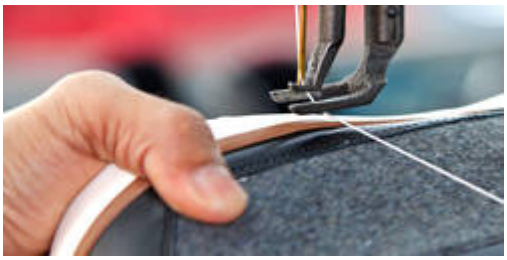
Customer Snapshot

Caleres, Inc. realizes higher retention rates among retail employees with Infor Talent Science



Facts at a glance

Product: Infor® Talent Science
Industry: Fashion
Country: US

About the company

Caleres, Inc. is a global footwear company whose shoes are worn by people of all ages from all walks of life. Through a broad range of products, the company serves three key market segments: family, healthy living, and contemporary fashion. Operating over 1,300 stores (with more than 1,100 operating under the Famous Footwear® brand), Caleres offers attractive and convenient shopping environments in which consumers find excellent value and current fashions.
To learn more, visit www.caleres.com.

Challenges

- Improve retail employee retention rates and reduce employee replacement costs by making better hiring decisions.
- Use customized profiles of the cognitive and behavioral traits that relate most strongly to high retail job performance to better identify ideal candidates.
- Compare assessment results to specific job profiles to reveal which new candidates are ideally suited for hourly and management positions in the retail environment.
- Provide exceptional customer service and support competitive positioning in the marketplace by maintaining high standards in retail employee selection.

Benefits

- Replaced fewer retail employees and realized significant savings by reducing employee turnover-related costs associated with the hiring process, training expenses, and number of days needed to reach full productivity.
- Maximized employee longevity and reduced turnover costs by hiring more than 70% from the “recommended” category.
- Posted a 33.62% lower retail employee turnover rate of “recommended” hires at the 30-day interval (a 13.52%-lower turnover rate at the 90-day interval), and an overall 11.83%-lower rate compared to other groups.
- Improved customer service and support levels.
- Rolled out the Infor Talent Science assessment process to the entire US employee base as a result of the success in the retail environment.

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