



optimizing talent  
creating higher performance



## SATISFIED CUSTOMERS READ THEIR STORY

Hands-on Competency-  
and Performance  
management facilitated  
by **Progreso**.



>> Ingram Micro Inc. is the world's largest technology distributor and a leading technology sales, marketing and logistics company. As a vital link in the technology value chain, Ingram Micro creates sales and profitability opportunities for vendors and resellers through unique marketing programs, outsourced logistics services, technical support, financial services and product aggregation and distribution. Since its beginnings in 1979, Ingram Micro has connected technology solution providers with vendors worldwide, identifying markets and technologies that shape the IT industry. Today, Ingram Micro remains at the forefront of the global technology marketplace, bringing the latest products and services to market and finding new ways to bring value to our customers. The company offers a broad array of solutions and services to nearly 159,000 resellers by distributing and marketing hundreds of thousands of IT products worldwide from nearly 1,300 suppliers. Through Ingram Micro Logistics, the company provides customizable services for order management and fulfillment, contract manufacturing, contract warehousing, product procurement, product pack out and cartonization, reverse logistics, transportation management, customer care, credit and collection management services, and other value chain services. Ingram Micro serves 150 countries and is the only global IT distributor with operations in Asia. Ingram Micro's European coordination center is based in Vilvoorde (Belgium) and offers shared services to the European organization.

### GOAL

Ingram Micro started charting worldwide all of its competencies around the year 2000. Initially all leadership competencies were described. Logical next step was to describe all functional and technical competencies for non managerial functions. As from the moment that all competency profiles were defined we were confronted with a large quantity of information and were asking ourselves: how to manage this information? How can we create an integrated model that contains competencies for both managerial and non-managerial job profiles? How can we make sure that both HR, line management and associates can consult their relevant information? We found the answer in purchasing a competency and performance management software tool.

After an in depth exploration of the market place we choose Progreso.

### SOLUTION

Bart Cools, at that time Senior Manager Learning & Organizational Consulting and today Director Six Sigma: "As from the First conversation I had with Luc Christiaens, Progreso's Managing Director, I felt they had a strong will to start a solid partnership based on win-win and trust. The installation of the software was performed as planned and simultaneously with the implementation phase we handled a change project were obviously communication was key. This communication was related both to learning how to handle the Progreso tool, which we call Performance





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Connection, and on keeping attention on the importance of how to interconnecting our HR processes. Working this way asks for a lot of discipline but we very quickly appreciated the value of it.

Our employees were extremely positive on passing them a tool that simplified the processes of development and performance reviews. This tool gave them a structure and firm grip.

The workload of the Progreso implementation strongly depends on the degree in which the processes are already defined. For example: completing the competency profiles is a very labour-intensive process. Also necessary is a good internal project management and this up to the moment of ending the launch of the tool and pushing the use of it into the daily operations. As from then maintaining the tool becomes a fixed fact and moreover a good habit!

The impact of Performance Connection is large, for example what concerns internal mobility: employees can now be screened with respect to certain profiles, whereupon we can start a dialogue with them concerning possible new opportunities. More transparency has arisen concerning job contents and expected competencies. So far we implemented Performance Connection in 7 countries in Europe. Concretely this means that over 2.000 users are active on the system. We have all features within the system which we find relevant today. We have determined that too many bells and whistles would not give us more benefits. They would infer attention of the essential, talent- and performance management remains a matter of people, and a software - as good as it might be - will not solve all your problems."

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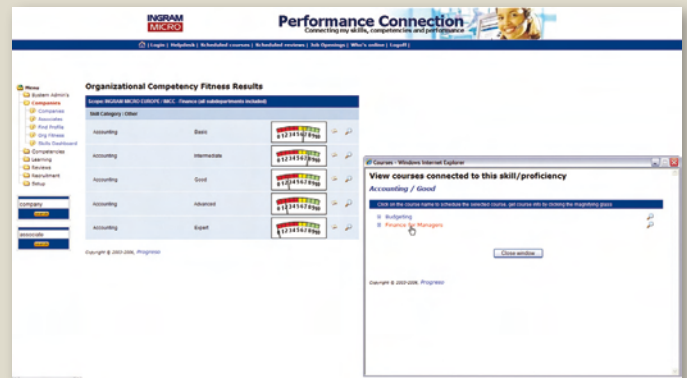
### FROM A USER'S PERSPECTIVE

Carine Bonte is Ingram Micro's HR Manager at the European Coordination Center.

Amongst others Performance Connection gives a very clear overview of the skills an employee should have to be able to exercise its function successfully. By means of very visual colored graphs the employee sees in a glimpse of an eye where skill gaps are situated. Afterwards, the employee can look himself to suggested solutions to fill in the gaps and discuss the relevant options with their manager.

Employees cannot only consult the system for current but also for aspired jobs: by doing so, employees can immediately assess the efforts they will need to provide in order to reach the required skill level of the desired job.

Besides the development process Performance Connection also facilitates the performance evaluation events. Thanks to the automated flow of documents and actions, managers and employees are better enabled to hold in-depth performance appraisals. Hereby the system really works as a support for coaches without much paper or superfluous administration.



>> Progreso is one of the most innovating providers of Talent- and Performance management software on the market. Progreso's software and services offer fully integrated and affordable solutions for organizations of all sizes. Progreso offers solutions for the complete HR Lifecycle including recruiting, workforce planning, workforce development, talent & competency management, performance management, detection and support of high potentials, retention and succession planning.

At Progreso people are committed in helping organizations to improve their human talents in order to create higher performance. Therefore they build intuitive web based software based on real, existing processes in real environments. Progreso's software allows you to gain efficiency and proximity with all stakeholders; hence it allows you to concentrate on the essence of your business.



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