

### Employee Satisfaction Analysis System for a Fortune 500 Global Retailer



*Keeping employees satisfied is important in today's highly competitive retail business. The reason is simply because a happy employee will result in higher productivity and customer satisfaction. Therefore the client engaged Founder to develop a system that collects and analysis their employee satisfaction.*

#### Client Overview

The client has 150 stores all across China with large number of employees. The client's organization can be broken down into four different levels, beginning with the headquarter down to store branches, e.g. national / large region / small region / store. Therefore it is very costly in terms of time and money to manually conduct polls on employees. A system is required to collect surveys on employees in order to help formulate new or modify existing Human Resource (HR) policies. The system requires that statistical data be uploaded to the headquarter whereby different types of reports and charts are to be made available for analysis.

#### Solution Highlights

The developed system uses ASP.NET technology to fulfill client's business requirements. The system provides questionnaire and batch management, administration, dynamic maintenance and polling questions management, and automating questionnaire creation. An online interface was developed for targeted employees to fill in the questionnaire. Using GDI+ technology, custom user controls were created to display special charts and graphs.

#### Benefits

The benefit of this system includes drastically reducing cost and time to manually gauge employee satisfaction. More importantly, it stores the information in a central location for further analysis and decision making by the management team, ultimately improving employee satisfaction.

#### Project Snapshot

##### Industry

- Retail

##### Client Location

- Shanghai, China

##### Services

- Customized Application Development

##### Implementation Details

- 6 months development
- Team of 5

##### Technologies

- ASP.NET
- WebService (SOA)
- SQL Server 2005
- ETL



#### ABOUT FOUNDER INTERNATIONAL

**Founder International**, the outsourcing unit of one of the largest IT companies in China, offers best-valued software development services. Our customers include top US Retailer, Web Portal and Global Fortune 500 companies. Being situated in a medium-sized city and as a **CMMI-3 / ISO27001** certified vendor and **Microsoft Gold Certified Partner**, we provide cost effective and high quality **Application Development & Maintenance (ADM)** and **Offshore Staff Augmentation** services to our partners and customers around the globe.

