

CAN MATHEMATICS COME TO HR'S RESCUE?

Improve target operating model to support HR operations.

A financial services giant wanted to revamp its HR support operations and enable HR strategic transformation.



CHALLENGES

The client faced several challenges in streamlining its HR operating model:

Implementing cloud-based Oracle HRMS for HR transformation

Admin tasks spread across different teams

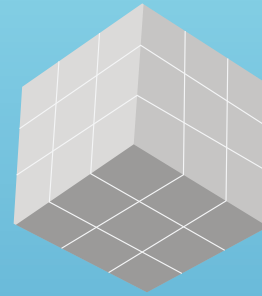
Understanding capacity implications and defining target operating model for Level 1/2/3 HR support operations

Lacking stakeholder consensus on the scope of project

Multiple points of contact for employees

Lack of adequate and accurate baselined effort data

Mismatch in the alignment of job roles and activities to be performed due to sticky legacy ways of working



SOLUTIONS

Infosys BPM offered several solutions to address the client's issues:

- ▶ Defined project scope in terms of fix-on-fail (typical employee support queries) measures, admin activities, and technology upgrades/enhancements
- ▶ Calculated the implication of HRMS cloud and leveraged bottom-up and top-down approaches
- ▶ Consolidated all admin tasks across different teams into a central admin team
- ▶ Developed a mathematical model to arrive at capacity calculation for the adoption state (stabilisation period) and the steady state
- ▶ Defined design principles for end-state target operating model



BENEFITS

With the Infosys BPM approach, we were able to:

- ▶ Propose a cross-functional scalable HR Services Hub as a single window to resolve all employee support queries and execute all admin tasks
- ▶ Recommend various organisational models to transition to the proposed target state
- ▶ Implement a Mathematical model to serve as a fact-based baseline for future efforts to assess HR support operations capacity modeling



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