



Customer

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Utilities Sector

Cyber Recruiter and Cyber Train spark success for GreyStone Power

Located west of Atlanta, **GreyStone Power Corporation** is a member-owned electric cooperative dedicated to providing its members with the best electric service at the lowest possible rates. As a member-owned cooperative, the company's focus is on serving people—both its members and its 260-person strong workforce. Cyber Recruiter and Cyber Train are two tools GreyStone Power relies on to demonstrate its commitment.

High-voltage combination replaces inefficient manual system

When Rita Harris, GreyStone Power's HR Manager, joined the organization in 2014, she inherited a largely manual human resources system. "We had a payroll application that provided a few reports, some course material on SharePoint and an online application form. Beyond that, it was a paper-based system." Harris has implemented end-to-end HRMS applications in prior positions, and set out to do the same for GreyStone Power. "My predecessors had already done a lot of the research," she recalls. "Sage HRMS was under consideration. I was familiar with Sage, and quickly zeroed in on it as the best combination of functionality and value for GreyStone. Cyber Recruiter & Cyber Train were a natural fit for GreyStone given that we were using Sage HRMS.

Transforming an energy-intensive requisition process

Prior to implementing Cyber Recruiter, requisitions at GreyStone Power were also a highly-manual process. "Paper forms were passed around, as three or four people needed to review each requisition and sign off," Harris explains. "It was easy for a requisition to get lost or buried on someone's desk."

Now the process is entirely streamlined, and paperless.

"We create the requisition in Cyber Recruiter, it gets routed electronically for the proper approvals, and then uploaded to our Internet job board," Harris explains. "It's a much faster, more efficient process and we can see at any time where in the cycle a requisition is."

As resumes flow in, qualified applicants are routed to hiring managers, who then have access to all the information necessary to make informed decisions regarding the next steps. "Cyber Recruiter will automatically screen applicants based on the qualifications for each position. As a result, we're able to make faster hiring decisions with much less effort than before."

The HR Specialist can coordinate calendars and schedule interviews within the system, and during an interview, department managers and other participants in the hiring process have easy access to the applicant's file as needed based on security settings.

Energizing corporate training

Cyber Train is an equal success, and the benefits begin from day one of an individual's employment. "As we hire an individual, Cyber Train automatically creates a training record for them based on their position," explains Harris. "No additional data entry required."

GreyStone Power has a large number of training courses across a broad range of topics, and Cyber Train adeptly tracks every course and every attendee. "Some of our employees require recertification, and Cyber Train tracks that for us, notifying the employee and their supervisor when a particular certification is due to expire," says Harris.

Employees are encouraged to browse the online course catalog and request courses they are interested in. Cyber Train routes those requests to the employees' supervisor for approval – after which the employee can easily enroll electronically.

cyber recruiter

“We’ve started sending our surveys from Cyber Train following a course,” says Harris. “It’s a great way for us to understand what’s working and what types of courses our employees want.”

Cyber Train integrates with Open Sesame, an eLearning marketplace offering over 20,000 courses. “This has been fabulous for us,” says Harris. “Before GreyStone would hold compliance training using in-house staff or other consultants, this training was scheduled over multiple days with makeup days. Now, we can begin to offer some of this compliance training on demand via Open Sesame and other resources so employees can take at their convenience. This is better for managers and employees. It also saves me time and money in coordinating and preparing live training”.

Illuminating the entire employee lifecycle

Harris praises the quality of the reporting she gets from the solution, and the ease in which she can isolate the data she needs. “AAP (Affirmative Action Program) reporting used to take us six months to research and compile,” says Harris. “Now we print a single report from Cyber Recruiter and a couple reports from Sage HRMS and we are finished”.

Similarly, retirement eligibility reporting took Harris and her team four weeks to complete, as the necessary data was housed in multiple, disparate applications. “Now it’s instantly available,” Harris says. “All our HR data is housed in a single, integrated solution that’s easy to query.”

In fact, as a result of the efficiencies gained through Cyber Recruiter and Cyber Train, staff is making more productive use of their time. “We’ve noticed a significant reduction in overtime pay in the HR department,” says Harris.



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An Electric Membership Corporation

“This is a member-focused organization,” says Harris. “We like to make that face-to-face connection, so at first, it might seem that this technology is contrary to our mission. But in fact, it ideally supports our mission. Our staff has more time to make personal connections because they are spending less time on busy work and duplicate entry.”

The right switch

Harris reports that Cyber Recruiter and Cyber Train have been well received in all levels of the organization. “It’s been a good move for us,” she says.

GreyStone Power values the open communication and collaboration that it finds in its partnership with Visibility Software. “They listen to what we need, and they make it happen,” Harris concludes.

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Rita Harris, HR Manager, GreyStone Power Corporation

Connect with Visibility Software

Learn more about the benefits of Cyber Recruiter

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