



CLIENT RESULTS

The workforce analytics dashboard changed the paradigm from “give me a terminations report” to “which managers are not meeting performance review targets”. The implication: with immediate access to such HR metrics managers can improve retention and enhance the operational effectiveness of the enterprise.

Case Study: HR Workforce Analytics for Medical Devices Manufacturer

Client: Global Medical Devices Manufacturer

SUMMARY

Understanding human resource gaps and opportunities across a large highly skilled employee organization was a critical need to support better planning at all levels of management. Simple questions such as “which managers depend too much on contractors” were hard to know. Under the sponsorship of HR Executive Management, Corporate Technologies (CTI) implemented a BI Workforce Analytics solution enabling executive management to understand critical staffing challenges while at the same time providing thousands of line managers with an operational staffing “score card”.

Industry	Life Sciences / Medical Devices
Client	Global manufacturer of medical devices and supplies
Problem	<p>The needs of both line-level management and senior level management were a critical requirement to look at key HR metrics at the top levels of the organization and drill down to the line manager picture. Example questions that needed to be addressed were::</p> <ul style="list-style-type: none"> • Which managers have the most open positions and how long do they take to fill those positions? • Which managers have the most turnover? • Which managers depend too much on contractors? • Where do we have unbalanced departments (not enough senior level staff in the department)? • Where do we have too low manager-to-employee ratios? Should departments be merged? • Where do we have too high manager-to-employee ratios? When did the department become too big? • Which managers are not meeting demographic targets? • Which managers are not meeting performance review targets?
Solution	<p>Over a 6 month period, CTI worked with the HR leadership team to understand and define the key HR metrics; mockup and refine the dashboards (based on the Oracle HR Analytics solution); and profile and integrate the HR data sourced from Peoplesoft and Taleo.</p> <p>A critical (and highly complex) component of the solution was the integration of PeopleSoft to control the organization hierarchy and control access security. In this way, the dashboards reflected the management hierarchy allowing summary-to-detail review of the metrics at any level in the organization</p>

Solution	HR management changes within PeopleSoft were automatically reflected in the hierarchy of the dashboards. In addition, the user security for accessing (or denying access to) such critical HR data was governed by the PeopleSoft policies.
Benefits	The HR Workforce Analytics system provides senior and line level management with critical new tools addressing: <ul style="list-style-type: none"> • Workforce Performance • Workforce tenure and turnover • Workforce internal transfers • Open positions and time-to-fill • Workforce demographics • Manager-to-employee ratios • Contract vs employee ratios • Workforce job level distribution • Compensation and bonus distribution
Technologies	Oracle Business Intelligence Oracle HR Analytics Oracle PeopleSoft

CONTACT US

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ABOUT CORPORATE TECHNOLOGIES

CTI provides high value services to clients. Through the effective application of technologies like Business Intelligence, Data Integration and Management, Enterprise and Cloud Computing, we help clients implement the right IT solutions to empower business innovation and dynamic scalability. From leveraging business intelligence to rethinking the efficiency of the data center, we are your strategic partner for everything from data management to information delivery.

Today's IT solutions have to be highly integrated to solve the complex business challenges that organizations face. Your business cannot afford to work with multiple consulting organizations specializing in "silos of experience." Corporate Technologies' engineering team understands how the implementation of any new technology must support both the business and infrastructure requirements.