

# Andreas Tziarras

Founder of "One Jar"



With Lanteria, as a client, you feel like you're part of the development process, and I really like that.



## ONE JAR CASE STUDY

One Jar is a consulting firm that specializes in helping other companies digitize their HR tasks when the client needs further support to start the process.



Founder Andreas Tziarras had spent a 10-year career at a ship management company.

The company employed around 500 people across 15 countries then, and the main challenge was to allow the international branches some autonomy in how they ran their HR while slowly centralizing some functions at the head office.

Andreas's team tackled that by developing processes to roll out any changes systematically across all regions, streamlining their own work and making sure that all of the company's HR officers were on the same page regardless of where they worked.



Our job is not to customize everything and impose unnecessary complications on the client, our job is to smoothly onboard the client so they can run Lanteria on their own, and of course support them along the way if needed. The key is not to make it so complicated so they need us all the time and we need to charge them all the time.



By the end of his tenure, Andreas was in charge of HR globally, and the company had grown to 1,000 employees. He realized that there was a gap in the market for the kind of approach they had taken to establish their HR department, that many companies sought to digitize and systemize their own HR but didn't know where to start.

Andreas seized the opportunity and founded One Jar earlier this year in Cyprus, and in six months has already found many clients domestically and abroad.

One Jar's clients are usually relieved to learn of Andreas's HR background. Many of them plan to digitize their processes and some may have even begun to do so before reaching out, but they tend to think of it as a technical, IT-led endeavor.

"People are usually happy to talk to an HR person about HR problems because they understand how the department works and they understand your needs. It's a conversation that's important to have when you want to digitize things," Andreas says.

A survey of the available HR software on the market failed to make an impression on Andreas – they all offered the same functions with varying levels of competence. In the end, he settled on Lanteria as the management system to offer to his clients.

Compared to other solutions in its class, he found it very flexible at the user level, meaning that the end-user could get it up and running and configured to their exact needs with as little support from the vendor as possible. This fit in with One Jar's goal of freeing HR staff to do their work by digitizing bureaucracy and reducing their administrative burden.





And its relative simplicity meant that Lanteria could be deployed within two weeks to one month depending on the size of the organization and the complexity of their needs.



“If you're on the same page as your customer and if you have a proper onboarding process, then you can really get things very fast out there.”



Lanteria was not new to Andreas – he had been using it at his previous job and knew the level of support he could expect from the team. If he sent out an email, he knew he would have a reply within 30 minutes with a solution to his problem. And in the rare cases where he wasn't able to provide first-level support to his client, he knew he could rely on Lanteria to quickly step in to look into the client's issue.

Another point in Lanteria's favour was its feedback process, where customers are polled for the features they'd like to see developed.



We don't see Lanteria as a supplier but as a partner, it's a true partnership. Any time I reach out to the team for support, we're talking with emojis.



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