

Strategic HR system and process review

Establishing a pragmatic road map for HR transformation on all devices

In 2016 we were engaged by large Insurance company to carry out a review of their HR processes and systems to determine how they compared to good practice and work out a strategic roadmap to close the gap between their current state and desired future state.

The purpose of this exercise was to establish an in depth understanding of the current state, conduct a comparison of good practice and develop a prioritised plan of how to move the business forward.

The goal was not necessarily to bring all processes and systems up to the best practice but to identify those that were causing problems, and those that would deliver the greatest strategic benefit.

Some changes become pre-requisites of more beneficial changes, and hence a logical roadmap was established. In addition to identifying the roadmap, we conducted a cost benefit analysis of the changes required and identified the high level requirements for the future systems landscape.

The output from the exercise led to the company instigating an RFP process for new systems implementation.

Business situation

The client had been subject to a recent merger, which had led to renewed focus on internal processes and systems with HR forming part of a wider strategic review. Previously the company had made limited investment in HR Systems and were mainly running on excel spreadsheets and an antiquated Microsoft Excel Payroll system.

Because of the high reliance on manual processing, different processes existed in different areas of the business and there was a lack of visibility and oversight on key HR processes.

Solution

The strategic review we delivered enabled the senior management to rethink the current state and work out the roadmap to address key process shortfalls, remove silos, reduce legal risk and reduce admin effort.

A key recommendation was to transform the HR department from an administrative function to one focused on strategic value, increasing focus on attraction, development and retention.



Benefits of the Succeed solution

- Clear and simple summary of the current state.
- Easy to digest gap analysis with good practice.
- Engaging roadmap plan with compelling cost benefit analysis to support strategic investment decisions.