

CASE STUDY

ServiceMaster Brands Manages 10,000 Employee Profiles Through Hire2Retire's Automation

Situation

Whether they are housing families or businesses, the locations we spend the most time in are among our most prized possessions. For many who live in regions prone to natural disasters, however, the prospect of those locations being damaged or destroyed can cause many sleepless nights. Of course, it is impossible to prevent those natural disasters from happening in the first place, but once they do, ServiceMaster is often the first call to make. Some might know ServiceMaster through its recovery management and restoration brands, but the company's brands also cover cleaning services, moving, building inspection, biohazard removal, and furniture restoration. Across its nine brands, ServiceMaster provides comprehensive commercial and residential services to over one million homes and businesses each year.

Struggles & Pains

The sheer scope of ServiceMaster's operations affects every aspect of the business. With nearly 5,000 locations spread across all 50 states and nine countries, managing the 10,000 employee profiles between the company's brands is a huge endeavor. While ServiceMaster's sysadmins worked diligently to process employee lifecycle events manually for all 10,000 profiles, the sheer demand made keeping every profile updated and accurate a battle constantly going uphill. New hires would have to wait days to get properly integrated, and some employees still had system access after being

Industry

Consumer Services

Company size

10,000 Employees

Implemented solution

ADP to Hybrid AD

Customer

ServiceMaster Brands

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terminated, potentially opening ServiceMaster to a costly security breach. The high number of contractors ServiceMaster employs provides additional management demand, and it became clear an automated solution was a necessity.

Resolution

RoboMQ solved this problem for ServiceMaster by implementing Hire2Retire as a fully automated employee lifecycle management and identity provisioning product. Hire2Retire provided ServiceMaster with automated, end-to-end, no-code data integration between ADP and Hybrid AD (Active Directory), automatically synchronizing data between the two platforms upon an employee lifecycle event happening. With Hire2Retire, ServiceMaster could:

- Automatically onboard new hires into the right groups and with the right access on their first day of work.
- Prevent possible data breaches by automatically revoking access from terminated employees.
- Ensure employee profiles are accurate as well as in the right security groups and distribution lists for all nine brands.
- Save time and money being spent on manually managing employee lifecycle events.

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About RoboMQ

RoboMQ accelerates digital transformation to create a competitive advantage using the best-of-the-breed SaaS, cloud, on-premises apps, and IoT. Its Pre-packaged integration solutions (PIPs), Connect iPaaS, and Hybrid Integration Platform (HIP) provides intuitive, UX-based API and data integration for the line of business and technology users.

