HCLTech | Supercharging Progress™

Optimizing cost and efficiency through HR-IT strategy

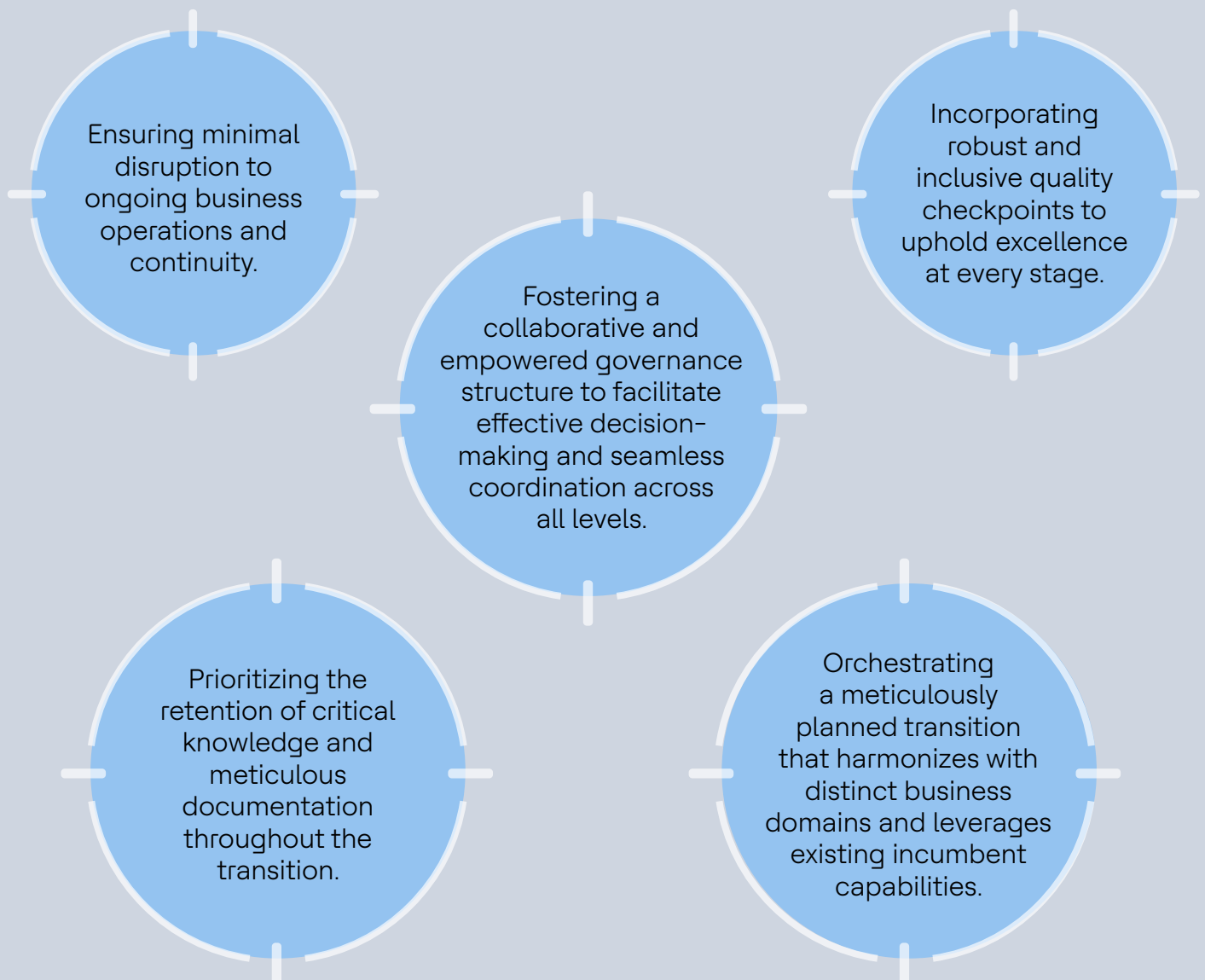Streamlined HR processes for a global professional networking platform

