Strategy for HR Consultancy Group

cibsys

Assess

Our client is one of the largest HR consultancies in the UK. They offer an extended portfolio of talent management services, coaching and HR best practice to their customers.

Operating 5 locations with over 150 employees & 800 associates, knowledge management, the ability to cross sell, & ensuring efficient easily accessed of IT services was critical to their success.

- Our client was formed from a merger between three companies, with differing diverse strategies leading to significant challenges.
- **No Cross Selling**: The fragmented infrastructure inhibited cross selling across the company resulting in loss of revenue.
- **No Team Collaboration**: due to varying systems, different incompatible platforms and multiple system log ins.
- **High costs**: Duplicative internal & external services with multiple overlapping services/contracts with no optimisation in place.

Advance

1. Assessed IT Value Chain

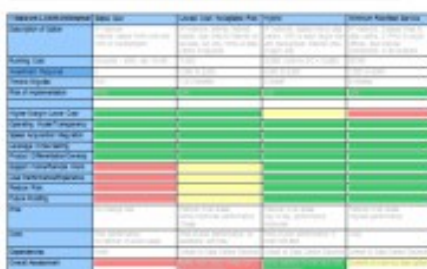**2. Determined Scenarios**

3. Agreed Strategy & Roadmap

- Established strategic business objectives.
- Documented and reviewed current budget and IT architecture.
- Identified main issues and risks with current IT services.
- Identified main opportunities for improvement.

- Created options for each part of the IT value chain.
- Aligned options to the strategic business objectives.
- Created short-, mid- and long term implementation options.
- Determined running and investment cost impact.

- Presented option scenarios to the Board for agreement.
- Determined detailed roadmap to implement the agreed target.
- Program managed the delivery within time and investment budget.
- Assessed and ensured benefits for both business and IT costs.

Assure

- ✓ Agreement from all board members was obtained ensuring the organisation had a cohesive IT roadmap and strategy to consolidate the services.
- ✓ A single infrastructure platform was put in place with cost transparency & significant annual savings.
- ✓ Significant business benefits were realised, cross selling rose by 33% within 6 weeks of the project concluding due to increased accessibility of systems, as well as enhanced team collaboration.
- ✓ Calls to the IT help desk reduced by over a third due to a more rationalised easy to use IT infrastructure.
- ✓ Optimised resource and supplier contracts where on track to deliver a return on investment in less than two years following the implementation.