



How ISSA Group Hired Efficiently

IHOP is the place where people connect over breakfast, enjoy study breaks, grab a bite before or after sporting events, and have a chat with friendly staff, but as ISSA Group Management was nearing 400 employees, the management of hiring that friendly staff, while keeping compliance, became impossible.

With 4 IHOP locations and 8 locations total, ISSA Group realized that manual processes and inconsistencies in their existing hiring practices and technology were placing a heavy burden on their restaurants, managers, and operators. By adopting Efficient Hire, they gained a tool that reduces the time to put someone to work, enables consistency and accountability, and adds cash flow to their bottom line.

THE PROBLEM

01

Complex Systems

Complicated technology and paper solutions limited managers' ability to get new hire paperwork completed correctly and in a timely manner, leading to compliance concerns and hours of extra work tracking down paperwork.

02

Time to Hire

Hiring managers lacked a unified technology solution to help them staff their restaurants and follow standard processes while trying to meet performance expectations set by the franchisee.

03

Compliance Concerns

Manually managing Work Opportunity Tax Credits, tracking I9s, and governing ACA Benefits management by hand created concerns over whether they were maximizing tax credits and staying in compliance with hiring regulations.



THE EQUIFAX WORKFORCE SOLUTION

Equifax Workforce Solutions Processes

Consolidating the hiring technology into a single workflow-driven system, reduces errors and the overall burden on managers, implements guardrails to ensure process consistency, eliminates manual job posting efforts, and supports long-term administration and compliance.

Easy-to-use Technology

The mobile-first interface and pre-configured workflows drives down the time to put someone to work and allows managers to seamlessly hire and minimize distraction from day-to-day restaurant operations.

Maintain Compliance

The simple application, onboarding, I-9, WOTC screening, and ACA Benefits workflow gives a high level of integrity and confidence in hiring-related regulations.

THE RESULTS

25%

of employees are
WOTC eligible

8+

hours saved every week
by not manually running
reports



Using Equifax Workforce Solutions was the best move we could have made for hiring. With as much turnover as restaurants have, having everything in one system has saved us a ton of time. Our managers love that the system is easy to use and I appreciate the fact that it's user friendly and takes so much work off my plate. I

*know you have our back.
- Rhonda Klassen, HR Manager*