



**PeopleStreme**  
Human Capital Management

**PEOPLESTREME HUMAN CAPITAL MANAGEMENT**

— HR INDUSTRY INSIGHTS —

HR CASE STUDY INTERVIEW

# AARQUE GROUP

DIGITAL PRINT SOLUTIONS





**AARQUE GROUP IS NEW ZEALAND'S LEADING PROVIDER IN DIGITAL PRINT SOLUTIONS. FOR OVER 60 YEARS THEY'VE BEEN OFFERING KIWI BUSINESSES THE VERY BEST IN COMMERCIAL WIDE FORMAT PRINTING TECHNOLOGY.**

The Aarque Group believes it's about more than just hardware.

It's about building relationships with clients, suppliers and staff; delivering on promises to clients and it's about results – clients' results.

When you visit Aarque you'll find sound, independent advice from a great team of people, a depth of knowledge and technical expertise across a diverse range of industries, from signage to GIS mapping, architecture & construction to advertising & graphic design.

This is a business based on solid family values; they'll always go the extra mile for you.

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## Implementing HR Technology

Printing specialist Aarque has been one of New Zealand's business success stories with a local heritage going back to 1948. Over the past 60 years have evolved from supplying specialist drafting equipment to full digital print and beyond. They will continue to develop to meet the ever-changing needs of their customers.

To keep track of the development needs of its employees, the company launched 'my RQ': a tailored, comprehensive people management platform from PeopleStreme.

We sat down with Aarque's **joint CEOs Leo and Jason Bult** and **HR manager Lianne Lee**, to chat about how technology is helping the company with its performance management needs:

*"We were looking for targeted outcomes and results for our business.*

*Managers had feedback from staff that there was not enough communication about performance so this was one of our major objectives for this project.*

*We also wanted to improve company culture and communication via regular reviews. We are striving for one company culture, which is not easy due to both departmental and geographical challenges - being split over two islands.*

*Last but not least of all we want to align people's daily activities with the overall company objectives: how is everyone going to support them and how can the company help people achieve their objectives? We have many learning opportunities to assist with this but again, split over two islands, there are logistical challenges in delivering face-to-face training."*





What would have happened if Aarque had continued without putting these solutions in place?

This is hard to say of course because daily operations don't necessarily grind to a halt but we risked losing valued team members if the business did not stay focused on its key priorities. Without the regular reviews you take away the opportunity for employees to air their concerns.

We lacked organisational alignment and therefore engagement. People didn't feel the values because without one-on-ones or feedback they had no idea if they were doing a good job.

Before implementing the PeopleStreme Performance and Strategic Alignment solution, what was in place to manage these key people management functions across the business?

Our annual performance review process was paper based and adhoc. It was generally not very effective.

Aarque also does regular company staff culture surveys to identify areas for improvement and understand any trends in feedback from our employees.

What major benefits have you experienced in the management of key people and business management processes and visibility of strategic execution?

We now have the ability to communicate the 'bigger picture' via our company strategies and objectives which are communicated to the business via the PM system. Our staff performance objectives can then be created to support these company goals with the aim of creating business improvements in line with our vision and strategies.

Smart KPIs and visibility of Performance are key elements for senior management. Can you detail both the expected value this provides the business and long term expectations.

Aarque is expecting financial rewards for both costs and margin sales along with the general success and continued growth in a competitive industry.

We had a certain outlay so now we have some expectations from the system.

In terms of cultural changes, we use a lot of surveys and the board actually follows the results closely.

### How did PeopleStreme assist with delivering the business outcomes you planned to deliver?

The Performance Management module is the platform to build from, along with the VQTQ Objective writing training we did, at an additional cost. This was key to our Management team being on board with the system and having the knowledge to write quality performance objectives for their team members.

### How critical is the success of the project for the longer term strategy?

The success of the HRIM project is very important as it provides us with a platform and tools to work towards our objectives and company strategies.

### What advice would you give other organisations in a similar position to that of Aarque prior to implementing the current solution?

1. Set clear strategic objectives and ensure that the Management team and employees align their objectives to these.
2. Understand the time commitment required from a Managers perspective to complete setting up the performance plans and completing the regular 1 on 1 meetings and performance reviews.
3. It is critical to have the buy in from your Senior Management team for the system and its benefits so they are committed to implementing it and seeing it work.





# PeopleStreme

Human Capital Management

Your **people** are the **single greatest determinant** of your organisation's success — so together, let's make them **succeed**!

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