

Business plan on starbucks corporate alumni program

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SLIDE 2

The current HRIS system for Starbucks pools employees online. They use a Taleo service where potential employees at Starbucks are able to create profiles. These online profiles contain vital information about their skills, education, past experience and other things that can make them stand out. Recruiters will be able to perform searches in which they are able to select certain profiles of current employees who are working with Starbucks. Once an employee leaves his job, there is no way of contacting that employee for any reason. This is where the problem starts.

Software as a Service applications where employees will be able to access these profiles will be great for employers to locate former employee profiles. The recommended plan for Starbucks is to adapt an SaaS application in where employers can access private profiles created by these employees who have left the company in good terms.

This software will be used only to track the profiles that are created, and will not be able alter them in any way. The implementation of this application will be project team who will assist the SaaS in understanding the HRIS upgrade that is to be used by end-users. The project team, along with the recruiters

will be able to see how the end-users are going to utilize this new type of tracking application. This is not a complete overhaul or a replacement, therefore there is no need to anticipate a push-back or change how the users use the interface.

The roles and responsibilities of the clients are to be assessed, and from there the right training will be recommended in order for them to navigate around the tool that will help them with the new SaaS application.

SLIDE 3

Implementing the project will involve different activities that will help the recruiters understand the new application. This will also involve the act of making it available throughout the entire Starbucks community.

Currently, Starbucks uses this type of software for performance management. Since a team within the corporation is already using something similar, it will not be too difficult to implement the same SaaS software. This implementation will include seven steps that need to be identified.

The key benefits associated with SaaS and are said to be quicker implementation periods, lower initial costs, and the ease of upgrading, modifying and enhancing the system. Other benefits include user adaptation to the system because it's web-based and most users are familiar with using the Internet. Thus, reducing training costs. Also SaaS solutions can also be customized depending upon the customer needs and can be integrated with existing programs. Additionally, SaaS programs are also becoming more

popular with IT staff for non-mission critical programs that include Human Resources and CRM applications

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Although there are mutual benefits to implementing SaaS solutions, it is necessary to have a clear understanding of the benefits derived from the solution and the costs involved to implement and sustain the program.

Considerations should include customer support for the product, ability to scale or reduce services, integration with current systems and monitoring and maintaining the service. Additionally, training costs, contract renewal costs, and backup and recovery costs should be taken into consideration.

It is advisable to get IT involved in the early stages of the project to ensure there is a comprehensive evaluation of the feasibility of implementing a SaaS product. Typically HR staff do not have the technical expertise necessary to select, purchase, and implement technology. Having IT staff involved early in the planning phase will be an important factor for success. In addition, IT can ensure security issues are addressed and the appropriate level of security is build into the system.

Overall, the research shows that SaaS offers multiple benefits for many companies. It is predicted that organizations will spend 22 Billion on SaaS systems in 2015 (REF). Business decisions to implement SaaS include cloud technology, globalization, the use of virtual teams by many organizations, the emergence of a more technology savvy workforce, and the customer/client relationship.