

Nomination: 9498

HC Connect: Empowering Every Employee Through a One-Stop Talent Management Ecosystem

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company Home Credit Philippines ██████████ ██████████
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title HC Connect: Empowering Every Employee Through a One-Stop Talent Management Ecosystem
Category B01 - B67 Achievement > B34 - Achievement in Talent Management Technology Implementation
Achievement Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required A Growing Organization, Centering People in its Transformation Since 2013, Home Credit Philippines (HCPH) has grown to become a major player in the Philippine financial services sector—serving over 11 million customers across 75 provinces and more than 1,600 cities and municipalities. The company's 15,000+ employees span corporate offices and field teams nationwide, united by a mission of financial inclusion and empowerment. Rapid growth brought new challenges. By 2024, HCPH's aging HR systems—an outdated LMS and a retiring PMS—could no longer keep pace with the needs of a diverse, mobile-first workforce. Learning was fragmented. Performance management lacked transparency. Career progression was difficult to manage and support at scale. Employees and managers alike needed tools that would support a modern, empowering experience. The answer was Project Bridge, now known as HC Connect—an evolving one-stop digital gateway for all things HR. More than a system upgrade, HC Connect embodies HCPH's belief that "There are No Small Roles—Everyone is Important." Its vision: to help every employee learn, grow, perform, and progress in their career—empowered by an HR ecosystem designed around their needs.

b. Outline the team's or organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

Building an HR Ecosystem That Drives Talent Growth, Performance, and Engagement

Launched in late 2024, HC Connect is transforming the employee experience at HCPH—providing a seamless, mobile-first gateway to learning, performance, and career growth.

The first phase included:

- My Development: an AI-enhanced, gamified LMS built for personalization and scale.
- My Performance: a streamlined, transparent PMS aligned with modern talent management needs.

These platforms anchor a broader vision: HC Connect will continue evolving to integrate all key HR services into a unified ecosystem—designed around how employees grow and succeed across their careers.

Key achievements since implementation:

- LMS Engagement & Adoption:
 - 15,000 active users in the past 30 days; 95% adoption.
 - █████ minutes average usage per user; █████ module completions.
 - Monthly active users grew from █████; █████ adoption improved from 83% to 92%.
 - █████ employees rated LMS experience 4.3/5.
- Performance Management Transformation:
 - Launched Feb 2025; █████ eligible employees.
 - 97.44% goal-setting compliance.
 - Anticipated 30% reduction in HR administrative workload via automation.
- Cultural Shift:
 - Employees now own their growth and performance, supported by personalized learning journeys and clearer goal alignment—enhancing career progression visibility.
 - Managers act proactively using real-time dashboards.
 - HR operates as a strategic partner, driving talent insights and future planning.

HC Connect is reshaping how HCPH lives its people-first values—empowering every employee to thrive and grow across the talent lifecycle.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

A Model for Talent Management Innovation in Financial Services

In Philippine financial services, organizations often struggle with fragmented HR tools, low LMS adoption, and outdated performance management—especially among dispersed field teams.

HC Connect's impact is exceptional:

- Transformational Speed: In under one year, HCPH moved from obsolete systems to an integrated, AI-powered talent management ecosystem—delivering measurable impact across learning, performance, and employee experience.
- Field-First Success: Achieving 95% LMS adoption and █████ minutes average usage across both corporate and mobile-first field employees is industry-leading.
- Gamification with Cultural Alignment: Gamified learning, tailored to HCPH's performance-driven culture, fueled █████ module completions—creating momentum that spread organically.
- From Admin to Strategy: Real-time dashboards in My Performance elevate HR's role—enabling workforce planning, succession visibility, and proactive leadership.
- Future-Proof Talent Platform: HC Connect is not a standalone LMS/PMS implementation. It is an evolving, flexible talent platform—designed to integrate future HR services seamlessly, from career planning to succession and talent analytics.

Compared to peers and its own past state, HCPH now leads in building a talent experience where "No Small Roles" is not just a message—it's lived through technology that empowers every employee to grow, perform, and advance. HC Connect sets a new benchmark: HR technology as a dynamic enabler of talent and business success.

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Would you like to add an additional supporting document?

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