BACKGROUND

Silver Standard Resources Inc. (SSRI), headquartered in Vancouver, Canada, is a leading precious metals mining company. The company’s shares are listed on the Toronto Stock Exchange under the symbol SSO and on the Nasdaq Global Market under the symbol SSRI. The company’s wide-ranging activities include mining exploration, development and production, in addition to accretive acquisition and divestment opportunities.

SSRI has 1,100 employees spread out worldwide in Canada, Mexico, Peru and Argentina. It became a C-level priority to move from a manual system to automate their HR information and processes for more efficient and strategic global workforce management.

CHALLENGES

- No global system capabilities
- No HR system to manage employees’ data and HR processes
- Highly manual and paper-based environment
- No consolidated reports
- Lack of access to global information for executive team

SOLUTION: GLOBAL CLOUD HR

Due to the growing diversity of its mining operations around the globe, SSRI knew they had to find an automated global HR system that allowed them to unify all of the information available on their employees worldwide, and to optimize as well as to automate HR management processes.

SSRI was specifically looking for a global HR system capable of handling strategic issues for the company, while respecting the local processes specific to their mining operations and offices located in different countries. Global information had to co-exist with local processes in a highly transparent way.

After evaluating a variety of possible solutions, SSRI selected Meta4 Global Cloud HR.

“Meta4 Global Cloud HR was the solution that best fit our requirements. It also offers another interesting advantage: once the Core HR foundation modules critical to global HR activities and processes are up and running, we can always choose to add on top other more advanced Talent Management as needed in the future.”

David Smith, VP HR at SSRI

IMPLEMENTATION PROJECT

SSRI opted for a phased implementation of Meta4 Global Cloud HR, primarily focusing on the Core HR modules which run under a Global Common Framework—a single system of record for propagating common employee and organization functionalities across all “glocalized” HR tasks and functions, providing the foundation to support SSRI’s immediate strategic HRM requirements.

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The setup strategy was as follows:

- First build the global template including all the configured common HR processes and functionalities SSRI required.
- Next deploy to a pilot population at the SSRI headquarters located in Vancouver, Canada.
- Finally roll out in waves to the rest of the countries: Peru, Mexico and Argentina.

The global template and the pilot deployment milestones successfully went live in less than 4 months. It’s worth noting this was a major achievement as these tasks were completed on budget and in less time than initially planned.

This was achievable because Meta4 Global Cloud HR is designed to be easily configurable. Accommodating SSRI’s needs was a simple matter of adjusting the Meta4 standard template with minimum configuration to meet the client’s internal requirements.

- In the last stage of the implementation strategy, SSRI chose to roll out the system in waves to the rest of the countries in a paced manner to let the HR users smoothly manage the internal change management process. This way local HR would also make sure that end users would begin to use the new system properly and effectively. The flexibility in terms of deployment provided by Meta4 Global Cloud HR services made this easier to deliver in a controlled manner and capitalize acquired knowledge and expertise.

The outcome of this implementation project has been highly positive with a cloud-based global HR system quickly and easily adapted to SSRI’s requirements without additional IT infrastructure and maintenance costs.

**RESULTS**

- Rapid deployment in just 4 months
- Minimum learning curve for both local and global HR processes
- Global HR system to manage all employee information and support HR processes
- Strong global Core HR foundation enabled for extra Talent

POSITIVE BOTTOM LINE: SMOOTHER HR PROCESSES

“...Our executive and management teams are pleased with the global HR solution that pools all our local HR information from around the globe into a single system. We now have far smoother HR processes for all stakeholders that better support strategic global workforce decision-making.”

David Smith, VP HR at SSRI