

CASE STUDY · CANADA · MUNICIPAL GOVERNMENT

32 new hires in three months. Zero new HR staff.

Ontario's largest county replaced paper, email, and disconnected spreadsheets with one connected HR platform across 900 employees. Hiring throughput went up. HR headcount stayed flat.

IN GOOD COMPANY · MUNICIPAL CANADA



County of Renfrew

The County of Renfrew is Ontario's largest county by area and a public-sector innovation leader. The municipality employs over 900 people across Pembroke and surrounding municipalities. Workzoom became the HR platform of record in early 2023.



BY MATTHEW WOOLLEY · FEATURING GREG BELMORE

Marketing & Sales Operations, Workzoom

WORKING WITH HR AND FINANCE BUYERS ACROSS CANADA AND THE CARIBBEAN

This case study covers the iterative implementation that took Renfrew from paper, email, and spreadsheets to a single connected HR platform in early 2023. Stats and quotes match the published case study at workzoom.com/case-studies/county-of-renfrew.

Last verified May 2026 · workzoom.com/case-studies/county-of-renfrew

INDUSTRY

Municipal Government

EMPLOYEES

900+

WORKZOOM CLIENT SINCE

Early 2023

HEADQUARTERS

Pembroke, Ontario

SUITES IN PRODUCTION

HR

Workforce

Talent

Paper, email, and Excel as the HR stack.

Until early 2023, the County of Renfrew ran HR on paper forms, email chains, and disconnected spreadsheets. Three operational pressures forced the modernization conversation.

Recruitment was the visible bottleneck. The HR team received hundreds of resumes per posting through email, cataloged them in Excel, and read every one manually. Hiring timelines slipped because the screening step was a hard ceiling on throughput.

Onboarding was paper-heavy and inconsistent. Every department ran a slightly different variation, and new hires arrived with varying levels of paperwork completion. Safety and compliance training sometimes happened on day one, sometimes in the second week, and occasionally never if the employee transferred early.

Records lived in separate systems. Employee data, time-off requests, and safety training each had their own home with no shared source of truth. Reporting required manual joins across exports, and accuracy was always one variance away from a problem.

BEFORE WORKZOOM

- Hundreds of resumes per posting screened manually through email and Excel.
- Every department onboarded new hires differently. Compliance training was inconsistent.
- Employee records, time-off, and safety training each lived in separate systems.
- Cross-system reporting required manual joins between spreadsheet exports.

A phased rollout, prioritizing recruitment first.

The County of Renfrew adopted an iterative implementation strategy. Phase one prioritized the recruitment bottleneck. Phase two layered in onboarding, safety training, time-off, and centralized employee records. Workzoom brought every HR function into one connected system, giving the county real-time visibility across recruitment, onboarding, time off, safety training, and employee records.

REQUISITION #	JOB TITLE	MANAGER	WORK SITE	EXTERNAL POST DATE
1	Warehouse Driver	Meredith, Del (000106)	Vancouver	2021-04-26
2	Customer Care Representative	Elwin, Violet (000200)	Montreal	2021-04-10
3	Machine Operator	Meredith, Del (000106)	Vancouver	2021-03-29
4	Software Systems Analyst	Boycat, Sheldon (000023)	Denver	2021-04-12

Applicants Pipeline
By Application Stage • Active

- P_CMPLT_PRE...
- MGRL_REVIEW_APP
- A_PRESCREEN
- A_PHONE_INTVW
- A_INTERVIEW

Requisitions

- Active Applications Specialist
- Requisition # 5
- Requisition Date: 2022-03-10

Talent Pools

Job Templates

JOB TITLE	CODE	START / END
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Callout Box:
Congratulations and welcome to the company!
We look forward to supporting you and your career goals.
Let's kick off your onboarding process by reviewing your profile and confirming your important details.

WORKZOOM RECRUITING · RESUME PARSER + ATS REPLACED MANUAL EMAIL SCREENING

HR

Recruiting

Automated job postings and applicant tracking. Resume parser sped up candidate screening, eliminating manual email-based bottlenecks.

HR

Onboarding

New hires upload documents and complete safety training before day one. Day-one productivity went up. HR setup time went down.

HR

Personnel

All employee data consolidated on one accessible platform. Real-time records replaced stitched-export reporting.

WORKFORCE

Time-off

Centralized time-off requests with manager approvals, replacing disconnected departmental spreadsheets with one workflow.

More hiring throughput, same team.

The hybrid digital onboarding process brought on 32 new hires in three months without increasing HR headcount. Automated recruiting and onboarding workflows freed HR staff from manual tasks, allowing the team to shift focus from data entry to development and organizational priorities. Built-in training modules ensured employees were trained before starting work, embedding compliance into the onboarding process from day one.

32

New hires onboarded
In three months

0

Increase in HR headcount
Same team, higher volume

900+

Employees on one platform
Ontario's largest county



"We wouldn't be able to hire the people that we do anymore with the same resources we already had. Workzoom let us keep our headcount consistent without needing to increase, saving us time and money."

GREG BELMORE · MANAGER OF HUMAN RESOURCES, COUNTY OF RENFREW

Why this matters for Canadian municipal employers

Municipal HR teams operate inside fixed budgets and rising service demands. The Renfrew approach generalizes: phased rollout, ATS-first, embedded safety training, single record across HR + workforce + time, with the same engine ready to handle CRA reporting, T4s, ROEs, and provincial rules across Canada.

Where Renfrew is today

Three years into the partnership, the Council continues to expand its use of the platform. The recruitment engine that prioritized phase one is now embedded in how every department hires. The same HR system that started as a paper replacement now supports cross-departmental reporting, manager self-service, and onboarding analytics. The County remains a public-sector reference point for peer municipalities evaluating HRIS in Ontario.

