

Building the business case and managing the selection process for major human resources technology investments help in the maximization of human resources effectiveness.



client case study

Human Resources Cost-Benefit Analysis and Vendor Selection

Background An international company with about 2,000 U.S. employees wanted to enhance their human resources technology to manage fast-paced growth. The company used an international Enterprise Resource Planning platform for financial and core human resources data, but did not have technology solutions for strategic human resources initiatives such as recruitment, learning, performance management, compensation, or succession planning.

Challenge It was critical for the client to attract, develop, and retain talented employees to support continued growth. The human resources team was challenged with meeting the needs of the workforce with limited and outdated technology – such as ad-hoc reports, databases, and worksheets. The client knew they needed to move away from administrative paperwork and toward a strategic human resources approach in which employee attraction, development, and retention would become a proactive, effective, and efficient process.

Findley Davies' Solution Findley Davies helped the client determine which technology solutions would maximize human resources effectiveness. We began the project with a full scale cost-benefit analysis to determine where human resources spent time and money. We collected data on all human resources functions, analyzed trends, and compared client data to peer group benchmarks. We developed a list of the top areas of opportunity for human resources technology by demonstrating – in real dollars – which technology solutions would make the human resources function more strategic and efficient. Findley Davies' cost-benefit analysis demonstrated the business case for investing in an online performance management solution to make better use of human resources' time and effectively manage employee goals and performance.

The client continued to partner with Findley Davies to provide expertise and project management support in selecting the right performance management solution. Using Impetro™ – Findley Davies' online procurement system – we worked with the client to streamline the selection process. In about four months, the client had reviewed the top six solutions and used Impetro's robust reporting tools to make an educated, objective vendor choice.

Results With Findley Davies' help, the client's human resources team is moving its focus from administrative to strategic. By taking time to develop a business case and select the right technology solution, the client is confident that their investment in a performance management system will be worthwhile. Once fully implemented, the system will allow human resources and managers to focus on managing employee performance, setting and cascading corporate goals, and developing effective incentives – ultimately leading to a more engaged, productive workforce, and a healthy bottom line.

About Findley Davies

Since 1969, Findley Davies has been working with companies who are interested in maximizing their HR effectiveness. The Firm specializes in helping clients attract and retain the best talent, enhance their financial performance, and structure solutions that drive and manage organizational change. Findley Davies prides itself in providing clients with tools and solutions to manage the challenges and changes clients face everyday; while helping clients maintain a competitive advantage in the marketplace. For more information, please visit our website at www.findleydavies.com or contact us at:

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