

From Spreadsheets to Seamless



MIGHTY APE • ONLINE RETAIL • E-COMMERCE

How Mighty Ape transformed its HR function in just six weeks, with Tomorrow's People and Bob.

THE STORY

From scattered spreadsheets to a **single source of truth**

Mighty Ape is one of New Zealand's largest online retailers, offering over a million products and fast nationwide delivery from its Auckland and Christchurch hubs. Despite that scale, the entire HR function was running on Excel.

When Jason Blackmore joined as Head of People, the problem was immediate. No centralised system meant no structure to the data, and no real ability to build a people function that could match the pace of the business.

"We couldn't build structure around the people function if there was no structure to the data."

JASON BLACKMORE, HEAD OF PEOPLE, MIGHTY APE

Mighty Ape partnered with Tomorrow's People to implement Bob, a modern people platform, across the organisation. Tomorrow's People guided the team through the design and rollout of Core HR, Hiring and Performance, all in just six weeks. Critically, the implementation was built around Mighty Ape's current and future needs, not legacy processes.



A modern people platform covering core HR, hiring, performance and engagement, all in one intuitive interface. Built for organisations that want to move fast without sacrificing the fundamentals.

TOMORROW'S
PEOPLE

As a certified Bob implementation partner in New Zealand, Tomorrow's People brings a rare combination: technical depth and genuine HR expertise. The system gets shaped around your people processes, not the other way around.



Immediate impact, across the business

6 wks

FULL IMPLEMENTATION OF CORE HR, HIRING AND PERFORMANCE, IN THE TIME IT TYPICALLY TAKES TO LAUNCH CORE HR ALONE.

HIRING

15 roles recruited in the first two months

The career page now auto-updates when roles open or close. No manual reminders. No forgotten postings.

PERFORMANCE

Near-zero pushback from managers

Reviews completed across the entire business. "Nobody's questioning the Bob system. It just works." — Jason Blackmore

AUTOMATION

Manual tasks, eliminated

"Now the fact that it just automatically does it, you don't have to think about it." — Ella Walter, People and Culture Advisor

CONNECTION

Teams, finally connected

"Now we've got one central communication hub. It's closed that gap and made everyone feel more connected." — Ella Walter



THE PARTNERSHIP

The right partner makes all the difference

"It's changed the game for us. We couldn't have done it without Tomorrow's People. You didn't just implement a system, you made it all work."

JASON BLACKMORE, HEAD OF PEOPLE, MIGHTY APE

Mighty Ape attributes much of the success to the support from Tomorrow's People. The team committed dedicated resources, freeing up Ella Walter full-time for the six-week sprint. That focused, agile approach maintained momentum and delivered rapid time-to-value.

What typically takes eleven weeks for Core HR implementation alone, Tomorrow's People delivered in six, while simultaneously rolling out the Talent module. "You knew the system inside and out but also knew how to navigate our unique setup. Whenever something didn't work quite right, you got stuck in, figured it out, and came back with answers."



KEY TAKEAWAY

With no legacy system to replicate, Mighty Ape had the freedom to build from scratch, using modern processes rather than inherited ones.

"We didn't have to do things the old way. We could just do them the right way." — Ella Walter, People and Culture Advisor