



"SumTotal Talent Management furnishes Domtar with critical performance and behavior data. We are gaining increased insight and alignment into how we are developing our employees and driving business growth."

Sarah Waltman, Senior Director of Talent Management, Domtar

Business Challenge

Traditionally, Domtar tracked performance management and succession planning on paper. As a result, Domtar had minimal insight into whether professional development goals aligned with company initiatives, and if there was a robust leadership pipeline.

Domtar looked for a new talent management solution to address these inconsistencies and capitalize on its current talent pool. The company sought a learning-centered solution that could provide greater consistency around career and succession planning while transforming labor-intensive paper processes.

Also, Domtar required a solution to track employees' career aspirations, accomplishments, and identify developmental areas.

About Domtar

Domtar is a leading provider of a wide variety of fiber-based products including communication, specialty and packaging papers, market pulp and absorbent hygiene products. With approximately 10,000 employees serving more than 50 countries around the world, Domtar is driven by a commitment to turn sustainable wood fiber into useful products that people rely on every day. Domtar's annual sales are approximately \$5.5 billion, and its common stock is traded on the New York and Toronto Stock Exchanges.

How SumTotal® Helped

[SumTotal Talent Management](#) enabled Domtar to automate performance management and succession planning. Now Domtar has a single, centralized system for capturing and documenting goal setting and employee progress.

[SumTotal Performance Management](#) enables leaders to recommend content to build skills and competencies critical to career growth.

[SumTotal Succession Planning](#) ensures leadership continuity. Once Domtar identifies a potential manager, it builds a development plan utilizing learning content in My Knowledge Tree, its SumTotal LMS.

[SumTotal 360 Feedback](#) improves retention rates by identifying employees for stretch projects.

Key Metrics



Increased alignment of talent and business objectives



Immediate visibility into goals and measurement of talent

83%

83% utilization rate in the first year

sumtotal[®]

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