HOT - an Automated Hiring, Orientation and Training System - a case study

Delek Holdings is a rapidly expanding US Oil company with more than 500 retail gas & convenience store locations. In order to create and maintain higher standards of service in a competitive industry, the company challenged its Director of training to build an online media rich system that would streamline the hiring, training and orientation of new employees; work in all types of bandwidth; reduce employee turnover, and assist with regulatory compliance….and they wanted it in six months and at minimal cost.

This presentation will tell how the training Director teamed up with a Canadian company to overcome the trials and tribulations of tying together multiple vendors and solutions, and will demonstrate the successful finished product.

The Training Director of Delek Holdings and the CEO of the Canadian Company that assisted them will answer questions and speak of lessons learned. They will show innovative solutions that were developed to work around such challenges as bandwidth deficiencies, security and confidentiality issues, timely communication of data between the separate platforms such as the online employment application, the HR management systems, Payroll, and the training and orientation LMS system, etc. They’ll tell of rolling out the system and getting field managers to adopt new procedures and practices.