

Case Study: Aliservice

Company Background

- Aliservice is a leading food service company in Chile. It concentrates on contract catering services along two main lines of business: one focused on school meals and other on offering catering services to companies.
- Founded in 1998, the company has a workforce of more than 4,300 employees spread across Chile and delivers over 1,000,000 healthy and nutritious meals each month.
- Their people are most important to Aliservice.
- The company doubled the workforce last year.

Current Situation

Aliservice has become a major player in the foodservice sector in Chile, undergoing exponential growth over the last year. Currently the company has 4,300 employees distributed throughout the country, of which 90% are involved in the operations side of the business offering various services of the company.

Key success factors include constant fine-tuning of services offered, the meticulous attention applied throughout the entire production chain, and the great importance that the company bestows on its workforce of professionals made up of engineers, nutritionists, chefs, and technicians in charge of designing menus and certifying quality in the processes.

A New Scenario

Due to the rapid growth experienced, Aliservice needed to acquire a payroll solution sufficiently capable of managing a workforce that is continuously growing. For Aliservice, it was essential to have a flexible and configurable tool, capable of responding rapidly and in a personalized way, to the new requirements its employees demand for developing their activity within the company.

The significant workforce changes experienced in recent months led to the acquisition of an integrated HR tool that allows them to initially manage payroll calculation and to later evolve and provide continuity to their HR policies on talent management of their employees: recruitment, training, performance management, career plans, etc.

“ In our company, we needed to manage paying our employees as well as everything to do with the human relationships within the company, and Meta4 gave us the complete HR solution we had been looking for. ”

Silvia Cavares,
Technology Manager at Aliservice

Meta4 PeopleNet Cloud: HR innovation

After a selection process in which Aliservice analysed the main suppliers in the market, the company finally chose the Meta4 PeopleNet Cloud solution as the best fit for their current and future needs of their organization. Meta4 PeopleNet Cloud guarantees Aliservice a constantly evolving solution that upgrades technology and functionality, while avoiding risks of obsolescence.

This enables the company to benefit from best practices in the market that are integrated into the platform immediately—real improvement for the day-to-day management within the HR department.



The Meta4 Cloud solution allows the company to obtain technology cost savings and variabilization. Similarly the new platform will allow the company to address the implementation of their HR modules in a progressive manner, starting off with Payroll, “Core HR” (Organization and Personnel Management) and Recruitment, and then continue to deploy the rest of the solution based on the company’s future needs: training, evaluation, etc.

This innovative solution will enable the company to manage their daily challenges in the HR field, such as: workforce growth, talent detection and retention, training plans and the development of career plans, among others, through an integrated solution with complete management of all HR processes.

“ The initiative started with payroll and when we began to analyse the systems that were in the market, we realized that our need was more than just resolving HR issues. That’s why we chose Meta4, because it gave us the integrated solution we needed with complete HR management of our employees: payroll and talent management. ”

Silvia Cavares,
Technology Manager at Aliservice



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