## Menaka Chang

Vice President of People Operations

**INDUSTRY |** Technology - SAAS

**LOCATION |** New York, NY

**NUMBER OF EMPLOYEES |** 101-350

**SOLUTIONS |** Employee Database, Reporting and Analytics, New Hire Onboarding, Paid Time Off (PTO), Performance Management

## The Results

With automated time-off tracking, a single database for employees and admins alike, plus additional features like onboarding software and performance management, BambooHR provided Menaka and the rest of her organization with the tools they needed to move forward. CB Insights saw a variety of positive outcomes:

*TIME SAVINGS:* The HR team won **back 20-30% of their time** each day to focus on other efforts.

*STRATEGIC FOCUS:* The automating of administrative tasks has set the HR team free to **focus on their real priorities** like hiring and onboarding effectively, retaining top talent, and ensuring employee success.

*ONBOARDING:* The onboarding checklist, which **covers over 40 tasks** for CB Insights, has made it much easier for each team member to stay on track and set their new hires up for success.

*REPORTING POWER:* By monitoring a variety of standard and custom reports, Menaka and her team can now **easily keep track** of new hires, turnover trends, headcount planning, and more on a monthly, weekly, and even daily basis.

*ACCURATE DATA:* With all of BambooHR's integration partners, CB Insights now uses a single database to perform work across platforms like CultureAmp and 15Five. This has **reduced the risk of errors** by eliminating double entry for employee data.

*PERFORMANCE MANAGEMENT:* The simplicity of the performance management system has allowed managers to focus on **giving and receiving important feedback** and checking in with their direct reports more frequently.

> *"I was a team of one in 2014, so it limited what else I could do if I had to focus on a lot of these administrative tasks."*
>
> *Menaka Chang*

## The Challenge

In 2015, when CB Insights was faced with rapid growth and a backlog of manual HR operations, Menaka Chang, VP of People Operations, knew something had to change. CB Insights fuses machine learning, algorithms, data and visualizations together to help large enterprises ask, answer and articulate compelling answers to difficult questions - about growth, about competition and about the markets and technologies of the future. They used this same careful, fact-based approach to finding the right HR solution as well.

"It was a lot of manual tracking of PTO. And there was nowhere to keep employee documents," Menaka explained. And with rapid growth on the horizon, she knew many of these manual processes weren't sustainable. The organization needed a way to automate PTO tracking and employee data storage, not to mention free up some of Menaka's time from such time-consuming tasks.

## The Solution

Menaka wanted to find an HRIS that matched the mission statement of CB Insight's Department of People Operations: create best-in-class experiences for all team members through every step of the employee lifecycle. She considered a number of HR software solutions, searching for one that was easy to use and would allow her organization to continue growing. She chose BambooHR.

### *EASE OF USE*

"I didn't want employees to come to me and ask 'How do I use this?' I wanted it to be very intuitive for them to figure it out on their own. I wanted something that was easy...as an administrator as well. I feel like BambooHR has really allowed for that to happen."

### *ROOM FOR GROWTH*

"Another priority was making sure it had the features that we could grow into, like Performance Management. That probably wasn't something we were doing too much of in 2015. So in 2016 when we started to use those features, we were able to maximize BambooHR."

bambooHR™

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