



## OfficeMax Converges on Workforce Management

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Time is money. At least that's what they say. Though retailers would be hard-pressed to find a currency exchange rate for the hours spent juggling schedules and training new employees to improve operating efficiencies. Workforce management seems to be the focus of many businesses these days, and why not? A fully integrated workforce management suite can save 2-8 percent of labor costs, improve turnover by 2-3 percent, and reduce the cost of paper forms by 50 percent.

OfficeMax ([www.officemax.com](http://www.officemax.com)) is the most recent retailer to turn its focus towards improving workforce management. The office products retailer has recently selected Taleo's solutions to optimize talent management processes for all of its salaried and hourly workers. As part of the project, OfficeMax will implement Taleo's ([www.taleo.com](http://www.taleo.com)) Hourly solution throughout more than 900 retail store locations and DCs across the US.

OfficeMax has also selected the Taleo Assessment solution, including Taleo-built retail assessment tests, and will incorporate assessments directly into its overall enterprise talent management process. Taleo's validated and proprietary retail assessments apply behavioral science to the employee selection process and are designed to improve retention and increase overall quality of hire. A comprehensive integration with OfficeMax's SAP system and third-party providers of solutions that perform functions such as background checking and tax credit screening is also slated for the initial phase of the project.

OfficeMax has a relentless focus on customer satisfaction, and the ability to acquire and retain the most qualified and talented staff members will help ensure its high standard of service. The retailer also considered Taleo's in-depth and proven integration experience with SAP, which was important in the decision making process.

Consistent processes for hiring and workforce deployment invariably lead to increased organizational cash flow, net income and shareholder value. They also protect large organizations from the risk of regulatory exposure, including liability and protecting government revenue streams. By structuring employee and candidate data by skills, profiles and career preferences, and providing customized process workflows that are configurable on the fly, Taleo solutions allow OfficeMax to streamline hiring processes from data that flows through a central repository.