locations, employees, and integration needs as the border transformation of the business progresses.



By digitizing the application and onboarding process, time-to-hire decreased from 50 minutes to 10 minutes – 400 percent faster. In addition, with Harri’s Smart Scheduling platform, managers saved an unprecedented 13,000 hours building schedules.

Scott Zietian, CFO at CMC of the digital transformation, said, “This mission is evolving in the right direction, despite the unprecedented challenges of COVID-19. We concentrated on a phased approach that strikes a delicate balance between productive change management and transitioning the focus of our operators to the ways these tools can help them make good business decisions. Over time, this has been an impactful way to change the business and ultimately thrive in the future.”

Patty Collins, Director of Accounting and Business Process at CMC, said, “Implementation was amazing. The Harri team has been such a pleasure to work with. They were helpful and attentive and rose to the occasion to meet our needs. Most importantly, Harri needed to grow with us, and they were able to do so. It was challenging to navigate an ever-changing business with our M&A activity and an ambitious vision for digital transformation. I couldn’t have asked for a better partner.”



About Lighthouse Research & Advisory

Through a blend of advisory, proprietary research, and events, the team at Lighthouse Research & Advisory **sets a new standard** for analysts and influencers in HCM to help our partners achieve real results.

Advisory: Unlike other firms, Lighthouse doesn't force providers to use a membership to work with us. However, we find that those utilizing our membership offerings generate the best results.

Lighthouse offers everything from long-term membership options to advisory days for employers and solution providers that want access to the team's insights and expertise. Employers typically use advisory for technology landscape insights, but they also ask about industry-specific research and other trends. Solution providers use advisory services for annual partnerships supporting product roadmap, competitive differentiators, and buyer priorities.

Research: Our team surveys thousands of employers and workers annually across topics like:

- Talent acquisition and candidate trends
- Learning and employee mobility
- Mental health and employee benefits
- Performance, retention & engagement
- Frontline worker trends
- HR technology usage and adoption

Some of these studies are scheduled in advance based on inputs from our Research Advisory Board (HR and talent executives at employers representing millions of global workers).

One of **our key differentiators** is a focus on **custom research** projects for solution providers that want product/market validation, buyer insights, and other value from quantitative and qualitative data. We have worked with three of the four largest HCM providers in the world as well as a wide range of new and established firms on this type of research, bringing innovative, groundbreaking insights and expertise to solution providers large and small.

Events and Content: From our lead-generating events like our annual HR Summer School which has reached tens of thousands of HR professionals to our more focused livestreams and other content like speaking and reports, we know the HR community better than anyone. Unlike traditional analysts that are detached and inaccessible, we measure our success in the impact we have on the profession and discipline of human resources.

From a practical perspective, we offer event partnerships, both licensed and custom content, and other packages for providers that want to stand out with research-based, relevant content for today's HR, talent acquisition, and learning executives.

Learn more at [LHRA.io](https://lhra.io)

