

CASE STUDY

Vonachen Group

How TalentGuard helped Vonachen Group, a company managing over 3,000 employees across 14 states, overcome the challenge of developing talent into a strategic engine that drove an 70% increase in internal promotions with a 98% retention rate.

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EXECUTIVE SUMMARY

Vonachen Group, a regional facility services company with over 3,000 employees across 14 states, faced a critical challenge: identifying and developing talent within a dispersed workforce where traditional recruitment methods fall short. “These people don’t have LinkedIn. They’re just out there, and they’re working,” explained Alex Crowley, Chief People Officer. “To find talent externally—the good ones—it’s extremely difficult.”

Seeking to replace fragmented tools and manual processes, Vonachen turned to TalentGuard for a comprehensive talent management solution that could transform their Excel-based talent management into a strategic workforce development engine. By implementing TalentGuard’s full platform—including Talent Assessment, Career Pathing, Succession Planning, Certification Tracking, and Performance Management—Vonachen achieved an 80% improvement in internal promotions and positioned itself as a true talent-developing organization.

“You know you’re successful when you’re starting to spin off talent, when you don’t have enough promotions for people.”

Alex Crowley, Chief People Officer

OVERVIEW

Company:	Vonachen Group
Industry:	Facility Services
Employees:	Over 3,000 across 14 states
Headquarters:	Peoria, IL
Key Contacts:	Alex Crowley, Chief People Officer Nicole Taylor, Director of HR

THE CHALLENGE

The Reality of Facility Services Workforce Management

Vonachen's workforce consists largely of frontline employees—cleaners, supervisors, and site managers—who don't fit traditional professional development models. "These people don't have professional LinkedIn profiles. They're not necessarily on job boards per se," Crowley noted. This created unique talent management challenges:



Fragmented Systems:

- ERP module with limited HR capabilities
- Separate performance evaluation vendor
- Excel-based talent management process
- No integration between systems

Strategic Blind Spots:

- Inability to house and align goals, succession plans, or 9-box frameworks
- No centralized performance data for talent pool identification
- Limited career pathing visibility for employees spanning 14 states
- Difficulty identifying cross-functional talent (e.g., finance skills applicable to HR roles)

Operational Inefficiencies:

- Manual tracking of certifications and skills across dispersed workforce
- Reactive rather than proactive approach to succession planning
- Time-intensive Excel-based processes that couldn't scale



Why TalentGuard

After evaluating many vendors, Vonachen selected TalentGuard for its unique combination of:

- **Comprehensive Integration:** “TalentGuard is the only vendor we evaluated that could tie everything together: from performance to career growth to succession planning.”
– Alex Crowley
- **Facility Services Alignment:** Purpose-built capability to manage blue-collar workforce development with skills-based progression from cleaner to supervisor to manager.
- **Excel Migration Success:** Talent management was “almost non-existent—and broken at best” until TalentGuard turned those chaotic Excel sheets into a dynamic, unified platform.
- **Succession Planning Focus:** The critical differentiator was TalentGuard’s robust succession planning capabilities—something competitors simply couldn’t match.



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Implementation Approach



TalentGuard’s solution included:

- **Data Migration:** Importing job-role spreadsheets and skills matrices
- **Framework Alignment:** Configuring development paths based on existing CAP structure
- **Systems Integration:** Open API connectivity with ERP and LMS platforms
- **Phased Rollout:** Starting with 300+ supervisory and management roles, with plans to expand

Quantifiable Outcomes



70% improvement in internal promotions

Direct result of enhanced talent visibility and systematic development tracking.



98% retention rate for those managers after a year

Attributed to improved career path clarity and development opportunities.



Streamlined recruitment efficiency

Reduced reliance on external job boards through robust internal talent pipeline.

Real-World Impact Examples

Automates processes and ensures transparency—frontline workers gain full visibility into advancement opportunities and required skills, while managers benefit from integrated dashboards and reporting.

Enhanced Visibility: Managers can now quickly answer leadership questions about succession readiness rather than spending hours manually compiling data from disparate systems.

Employee Engagement: Frontline workers have clear sight lines to advancement opportunities, understanding exactly what skills and certifications are needed for progression.

Operational Efficiency: What once required extensive manual coordination across Excel sheets now happens automatically through integrated dashboards and reporting.

Strategic Transformation

TalentGuard empowered Vonachen to proactively develop talent for succession planning and provide clear, organization-wide career advancement opportunities across all 14 states.

From Reactive to Proactive Talent Management: “The real reason we went with TalentGuard is because you guys are the only ones that handle succession planning. It allows us to be proactive rather than reactive when it comes to talent identification.” – Alex Crowley

Purpose Alignment: The platform directly supports Vonachen’s organizational purpose of “creating opportunities for our people” by providing clear visibility into advancement possibilities across the entire organization.

Cross-Geographic Talent Mobility: Employees can now see opportunities across all 14 states, with skills and experience data enabling informed placement decisions regardless of location.

What Made the Difference

TalentGuard empowered Vonachen to proactively develop talent for succession planning and provide clear, organization-wide career advancement opportunities across all 14 states.



Realistic Timeline Management: Planning implementation post-fiscal year (February 1 start) reduced change management strain during busy periods.



Vendor Partnership: TalentGuard's willingness to customize based on existing talent management program structure accelerated buy-in across the organization.



Phased Approach: Starting with succession planning and skill alignment created a solid foundation before layering on performance management.

Future Roadmap

Vonachen's expansion plans include:



Broader Deployment

Extending beyond the initial 300+ users to include frontline workers as they continue to gain experience with it

Advanced Analytics

Succession planning dashboards to inform enterprise-wide leadership development strategies

Skills-Based Training

Aligning learning workflows to role-specific skill gaps identified through the platform



Industry Lessons

TalentGuard empowered Vonachen to proactively develop talent for succession planning and provide clear, organization-wide career advancement opportunities across all 14 states.

For Facility Services Companies

TalentGuard's facility services expertise enables organizations to:

- Manage dispersed workforces without requiring centralized oversight
- Develop labor-intensive career paths that employees can understand and pursue
- Identify hidden talent across geographic and functional boundaries

4 Key Success Factors

1. Start with succession planning to establish strategic value
2. Leverage TalentGuard's existing Talent Frameworks rather than building from scratch
3. Plan for change management with frontline workforce considerations
4. Maintain realistic timelines that account for organizational capacity

"TalentGuard gives us visibility into our workforce that we just haven't had before. It's a no-brainer for the corporate team and a big unlock for career growth in the field."

- **Nicole Taylor, Director of HR**

"The tools we're replacing didn't talk to each other. TalentGuard gives us one system of truth for performance and potential."

- **Alex Crowley, Chief People Officer**

"We saw an 60-70% improvement in internal promotions after using TalentGuard. Because we had line of sight to the talent, because we knew what experiences they had, and because we knew what their interests were, we were able to actually identify that talent and then promote them internally."

- **Alex Crowley, Chief People Officer**

Client Testimonial



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TALENTGUARD

For facility services companies struggling with talent development across dispersed workforces:

Is your organization ready to transform from reactive hiring to proactive talent development? TalentGuard's proven success with blue-collar workforce management can help you unlock internal mobility, improve retention, and build sustainable succession planning.

Ready to see how TalentGuard can transform your talent strategy?



Schedule a demo focused on facility services use cases.



Contact us to learn about our proven implementation methodology for dispersed workforces.



Explore how we can help you build a future-ready talent development engine.



Transform your complicated and broken Excel spreadsheet into a strategic advantage.



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