Our client is a major global professional networking platform headquartered in the USA, catering to a large user base that ranges from students to professionals. They embarked on a journey from having a complex multivendor model, which posed governance, cost, and efficiency challenges, to a strategic transition towards streamlined operations. Partnering with HCLTech, tailored solutions were devised, including proactive problem management, automation, integration, and process enhancements. HCLTech's expertise enabled the management of multiple applications and integrations seamlessly, optimizing costs, enhancing efficiency, ensuring uninterrupted operations, and elevating quality.

The Objective:
Orchestrating a strategic transition to singular support

Consequently, the company embarked on a journey to replace its existing multivendor ecosystem with a singular, comprehensive partner capable of providing seamless end-to-end support across both HR processes and the IT environment. The primary goal of this endeavor was to establish a uniform quality of output while optimizing cost-efficiency dynamics. This strategic initiative was guided by several key considerations:

Ensuring minimal disruption to ongoing business operations and continuity.

Incorporating robust and inclusive quality checkpoints to uphold excellence at every stage.

Fostering a collaborative and empowered governance structure to facilitate effective decision-making and seamless coordination across all levels.

Prioritizing the retention of critical knowledge and meticulous documentation throughout the transition.

Orchestrating a meticulously planned transition that harmonizes with distinct business domains and leverages existing incumbent capabilities.

The Challenge:
Unveiling pivotal operational roadblocks

To fortify their HR processes and IT environment, our client embraced a multivendor model. However, this approach brought about a series of notable challenges. Governance became fragmented as a result, leading to difficulties in cohesive decision-making and strategic alignment. Moreover, the cost implications of managing multiple vendors escalated. This complex vendor landscape also contributed to reduced operational efficiency. Standardizing processes across this diverse framework proved to be a formidable task, resulting in inconsistencies and inefficiencies. Additionally, the intricate vendor network posed challenges in terms of effective administration. Recognizing these issues, our client sought to address them systematically, aiming to streamline governance, control costs, enhance efficiency, establish process uniformity, and improve overall management practices.

The Solution:
Empowering operational excellence through tailored solutions

As a collaborative solution partner, HCLTech assessed the client's needs and presented innovative solutions.

We adopted proactive problem management and business-driven incident models to minimize support tickets. Intelligent automation enhanced monitoring and issue resolution, shifting from reactive to predictive support. Key functions like payroll and benefits were seamlessly integrated. We managed day-to-day access, security requests, and process changes. We improved the system with bug fixes and custom configurations.

We tailored customized reports to precise specifications, adjusting logic for diverse columns and fields within these reports. Notably, we refined the logic governing the display of various organizational supervisory levels. Access management was streamlined through efficient requests and security role assignments. This comprehensive approach showcases our commitment to enhancing the client's operations.

The Impact:
Delivering measurable benefits through strategic expertise

Addressing the multifaceted demands of the client's HR IT ecosystem, HCLTech assembled a specialized team of experts adept in a diverse range of skills. Our approach extended to comprehensive contingency planning and the effective management of teams spread across various geographical locations. This strategic orchestration facilitated the seamless management of over 15 HR applications and sixty integrations, underscoring our commitment to ensuring operational excellence. As a direct outcome, the client realized a host of pivotal advantages:

Optimized costs:
Through a transition to a consolidated single-partner support process, the client achieved cost optimization while maintaining quality.

Enhanced efficiency:
Process automation initiatives led to heightened efficiency and reduced time-to-value, underlining our dedication to delivering tangible results.

Uninterrupted operations:
Leveraging a lean team powered by strategic resource deployment, we provided round-the-clock support to ensure uninterrupted operations.

Elevated quality:
By implementing standardized frameworks and processes, we elevated the maturity of the testing process and enhanced the overall quality of deliverables.

These achievements underscore our commitment to delivering impactful solutions that drive progress and operational excellence for our valued clients.