



Applebee's Services, Inc.
Lenexa, KS
www.applebees.com

Industry:

Consumer Goods

Annual Revenue:

US\$1.3 billion

Employees:

33,000

Oracle Products & Services:

PeopleSoft Enterprise Human
Capital Management

“We are committed to Oracle’s PeopleSoft Enterprise Human Capital Management as a vehicle to deliver on our brand promise to associates and customers, alike. In the restaurant industry, people are the key to our results.” – Amie Broesder, Human Resources Information Systems Associate Director, Applebee’s Services, Inc.

Applebee’s Automates Talent Management to Support Aggressive Company Growth

Applebee’s Services, Inc. is the world’s largest casual dining chain, with more than 1,800 restaurants in 17 countries and across the United States. The workforce in company-owned restaurants includes some 2,100 restaurant managers and nearly 31,000 hourly employees. The chain has historically grown at a pace of 100 or more stores per year.

Challenges

- Develop a talent management infrastructure to support the company’s aggressive growth plan
- Provide greater visibility into employee information
- Eliminate manual processes to control costs as the company continues its rapid growth
- Establish uniform talent management processes across the organization

Solution

- Implemented Oracle’s PeopleSoft Enterprise Human Capital Management application suite to automate and standardize human resources (HR), benefits, and payroll processes
- Automated processes to drive administrative excellence, ensure efficiency, increase productivity, and improve service
- Standardized and streamlined processes to enable shorter cycle times for transactions, greater efficiency in managing key processes, and smoother store openings
- Enabled online training enrollment, allowing HR staff to focus on needs assessment rather than on report generation
- Gained the ability to analyze the impact of training on revenue
- Provided greater depth of employee information, which serves as a foundation for planning, deployment, and development
- Expanded availability of employee information to support strategic goals, such as corporate diversity and productivity enablement
- Created a foundation to implement a comprehensive Total Rewards program