



*“This year, after all employees switched to emPerform, our reviews were completed on time, for the FIRST TIME EVER and consisted of the most valuable feedback we’ve ever received.”*

Jennifer B. Floyd, SPHR  
Vice President of Human Resources  
Canal Insurance

Solution provided by:



### About Corporate Renaissance Group

Established in 1989, Corporate Renaissance Group (CRG) is a global provider of innovative solutions that drive better business management and performance. With expertise in business management applications, CRG has established itself as a leading provider of solutions that drive operational effectiveness. CRG, a Microsoft Gold Certified partner, is headquartered in Ottawa, Canada, with offices in the United States, South Africa, and India.

For more information about CRG please visit [www.crgroup.com](http://www.crgroup.com).

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### Overview

*Canal Insurance’s annual performance appraisal was labour intensive, time consuming, and very subjective. The company realized that they needed a new performance management solution that was objective, measurable, process driven and provided feedback. After an extensive search, Canal Insurance selected emPerform from Corporate Renaissance Group.*

*emPerform allowed Canal Insurance to automate their newly redesigned employee appraisal system, assign objectives to each position, and track the progress of each appraisal.*

### Situation

Canal Insurance, based in Greenville, South Carolina, provides a wide range of insurance products for commercial transport vehicles. With 220 employees, Canal Insurance is licensed in 46 states.

For their annual performance appraisal, employees were asked to write essay-style evaluations, responding to and commenting on their job competencies. This high subjective process was extremely time consuming, labour intensive and did not incorporate any specific measures of success.

With the manual process, it was difficult to track the progress of each individual appraisal. Additionally, it was extremely difficult, if not impossible, to use the information that was contained within the evaluation.

Canal Insurance realized that it was time to change their employee performance management system. They needed a solution that was objective, measurable, process driven and provided the opportunity to provide high quality of feedback to each employee.

*“emPerform was the catalyst to get us in line with respect to measuring employee performance. emPerform required department managers to establish true measures based on productivity and measurable objectives.”*

Jennifer B. Floyd, SPHR  
Vice President of Human Resources  
Canal Insurance

### Solution

Canal Insurance designed a new employee performance management system. Not only was the entire evaluation process redesigned and simplified, standard performance measures were applied to each job within the company.



After considering three solutions, Canal Insurance selected CRG emPerform from Corporate Renaissance Group. emPerform allowed Canal Insurance to automate their newly redesigned employee appraisal system, assign objectives to each position, and track the progress of each appraisal.

emPerform was tested on a small group of hourly employees who were slated for review. After the trial period, all salaried employees used emPerform to complete their annual evaluations. By the end of the year, all salaried and hourly employees had completed a complete evaluation cycle using emPerform.

Employees greatly appreciated the simplified process, the objective evaluation criteria and the elimination of the subjective, and time consuming, "essay". Employees found the system easy to use.

## Benefits

### Consistent Results

"emPerform was the catalyst to get us in line with respect to measuring employee performance. emPerform required department managers to establish true measures based on productivity and measurable objectives," said Jennifer Floyd, Vice President of Human Resources. Employees were

evaluated against a predetermined set of objectives, which were established for each position within the organization. Removing the subjective nature associated with unstructured essay writing, improved the results. Not only could employees easily measure their performance to established objectives, it removed any bias associated with the employee's essay writing ability or the amount of time available for writing.

*"emPerform is a complete solution. It includes all the features and functionality that we need to complete employee evaluations today and in the future. It is user friendly and not intimidating; we are able to make use of all the features and functionality."*

Jennifer B. Floyd, SPHR  
Vice President of Human Resources  
Canal Insurance

### Easy to Use

emPerform is sophisticated enough to meet the current and future needs of Canal Insurance; however, it is easy enough for employee to use. emPerform was so easy to use, that employees who do not typically enjoy completing annual appraisals, admitted that the software was easy to use.

The management of the evaluation process was greatly improved. Human

Resources was able easily distribute and track the evaluations amongst all the employees.

### Accurate Reporting and Management

emPerform can track each and every appraisal through the evaluation process; giving Human Resources the ability to accurately report on the progress.

emPerform facilitates the filing of completed evaluations. The results from each employee can be compiled and reported on and used in the future.

### Objectivity

emPerform made it possible for the employees to be objective. They were presented with pre-established criteria that were determined by Human Resources. Employees were able to objectively compare their performance against these criteria.



Partner

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