

Customer Success Story

Noodles & Company



PeopleMatter is a great partner. They listen well. They respond well. They deliver what they say they will deliver.

Alison Meadows, HR Director



About Noodles & Company

Founded in 1995, Noodles & Company is a fast casual restaurant concept. With 275 company-owned restaurants and employing more than 5,800 individuals and expanding across the United States, the company is based in Broomfield, Colorado. The menu features noodles, soups, salads and sandwiches inspired from around the world.

According to HR Director Alison Meadows, the culture at Noodles & Company is relaxed, yet focused on sales growth while maintaining a work/life balance. The team values respect, honest conversations and rewards contributions to the business.

Team members at Noodles are hired for their passion and cultural fit, as well as their technical skills. They must be willing to work shoulder-to-shoulder and pitch in wherever needed. They are expected to live and breathe the brand.

Listen to Noodles & Company's CEO Kevin Reddy speak and you'll hear his recipe for a successful foodservice business in today's world. At the top of his recipe card is an enduring brand. "The people, culture and brand are 'inextricably linked,'" he says. "We create that brand by hiring the right employees from the beginning."



NAME Alison Meadows
TITLE HR Director
INDUSTRY Foodservice
TYPE Quick casual
HEADQUARTERED Broomfield, Colorado
TOTAL UNITS 275+
EMPLOYEES 5,800+
CUSTOMER SINCE June 3, 2011

WEBSITE www.noodles.com
USING PeopleMatter HIRE™

THE PROBLEM: INEFFICIENCY

After almost two decades in business, Noodles & Company recognized they needed to streamline the way they handled some of their administrative processes. With several disparate systems installed at different times, they did not interact well. Efficiencies were not being realized that could get operations more in line with their cutting edge brand while increasing productivity and support for individual restaurant operations.

In fact, Noodles' payroll and HR departments were experiencing some work/life imbalance. Navigating around the challenges from the various systems often found employees working late to process onboarding paperwork.

Part of the issue was that people were bypassing the processes because the systems had process flaws. As the company continued to grow, these inconsistencies created an array of problems on the backend. Additionally, making changes and process improvements in the existing point solutions were taking too long to realize and getting expensive.

Was there another option? How much could Noodles & Company possibly hope to gain with other systems since they were already online? "When we started looking, we were hoping to realize better technical efficiencies," says Alison. From there, they anticipated a reduction in errors and more accurate timekeeping. These would translate into better use of the payroll department's time, as well as restaurant manager's time.

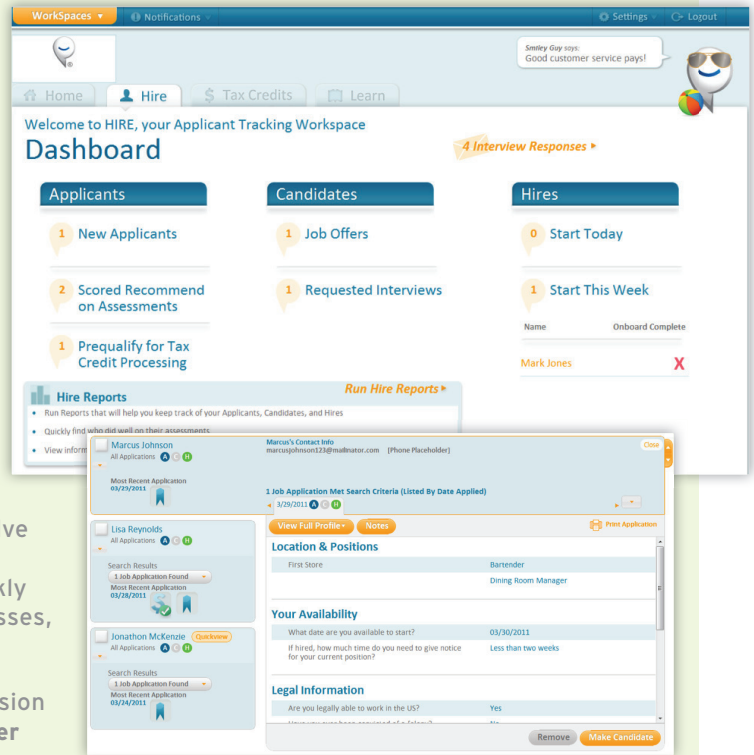
THE SOLUTION: PEOPLEMATTER HIRE™

H Considering the possibilities, Alison started with four options and put together a selection team to review them. In addition, Alison would be the project lead for implementation and execution of any training related to the new solution. **Ease of use was going to be a key consideration.**

In 2008, Noodles' VP IT, David Lehn, was quoted in Nation's Restaurant News saying, **"Finding ways to streamline or automate processes to improve the business and the working lives of our team members is one of the biggest things about IT that truly grabs me."** In that light, it makes perfect sense that the company selected PeopleMatter to replace their previous systems for applicant tracking and On-boarding.

When David met PeopleMatter President and CEO Nate DaPore at an IT conference, he was intrigued by PeopleMatter's SaaS (Software-as-a-Service) approach to solve hiring and onboarding issues for high turnover industries like foodservice. He also saw the opportunity for Noodles to quickly and easily improve the way they handled many of their processes, potentially without additional expense.

As Alison explains, ease of use and integration made the decision simple. **"It made all the difference knowing that PeopleMatter offered one complete system that was designed specifically for this industry. It was essentially the same cost as our two previous systems so we knew we would experience increased efficiency without having to pay more."**



Since we've been using PeopleMatter, our company operates more efficiently.

Alison Meadows, HR Director

The Results

Upon selecting PeopleMatter, Alison shared, "PeopleMatter gives our restaurants a powerful, yet simple, system to manage time-consuming hiring and on boarding processes. It is critical for us to maintain the high caliber of team members we hire so we can provide an exceptional dining experience – especially as we continue to grow across the country. PeopleMatter helps ensure we hire the right people, fast."

Alison also says those expectations continue to be realized, "Using PeopleMatter, our company operates more efficiently. The most impacted department has been payroll. They no longer spend extra hours trying to get people into the system. And, now we don't worry about people bypassing the system either."

Managers appreciate the benefit of employees getting into the system more efficiently. Instead of payroll exceptions, managers know the time recorded is accurate for each employee.

After having experienced implementation and now life on the other side, Alison answers "yes" when asked if she would choose PeopleMatter again. "PeopleMatter is a great partner. They listen well. They respond well. They deliver what they say they will deliver and if they can't, they will tell you and then work with you to come up with a workable solution. Customer service at PeopleMatter is, by far, superior to what other vendors in similar products and services offer."