

How TourRadar saves 40 hours per week by automating HR processes in Bob



TourRadar connects thrill-seeking travelers with organized adventure operators worldwide. Headquartered in Vienna, the company has additional offices in Brisbane and Toronto, enabling them to provide 24/7 customer support. They also have 170 employees—15 percent of whom work remotely from Europe, Latin America, and the US. As a company with a global workforce, TourRadar wanted to implement an HCM to centralize their people data, reduce the risk of manual error and automate and streamline HR processes throughout the employee lifecycle. They wanted an HR platform that was intuitive and fun to use, and after seeing Bob, they knew they'd found what they'd been looking for.

	Founded in 2010	What they do Travel tech
	Headquarters Vienna, Austria	In a nutshell TourRadar is the world's first online adventure booking platform, connecting travelers with organized adventure operators worldwide. Using the platform, you can book private, group, and tailor-made multi-day organized adventures in 200 countries worldwide.
	Employees 170	
	Sites 3	

Automating employee lifecycle processes to save time and increase efficiency

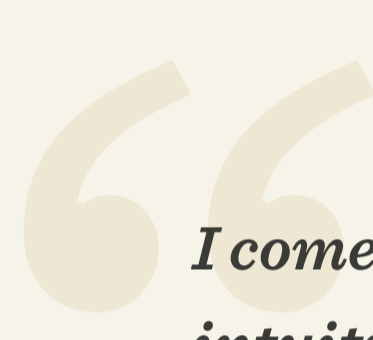
Before implementing Bob, TourRadar ran HR manually, using spreadsheets and Word docs, which was time-consuming and inefficient. Now, all of their HR processes are managed and automated using Bob. This starts with onboarding. As soon as a prospective employee accepts an offer, the onboarding workflow is triggered, and an email is sent to the new hire requesting all relevant docs according to their location. Tasks are also sent to the manager, which are designed to ensure the best employee experience for the new hire.

Other critical HR processes—such as talent management and compensation management—are also managed using Bob. Twice a year, TourRadar runs performance reviews or “Development and Reflection Talks” in Bob. During this process, they document employees’ cultural alignment, past performance and future career objectives. Following the performance cycle, they run an annual compensation review cycle using insights from the talks to inform their decisions. They use Bob’s compensation module to manage the approval process across relevant stakeholders—a seamless process that replaces the Excel spreadsheets they used before.

In January 2023, TourRadar decided to adjust all salaries according to inflation and ensure that each employee receives at least 25 days of leave. Using Bob’s eSign, they created a simple template they sent to their people to sign, which was then automatically saved in each employee’s folder.

TourRadar is passionate about ensuring pay parity and transparency and has added Compensation Benchmarking Powered by Mercer to their Bob package. They’ve conducted a comprehensive job architecture project that defines their job catalog and career levels and plan to utilize benchmarking during their next compensation review, ensuring that their global workforce receives fair pay according to current market levels.

When asked how much time all these automated processes save at TourRadar, Alba Brasó, People Director, said, “It’s both the time saved and the accuracy of results. We would be much more prone to error if we did this manually. I would need one more FTE in my team to do all the things that Bob does for us.”



I come from a company that used to work with the most expensive tools. They weren't intuitive and you had to train people on how to use them. I always say that when you need to train people on how to use a tool, that's a sign that the tool is wrong because tools should be intuitive, and you should just take it and let your finger guide you."



Alba Brasó
People Director, TourRadar

Creating a transparent and compliant global workplace

As a global company with sites in different locations, TourRadar has to comply with local labor laws. So, for example, in Austria, there's a law dictating that employees take a 30-minute break every six hours and can't work for more than 12 hours a day. To help them stay compliant, TourRadar has set up a rule in Bob that calculates time worked for each employee and sends reminders to employees when they have exceeded their limit.

When it comes to vacation entitlement in Austria, new hires in their first year of work at a job receive prorated leave every month rather than the full entitlement of days at the beginning of each calendar year. TourRadar has set up vacation policies in Bob for each location, making it easy for their people to see how much leave they can take at any time.

Similarly, when it comes to carrying over leave from year to year, each of their regions—such as DACH, ANZ, and North America—have different labor laws regarding if employees can carry over leave, how many days they can carry over, and when the days expire. The rules for each site are saved in Bob, making it easy for TourRadar’s people to see their leave entitlements and eliminating the need for HR to do complicated calculations in Excel.

Since using Bob, TourRadar has increased the transparency of information at all levels. As Alba Brasó puts it, “HR has a reputation for being a black box department, but with Bob, all data and information is democratized and available for employees at all times.” And that’s how they like it.



I love that we can connect our calendar with Bob, and it informs us about company anniversaries and employees' birthdays. We integrated Slack with Bob, and it tells us every morning—and it's the first thing all the employees check—whose birthday or work anniversary it is today, and we just celebrate as a company."



Alba Brasó
People Director, TourRadar

Main takeaways

- Using Bob, TourRadar automates all their HR processes, from onboarding to performance management to compensation, saving time and reducing the risk of human error.
- TourRadar uses eSign to seamlessly send out contracts to their multi-national teams.
- Bob's flexibility makes it easy for TourRadar to comply with local labor laws.
- TourRadar has set up rules regarding leave in Bob according to location, ensuring that everyone receives the correct amount and can carry over days according to the local law.

TourRadar's favorite Bob features

<p>Compensation Streamline allocation across your organization</p>	<p>Time Off Request, track, and record people's time off</p>	<p>Performance Run review cycles and set actionable goals</p>
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TourRadar's workflow integrations

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