

ABOUT CLUB MED

Club Med

- 69 resorts around the world
- €1.561 billion revenue in 2018
- About 25,000 employees



CHALLENGES

To stay ahead in the highly competitive hospitality industry, Club Med is continuing its dynamic development, with three to five new resort openings annually worldwide.

But this expansion must not come at the expense of service levels. “The human element is an important part of Club Med strategy,” comments Chief Human Resources Officer Sylvie Brisson. Consequently, the company needs to stay focused on maintaining the commitment of personnel as the business develops.

The previous HR solution didn't support Club Med's Happy Digital strategy or help retain valued staff and attract the 8,000 new employees it seeks each year.

“Our main objective is to amaze guests, and it is also important to apply the same to our personnel.

—David Gacon, Director of Transformation and Digital HR, Club Med

WHY WORKDAY

TRANSFORMATIVE, PIONEERING, STATE-OF-THE-ART, COMPREHENSIVE

Club Med recognised that a pioneering solution such as Workday could transform its HR operation and deliver the company strategy. David Gacon, director of digital transformation and digital HR, Club Med, explains, “Happy Digital is about using digital technology to better support our people, and Workday enabled us to meet our goals.” With Workday, Club Med can deliver the same level of service excellence to its employees that employees deliver to customers. “We saw that Workday could support our transformation plans,” says David Gacon.

With Workday, Club Med can strengthen HR processes, including recruitment, learning, and employee evaluations. Sylvie Brisson says, “It was important for us to work with a state-of-the-art product. When we looked at Workday, we discovered it was a complete solution.”

BENEFITS

Club Med is deepening its relationship with employees through Workday, helping new recruits get oriented and become familiar with colleagues and company procedures, even before their first day. Using Workday, Club Med managers can highlight key personnel objectives, boost staff retention, and ensure that valued employees stay with the company. Additional benefits include:

- Deepens the bond with staff
- Helps retain valued personnel
- Supports career development
- Ensures anytime, anywhere access

WORKDAY APPLICATIONS



Human Capital Management



Expenses



Recruiting



Time Tracking



Learning



Absences

RESULTS

DIGITISING HR PROCESSES WORLDWIDE

Workday is the first digital solution to be rolled out to all 25,000 employees. It's Club Med's most significant investment for personnel to date in digital technology to drive the Happy Digital strategy, and it has become a reference case across the organisation for the transformative power of technology. For Club Med, Workday will remain state-of-the-art for years to come, thanks to the system's twice-yearly software updates.

“Workday helps us bring the right level of technology to personnel globally at a time when the pace of technological change is accelerating.

—David Gacon, Director of Transformation and Digital HR, Club Med

BETTER TALENT RETENTION

Club Med is willing to win the battle that companies in the hospitality industry face with the high turnover of seasonal staff. Says Sylvie Brisson, “We have lots of seasonal contracts, and when you first start at a Club Med resort, it can be difficult to understand where you are, what your role is, and what team you're in. Thanks to Workday, you can discover who your colleagues are and whom you report to as soon as you join.”

Club Med will identify the most valuable seasonal staff through Workday well before the end of a season. It was difficult in the past to extract the information early enough. Sylvie Brisson says, “A valued member of our seasonal staff will have at least two contract offers during the current season.”

ENCOURAGING PERSONAL DEVELOPMENT

Employees are embracing Workday's learning features to share their expertise and receive updates from colleagues on required learning so they can plan and develop their careers.

CREATING A DIGITAL COMMUNITY

With Workday behind Club Med's Happy Digital strategy, Club Med is sharing information across multiple digital platforms, ensuring that staff enjoy a high-quality digital experience. David Gacon says, “The pace of change is accelerating, and it's important for the success of the business that we make sure data is available anytime, anywhere. Workday is bringing the right level of technology to our people, globally.”

“Workday has enabled us to catch up with the technological revolution. Thanks to Workday, everybody will discover the benefits of digitisation.

—Sylvie Brisson, Chief Human Resources Officer, Club Med



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