

Case Study 3

A Global Investment Bank wanted help with their HR Transformation project.

The Bank were looking to set up a UK based HR Shared Service Centre grouping transactional services together and creating centres of excellence and expertise whilst freeing up the HR Generalists to allow them to spend more time on value adding activities.

- We helped re-engineer and document all the key HR processes
- We used Lean Six Sigma methodologies to identify all the non-value adding activities
- We delivered an agenda for change in terms of HR system functionality and the use of ESS and MSS
- We identified a series of service delivery KPI's and corporate HR metrics to measure the success of the service and the impact of HR policies on the profitability of the business.