

## Case Study 2: Simple Capability Center - Digital HR Transformation Blueprint

### Challenge Statement

A global capability center was struggling with a fragmented "HR tech stack" spanning six different geographies. This resulted in a poor employee experience, inconsistent people data, and inefficient HR processes, preventing the HR team from providing strategic insights to the business.

### Client Brief

- **Industry:** Global Capability Center (GCC) for a multinational conglomerate.
- **Employee Strength:** 2,500 employees across six countries.
- **Geographic Coverage:** Centers in India, Poland, Mexico, USA, Singapore, and Ireland.
- **Business Revenue & Status:** Not applicable (cost center); focused on operational efficiency and service quality for the parent organization.

### Proposed HR & Business Solution

We developed a future-state **Digital HR Transformation Blueprint** to create an integrated and seamless HR service delivery model.

1. **HR Operations & Technology Strategy:** Conducted a comprehensive audit of all existing HR systems and processes to identify duplication and gaps.
2. **Organization Design (for HR):** Proposed a new HR operating model with a centralized COE, shared services, and embedded HRBPs, clearly defining technology ownership.
3. **Talent Data & Analytics Roadmap:** Designed a phased plan to integrate core HR systems (HRIS, ATS, LMS) to create a single source of truth for people data.
4. **Employee Experience (EX) Design:** Roadmapped the implementation of an integrated "experience layer" (e.g., a modern HR portal) to provide a unified interface for all employee HR needs.
5. **Change Management:** Created a communication and training plan to ensure global adoption of the new technologies and processes.

### Results

The blueprint provided a clear, measurable roadmap for transformation. The organization gained executive buy-in for a multi-million dollar investment. The first phase of integration led to a 15% reduction in HR administrative queries and established a foundation for advanced people analytics.

### Key Performance Indicators (KPIs)

#### Success KPIs Demonstrated:

- **Strategic Alignment:** Secured 100% funding approval for the transformation roadmap.
- **Operational Efficiency:** Achieved a 15% reduction in HR ticket volume post-phase-one integration.
- **Data Integrity:** Improved the completeness of core HR data from 70% to 90%.

### **Future Challenges & KPIs to Address:**

- **Adoption Rate:** The initial rollout saw only **65% active usage** of the new HR portal, highlighting a significant **Change Management** challenge.
- **Integration Complexity:** **Two legacy systems** were identified as major roadblocks for full integration, requiring a specialized decommissioning plan.

### **Relevant HR Sub-functions Earmarked for this Intervention:**

- HR Operations
- HR Technology
- Talent Data & Analytics
- Organization Design (HR Function)
- Change Management
- Employee Experience (EX) Design