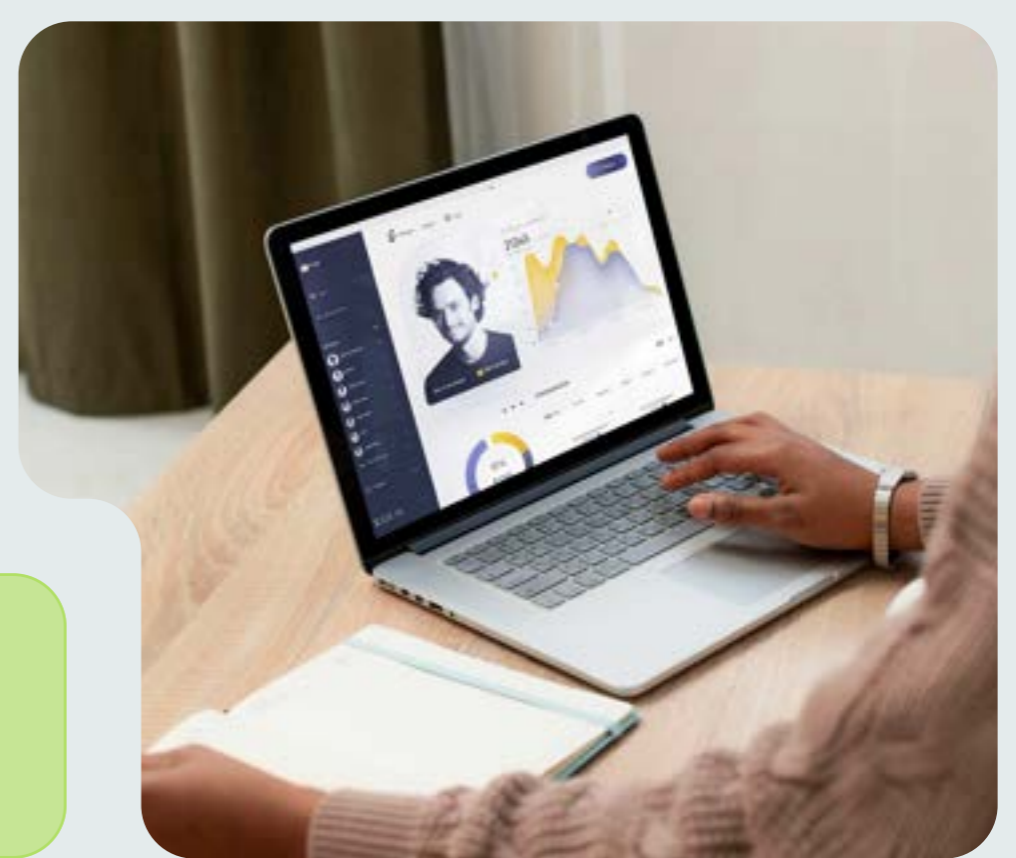


Case Study

Human Resource Information System (HRIS) for a global domain registrar



Client:

Client: a leading ICANN-accredited domain registrar, serving over **2 million** customers with more than **17 million** domains worldwide.

1. Challenge

The client relied on a legacy application initially developed primarily for employee scheduling. Over time, its functionality expanded to include employee profiles, financial and communication features, and more. However, as the company grew, it became clear that the system could no longer support its evolving and increasingly complex business processes.

Key challenges included

Lack of flexibility in customization and scalability prevented the company from supporting its continued growth effectively.

The existing platform was unable to adapt to new and evolving workflows emerging within the company.

Implementing new features and responding promptly to user feedback

These issues significantly complicated efficient human resource management and created barriers to organizational development.

2. Solution

To address these challenges, ZONE3000 developed a completely new HRIS platform built on a modern, scalable architecture designed to automate both long-standing and newly established organizational processes. The system incorporated essential functionalities from the legacy app while enabling new features to support the company's evolving needs.

Comprehensive employee profiles

with geographic location, time zone, position history, contact info, and personal interests.

An organizational chart

displaying reporting lines and structural relationships across units.

Mobile web app

ensuring on-the-go access across devices while maintaining corporate security and data protection standards.

Support for onboarding

new locations worldwide, adapting to diverse workflows, policies, and cultural differences.

Advanced shift scheduling

developed exclusively for the Customer Support team, enabling automated flows within the schedule creation process, significantly reducing manual work.

Personalized dashboards

where employees can track vacation days, upcoming holidays, and submit leave or sick day requests easily via web access on desktop and mobile devices, with workflows that automatically route requests to managers for review and approval.

Moreover, the system was quickly adapted to respond to the challenges posed by the full-scale Russian invasion of Ukraine, including:



Regular safety status check-ins for employees during the early months of the conflict.



Automated monitoring of frontline developments and their potential impact on employees and families.



Workflow adjustments to accommodate missile attacks and energy security incidents.

3. Technology used



A database for data storage



Asynchronous job processing



Data caching



Hosting



Frontend application



Backend application logic

4. Result

The new HRIS system has enabled effective organizational scaling in both breadth and depth, growing from approximately 1,500 employee profiles and 40 organizational units at launch to nearly 3,000 employees and over 400 units today.

The implementation of the new HRIS platform delivered significant improvements:



Streamlined scheduling

The shift scheduling feature simplified the Customer Support department's workflow by automating schedule creation based on employee preferences and critical requests, greatly reducing manual effort.



Data security

All employee data is strictly protected via access limitations and security measures on all levels of its processing and storage to ensure privacy and compliance with corporate and legal standards.



Crisis responsiveness

The system adapted to challenges posed by the full-scale Russian invasion of Ukraine, enabling safety status check-ins, monitoring frontline developments, and adjusting workflows accordingly.



Remote work support

The platform accommodated a significant portion of the workforce working remotely during the COVID-19 pandemic without requiring dedicated remote work features.



Centralized data management

All employee information is stored in one unified system, with every change automatically reflected in real time, enhancing transparency and accuracy.



This case study illustrates how the implementation of a modern, scalable HRIS by ZONE3000 empowered the client to optimize workforce management, improve operational efficiency, and maintain resilience through continuous organizational growth and unforeseen challenges.