

Dovetail Presents a Webinar on Groundbreaking HR Transformation at Danone With Crystal Carter

Exploring HR Transformation: Insights from Danone's Journey with Crystal Carter

AUSTIN, TEXAS, USA, March 5, 2024 /EINPresswire.com/ -- Dovetail, a leading provider of HR Case Management and Employee Portal software, successfully hosted a thought-provoking webinar on Thursday, February 22nd, focusing on the groundbreaking HR transformation at Danone, led by Crystal Carter, Director of the Employee Service Center, HR Compliance & Global Mobility. The session, part of Dovetail's ongoing efforts to highlight innovative practices in human resources, offered attendees a deep dive into the integration of cutting-edge HR Case Management and Employee Portal software at Danone, showcasing a pivotal shift towards operational excellence and enhanced employee engagement.

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Crystal Carter, Danone

Crystal Carter, with her extensive experience and strategic insight, guided the audience through Danone's HR transformation journey. The webinar illuminated the complexities and challenges of modernizing HR practices, while also highlighting the innovative solutions that have streamlined processes, fostered a culture of engagement, and significantly improved HR Service Delivery within the company. Carter's presentation not only demonstrated the

practical application of these advanced HR tools but also underscored the tangible benefits they



bring to an organization's overall health and success.

Crystal commented about the success of using Dovetail Software: "What set Dovetail apart was their unwavering focus on customer service and their platform's tailored design with HR in mind. Their focus was on us - the user experience, rendering their platform incredibly intuitive and user-friendly, with minimal reliance on IT support, which was music to my ears. Dovetail's HR Case Management and Employee Portal proved highly customizable, completely eliminating the need for IT developers to accommodate our specific requirements. Unlike many of their competitors, this aspect resonated strongly with me and aligned perfectly with our objectives. Their implementation team demonstrated exceptional support throughout the rollout, guiding us every step of the way. I was pleasantly surprised to find that I could configure the entire system's functionality without the assistance from our HRIS or IT teams."



Your Presenter

Revolutionizing HR Services
A Case Study with Crystal Carter of Danone

Dovetail Webinar Series 2024

About Crystal Carter
Director of Employee Service Center, HR Compliance & Global Mobility at Danone
Crystal Carter brings over 15 years of dynamic leadership in shared services teams, showcasing her prowess in delivering top-tier administrative human resources support. Renowned for her adeptness in integrating cutting-edge HR case management software, Crystal has garnered a reputation as an authority in the field. Her extensive background in customer service, coupled with a proven track record of driving HR excellence and spearheading process improvement initiatives, has solidified her position as a trusted advisor.

In this webinar, Crystal will delve into her strategic HR transformation journey, offering invaluable insights into overcoming challenges, implementing effective solutions, and achieving impactful outcomes in upgrading HR service delivery.

Crystal Carter, Director of Employee Service Center, Danone.

Employees also gave positive feedback about the adoption of Dovetail's HR Service Delivery software. When asked during the webinar Q&A session, "What has been the most impactful feedback you've received from employees that signified your success?" Crystal answered that, "the most gratifying feedback we've received from employees is about how empowered they now feel with the ability to self-serve information. In today's digital age, instant access to information is expected, and previously, Danone lacked this capability. Introducing a system where employees can find answers on their own, anytime, has been a significant change. They've expressed appreciation for not having to wait for responses, highlighting the 24/7 access as a major improvement. This feedback not only marks a success for our HR team but has also energized our centers of excellence. They're bringing forward innovative ideas and seeking ways to enhance their content and interaction with employees, further contributing to our success. It's truly been a transformative experience."

Key takeaways from the session included:

- Strategic Insights: Understanding the planning and execution behind Danone's HR transformation, offering a blueprint for attendees on implementing similar changes within their organizations.
- Challenges and Solutions: Carter detailed the obstacles encountered during the transformation process and the innovative strategies employed to overcome them, providing valuable lessons in adaptability and problem-solving.

- Tangible Outcomes: The webinar showcased the measurable improvements in HR Service Delivery at Danone, including simplified processes, heightened employee engagement, and an environment conducive to operational excellence.

Dovetail's webinar with Crystal Carter has set a new benchmark for discussions on HR innovation, offering participants a comprehensive understanding of how state-of-the-art software solutions can drive sustainable success in HR management and employee services.

"We are thrilled with the success of this webinar and the opportunity to share Crystal Carter's invaluable insights with our audience," said Kane Frisby, COO at Dovetail. "Her experience at Danone serves as an inspiring example of how embracing technological advancements in HR can lead to significant organizational improvements and success."

The webinar is part of Dovetail's commitment to fostering a community of HR professionals dedicated to exploring and implementing innovative solutions for the challenges of modern HR Service Delivery. For those who missed the live session, a recording is available on Dovetail's YouTube channel, providing all interested parties with the chance to benefit from this informative and transformative presentation.

About Dovetail

[Dovetail is a leading provider](#) of HR Case Management and Employee Portal software solutions, dedicated to helping organizations achieve excellence in HR Service Delivery through innovation and technology. With a focus on improving employee engagement, operational efficiency, and compliance, Dovetail's suite of tools is designed to meet the evolving needs of modern HR departments.

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