

IT DRIVEN INNOVATION FOR EUROPEAN GOVERNMENTAL INSTITUTION



Client

- European governmental institution
- More than 11'000 employees in 75 locations

Starting position

- Entire governmental institution is in transition to higher customer orientation
- Use of IT innovation to align HR support with business priorities

Approach

- Identification of the setup of an HR shared service center as a measure to make use of economies of scale and standardization
- Research and analysis of best practice examples
- Analysis and design of target organizational setup and its underlying IT landscape

Results

- Strategic roadmap for the implementation of an HR shared service center
- Standardization and high automation of administrative HR tasks
- Focus of HR activities on strategic priorities of the business