



CUSTOMER STORY

SunPower transforms recruitment and employee management in one go using Freshteam

Learn how SunPower by Hooked on Solar uses Freshteam to reduce the time spent on hiring and onboard employees in just 15 minutes



About SunPower

SunPower by Hooked on Solar is the largest family-owned solar company in Northern California. Established in 2010, the company specializes in designing and integrating solar electric photovoltaic (PV) systems into the utility grid. With these systems, they are able to provide the most simple, convenient, reliable, and economical solar PV systems to their customers. Over the last 12 years, SunPower has completed more than 6,500 solar PV installations for both residences and businesses.

The solar power industry employs a wide range of people for various roles, and SunPower is no exception. We spoke to **Maria Schaeuffler, Human Resources Manager** at SunPower, to understand how Freshteam has transformed the way they handle their hiring and manage their employees.

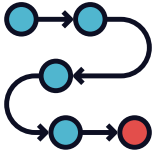


The Challenge

Quality candidates are hard to come by in the solar industry as the skillsets are a bit rare. So, the hiring door is always open at SunPower. They hire for multiple positions throughout the year - starting from solar installers all the way up to project coordinators and project managers. But, it was cumbersome to source candidates manually from various job boards, maintain, communicate, and track all their information using spreadsheets.

Another major challenge for SunPower was that, before using Freshteam, they did not have a centralized employee database. They stored and tracked all their employees' information offline. *"When I came on board in March 2020, the department was very under-developed. We had ten drawers of printed employee and ex-employee files,"* says Maria. It didn't make sense for a company trying to make the planet green to have tons of paper stacked up.

In summary, their main challenges were:



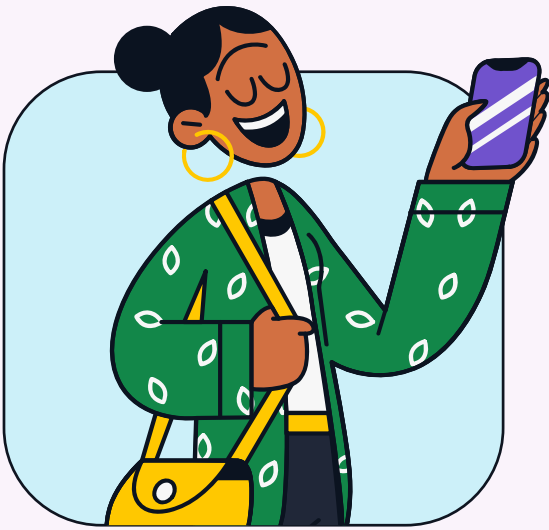
Lack of streamlined hiring process



Lack of structured onboarding for their new hires



**Employee information only
available as hard copies**



The search and the decision

SunPower needed a new platform that would help them effectively track not just their candidates but also their employees. In other words, a combined ATS + HRIS software was exactly what they were looking for. And so, the hunt began. In Maria's words,



I saw the writing on the wall and said, we need an HRIS system ASAP. So, we interviewed quite a few of them. All the big names you could think of, all the small names you could think of. And then, we stumbled upon Freshteam.

Maria Schaeuffler

HR Manager, SunPower



Reasons SunPower chose Freshteam

Freshteam offers a free 21-day trial through which Maria and her team at SunPower were able to explore all of Freshteam's features. At the end of the free trial, they decided to go ahead with Freshteam for the following reasons:



Ease of setup and use

Freshteam is anything but complicated. It is an easy-to-learn, adapt and use software that comes with minimalistic UI and great product design. *"You don't have to be a super techie person to use it. You just log in, pretty much like an email, and see all your files. The ease of use, I would say, tops everything,"* says Maria.



Simplified recruiting

With Freshteam, Maria didn't have to post the same job over and over again on different job boards. All she has to now do is click a single button within Freshteam and the jobs are automatically posted to all the job boards. Hence, candidate sourcing becomes a breeze. Freshteam also helps them track all their candidates as they move through various stages of the hiring process ensuring complete visibility over the hiring cycle.



Structured and paperless employee onboarding

SunPower lays a lot of emphasis on making the hiring and onboarding process fun. By providing onboarding kits, e-signatures, and alerts, Freshteam handles all the manual and mundane processes (quietly in the background).



I can spend more time bonding with a new employee rather than asking them to go through a stack of files and sign various documents.

Maria Schaeuffler
HR Manager, SunPower



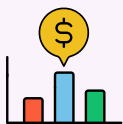
Employee management and self-service

The first thing that SunPower did on purchasing Freshteam was to transfer all their employee data from the stack of files into the software with a single click on the import button. They are now able to manage all their employees, view organization charts, and communicate with anyone in the company from a single place. In addition, the employees update all their personal information and view all the documents they have signed by simply logging into Freshteam.



The employees need not have to spend an extra hour to come to my office because our office is in the suburbs and our main office is downtown. It's a lot easier for them to just go to Freshteam, update their information, and upload any important files.

Maria Schaeuffler
HR Manager, SunPower



Extremely economical

One of the major reasons SunPower chose Freshteam was because it was highly economical for them. There are no hidden costs involved, and the monthly subscription model of Freshteam fits their bill perfectly. *"What made us go with Freshteam was the fact that you guys bill month-on-month and we can upgrade anytime we want. We don't like any after-math surprises and it's always been pretty steady. That's why Freshteam is a no-brainer for us,"* says Maria.



Raising the bar with Freshteam

Through the seamless interface and advanced features of Freshteam, SunPower noticed significant improvements in the following areas:



**75% time-savings in
the Recruiting Process**



**Employee Onboarding
in 15 minutes**



**25% improvement in
Employee Retention**

Reduction in job posting time:

It was such a drag to post the same job on multiple platforms and job boards.

Freshteam reduces that time drastically by automatically posting to various job boards with a single click of a button. *“Only 25% of my time is spent on recruiting now, rather than the 75% for that day.”*

Streamlined hiring process:

With Freshteam, the hiring process has become smooth and streamlined for SunPower. Multi-channel candidate sourcing, managing candidates across the hiring process, and scheduling interviews from within Freshteam have all contributed to making the hiring process faster and more efficient.

Faster employee onboarding:

SunPower emphasizes making the new employees feel welcome and comfortable in their new roles. With Freshteam, the new employees don't have to fill in endless forms, sign, and scan documents. "Three hours spent on the onboarding process/orientation now takes less than 15 minutes."



I'm in the SHRM Human Resources Group and I always recommend Freshteam there because of the ease of use and how much time you get to save in a day. In that sense, Freshteam is a great program to have. So, I'd definitely recommend it to everyone and anyone in the HR industry that is building their department. I think it's a great program to begin with.

Maria Schaeuffler
HR Manager, SunPower

Fast Facts



Company founded:
2010



Headquarters
California, United States



Employees
51-200



Industry
Renewable Energy

Favorite features:

- Job boards integration
- Onboarding checklists
- Easy-to-use interface



About Freshteam

Freshteam is the smart HR software for growing businesses. With Freshteam, you can attract, hire and onboard new hires, offboard exiting employees, manage employee information, and time-off, all in one place. In other words, we help successful businesses across the globe to manage their hiring and HR processes efficiently and put the 'Human' back in Human Resources.

To learn more, visit:

freshworks.com/hrms