Technology-led HR transformation

Assisting organisations with the transformation of their HR operations to optimise efficiency and execute talent and people strategies that support the business

Problem statement

- Is my people strategy supporting the business appropriately?
- Where should I invest more and where should I invest less?
- How efficiently is my HR function performing, and is it able to meet customer needs?

- Is my current management system apt for my business or do I need to update to a more technology-driven system?
- Where do my HR processes stand vis-à-vis the industry?

Over

80%

of HR functions have just completed, are undergoing or are planning an HR transformation.

- CLC research

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How we can help

Many organisations suspect there is considerable scope for improvement in their HR services ranging from alignment of HR strategy with overall business strategy to revising the policies and process flows. We possess end-to-end capability to support out clients optimise the HR function.

Areas of work

People strategy design and alignment

Build the people strategy to make it a catalyst in the organisation's growth strategy, and align policies and processes to reflect the strategy.

HR function effectiveness

PwC has a proven methodology to conduct an in-depth review of HR function:

- Review of service delivery model in the light of strategic direction
- Audit of HR processes
- Benchmark of HR function performance
- Measurement of customer perception of service, profile type and cost of HR activity

- Assessment of process performance, HR skills and capability

HR analytics

PwC's Saratoga is a well established human capital benchmarking and measurement service.

- Robust database of more than 2,600 companies worldwide
- Framework with 100+ metrics to measure effectiveness of domains like financial impact, employee turnover, talent acquisition, L&D, organisation and workforce structure, and HR function effectiveness

Policy and process designs

PwC's methodology looks at policy and process design from the following lenses to ensure optimal performance when the process is implemented:

- Philosophy or intent of the process
- Linkages between different steps
- Responsibility matrix
- Governance mechanism and monitoring metrics

IT-enabled HR transformation

We possess expertise in incorporating technology within HR processes:

- Designing a technology strategy
- Selecting and implementing the appropriate HRIS
- Re-engineering critical processes to align them with the requirements of the selected HRIS

Benefits to the clients

- Efficient HR processes reflect in the effective performance of the employees.
- HR transformation improves the strategic effectiveness of the function by driving HR-business alignment.
- Data and analytics have the potential to improving the strategic decision-making, thereby positively impacting organisations in the long term.
- The gap between current state of efficiency and desired state can be identified and addressed.

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