

Unit4 Makes Talent Management as Easy as ABC



ABC-Groep



Leading Belgian software consultancy ABC-Groep is investing in its future with a modern, connected Unit4 Talent Management platform to help develop people, attract talent, and proactively encourage engagement, learning, and development.

- Equips managers and IT consultants with agile tools to boost productivity, engagement, and growth
- Proactively encourages skill development
- Supports ABC-Groep in its ambition to become a 'great place to work'

Forward-thinking Belgian IT consultancy

ABC-Groep is a leading Belgian software consultancy company, providing digital collaboration, staffing, software development, and other services to customers throughout Benelux. The company's particular specialties are Java, Microsoft.NET, and Microsoft 365.

ABC is always looking to the future. The organization recognizes that people, skills, and talent build the cornerstone for success. For this reason, the organization is always looking to enhance people's capabilities and provide them with learning and development, supporting their growth and career ambitions.

Ken Coenen, Business Unit Manager at ABC-Groep, explains, "Expertise is key. Our customers demand our people to be experts in their fields – and one of our overriding goals is to ensure our people have the skills, knowledge, and expertise to deliver a great service."

ABC previously relied on an annual engagement questionnaire to manage its people. CEO Guy Hendrickx says, "The tool was a one-shot, annual snapshot. We asked questions like, 'What do you like about working at ABC? What don't you like? What could we do better?' It was fragmented, manual, and lacking in real insights."

ABC then discovered Unit4 Talent Management. Ken explains, "During the selection process, we were looking for three capabilities in a partner: performance monitoring, learning management, and people engagement."

Industry

Technology

Location

Kalmthout, Belgium

Size

70 people; customers throughout Benelux

Product

Unit4 Talent Management

Challenges

Leading European IT consultancy was relying on an outmoded, manual platform to support employee engagement. It lacked the ability to track functionality and ensure people have the skills, knowledge, and expertise to deliver great service.

Key metrics



GROWTH

Supports people-led business growth



CONNECTIVITY

Complete, connected talent management platform

“Make no mistake: Using Unit4, we are seeing a steady increase in our people engagement scores.”

Guy Hendrickx
CEO, ABC-Groep

Unit4 enables us to achieve all of these in a single, integrated, and very smart solution.”

Comprehensive, connected talent management portfolio

The organization uses all the Talent Management modules as a united portfolio to transform engagement, learning, and performance. The cloud platform connects data from people, enabling managers to define, measure, and understand engagement levels throughout the business. Managers use these timely insights to facilitate one-on-one conversations, define and track objectives, and provide ABC people with learning and development opportunities to support their growth and career ambitions.

“When I show the Unit4 platform to potential candidates, it makes the learning very tangible. Unit4 is a real differentiator when it comes to winning the war on talent. It helps make ABC a more innovative, dynamic, and trusted place to work,” says Ken.

The modules include:

- **Engagement:** ABC is always striving to increase its people engagement score, as understanding more about employees is a huge advantage. Guy comments, “Using Unit4, we can measure and track this engagement score bi-weekly, monthly, or whenever we choose. Having the consultant’s feedback – knowing what they like and don’t like about us as an employer – is a huge competitive differentiator.”

The open nature of the Unit4 platform also has benefits for ABC. Ken again: “It means we can quickly and easily integrate Unit4 with our own ABC-people application – for example, to generate resumes for our customers. The right resume decides whether or not a consultant can start on an assignment at a customer. Having the Engagement Module embedded, we can periodically check on employee engagement.”

- **Performance:** ABC uses the Performance Module to schedule and structure more informed one-on-one conversations. These insights support workforce development and help build high-performing teams. “We use the Performance Module to follow up on people’s careers. Listening to people and what they want to achieve in the upcoming years is crucial. Besides informal events, we aim to speak to each

consultant four to five times each year to talk about their career, and Unit4 allows us to track their career profile,” says Ken.

- **Learning:** The Learning Module is integral in ABC-Groep’s efforts to drive continuous, best-practice learning with classroom, online and blended courses. The organization awards certificates, captures the information in CVs, and appoints learning mentors.

Looking ahead, ABC will continue to focus on increasing employee retention and attracting new people. The Unit4 cloud platform is proven to deliver right across the organization. “Make no mistake, using Unit4, we are seeing a steady increase in our people engagement scores,” says Guy. “Unit4 has an important role to play in ABC’s future growth. It will help us to define, measure, and understand engagement levels throughout the organization – and help us become a great place to work.”

