



Client Success

HOLIDAY VALLEY RESORT

HOSPITALITY | SKI-RESORT | ADVENTURE PARK

HOLIDAY VALLEY RESORT ELEVATES BEST PRACTICES WITH NET AT WORK AND CRITERION HCM

Holiday Valley

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CHALLENGE

Holiday Valley Resort's older HRMS required too much manual effort to maintain, impacting efficiency and limiting growth potential.

SOLUTION

Net at Work implemented Criterion HCM, a comprehensive solution that meets the company's needs now, and can scale with it into the future.

IMPACT

- Cloud-subscription model saves \$8,500 annually in maintenance fees and significantly reduces IT costs
- Ability to eliminate other applications saves \$7,500/year
- Supervisors can review/approve PTO requests and timesheets online, saving 10 hours per manager every month
- Flexible time collection technologies meet employees where they are while boosting accuracy
- Net at Work optimizes the software to support unique workflows — speeding and extending the solution's ROI

Holiday Valley Resort is a place of year-round family fun and adventure. Ranked #6 overall in Ski Magazine's Top 10 2021 Resorts in the East and located in picturesque Ellicottville, New York, Holiday Valley is home to ski slopes, cross-country trails, an 18 hole golf course, bike rentals, pools, and much more. It's a vacation destination with restaurants, lodging and hosts many corporate events and weddings. During its busy winter season, Holiday Valley employs 900 staff with an additional 450 volunteers.

The organization holds itself to the highest standards throughout its operation and is committed to continual improvement. So, when the time came to replace its legacy time-tracking and human resource management system (HRMS), Holiday Valley enlisted the Employer Solutions team at Net at Work to identify and implement the best replacement human capital management (HCM) solution.

SINGLE SOLUTION SAVES \$16,000 ANNUALLY

"We looked at several applications on our own, but what we found was either much too expensive for our organization or much too basic for our needs," explains Julie Rinko, Payroll Supervisor at Holiday Valley. "Net at Work recommended we consider Criterion and it turned out to be an ideal fit."

Rinko and her staff created wish lists of the capabilities they wanted in their HCM application, including that it be cloud based, user friendly, comprehensive and scalable, and include human resources, time collection, payroll, talent management, employee self-service, and extensive reporting capabilities.

"It's a long list, but Criterion checks all the boxes," Rinko says. "Net at Work understands how we operate and what we need, so they were the ideal partner to implement it for us."

Holiday Valley looked at some HCM applications that would have cost the organization over \$80,000 every year. They looked at others that would need to be replaced if the company grew much more. "Criterion's cloud-based subscription model saves us \$8,500 a year in maintenance fees," says Rinko.

"It meets our needs now and can scale with us as we grow. In addition, the full functionality it offers means that we eliminated several other applications, saving us an additional \$7,500 annually."

BEST PRACTICES BUILD ACCURACY & EFFICIENCY

"Our goal is 100% accurate payroll every single time," says Rinko. "The only way to ensure that level of accuracy is by incorporating best practices into every

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“Together with Net at Work we’ve deployed technology that solves our unique workplace challenges.”

workflow. Our best practices include leveraging technology to streamline processes, improve accuracy, minimize data entry, and reduce paperwork. Criterion helps support and promote those goals.”

One example of the new efficiencies is the ability for supervisors to review and approve PTO requests and employee timesheets online. “No more emails or post-it notes to deal with,” Rinko says. “This alone saves each supervisor more than 10 hours each month.”

Previously, staff manually calculated all employee leave. “We spent hours updating spreadsheets,” recalls Rinko. “The new system is more accurate and we estimate it’s saving us a full day every month.”

FLEXIBLE TIME CAPTURE

With employees positioned across the 1,400 acre site, fixed timeclocks are impractical. The new solution includes a mobile application that allows employees to clock in and out, check vacation hours, review their timesheets, and initiate leave requests quickly, easily, and securely.

Net at Work helped Holiday Valley set up geofencing within the Criterion mobile app. It prevents employees from clocking in until they are within the designated parameters of their work area. Net at Work worked to incorporate flexible time capture options that suit the operating conditions of Holiday Valley’s various departments. In some locations, employees use touchscreen kiosks and RFID Timeclocks to clock in and out.

“I feel like Net at Work is part of our team, Rinko says. “We have a small staff, so we relied on Net at Work to help us roll out the new application successfully. They worked side-by-side with us and had everything working on the opening day of our season.”

RAPID ONBOARDING

As a seasonal employer, Holiday Valley often has employees that return year after year. Previously, employment documents were paper-based and stored in file cabinets, so it was simpler to have returning employees fill out a new packet each year. Rinko’s staff then rekeyed the data into their payroll system.

With the new solution, employment information, even for terminated employees, is stored within the application, making it quick and easy to reactivate returning employees.

Electronic employment documents also speed the onboarding process for new employees. “This was all manual before,” says Rinko. “Multiply the new efficiency by several hundred employees each year and you get a sense of the time savings.”

SOLVING WORKPLACE CHALLENGES

Net at Work is helping Holiday Valley realize their goal of a robust, single-source HCM application that drives efficiency and accuracy at every turn.

“We are a more nimble organization now,” concludes Rinko. “Together with Net at Work, we’ve deployed technology that solves our unique workplace challenges. We’re faster, more accurate, and more responsive and as a result, we have more time and resources to put into making Holiday Valley a better place to work and to visit.”

Net at Work – Business Performance Unleashed.

Net at Work provides their clients with the vision, leadership and support of a Virtual CIO. This allows them to focus on their core competencies knowing they can fully rely on Net at Work to implement technology solutions that unleash new levels of efficiency, performance and success. With experience across virtually every business discipline, the Net at Work team supports over 6,000 organizations in making software, systems and people work together in achieving their core organizational objectives. Their comprehensive range of services and solutions include ERP, CRM, Employer Solutions, eCommerce, Payments, to Cloud and IT Managed Services. From the company’s founding in 1996, Net at Work has garnered wide industry recognition as problem-solvers and promise-keepers, which are the foundational principles on which all their client relationships are based, and that their clients say they value the most.