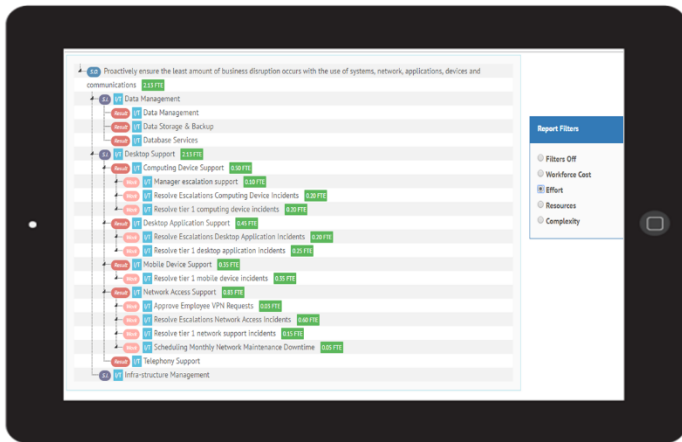


Organizational Design

A Human Resource (HR) organization within a global supplier of the semiconductor industry has services that are struggling to meet the needs of their internal business clients. They suspect that there is a service performance gap between what is expected and what is actually being delivered. Their business clients have begun to find other ways to fulfill their service needs by hiring outside vendors. The HR organization wants to inventory all the services they deliver, determine who and how those services are being delivered, what effort is required to deliver the services, the cost to deliver those services, and a plan to deliver services more cost effectively and with client higher satisfaction. They acknowledge that this effort may include redesigning their current organizational structure to meet their client's needs.



Customer benefits from Hiper Hipo's strategic workforce planning software

- Insight into the inventory of all 200 services delivered, mapping who delivers these services, the capabilities required to deliver each service and the workforce cost to deliver each service
- Resource strategy providing cost effective workforce to deliver the services
- Organizational design capabilities to build a shared service organization by grouping like work eliminating service redundancies, grouping low cost work, and providing cost savings in a charge back model
- “what-if” capabilities to model different workforce delivery models
- Resource model to build a new service organization for higher cost value-added work that require more advanced capabilities
- Dashboard illustrating service ownership, decision management, and governance model
- Third-party integration to support organizational changes ensuring a single-source for data



Key Point

Good organizational design helps improve communication, increase productivity, inspires innovation, and creates an environment where employees can work effectively. A good organizational design must be informed by the company's strategic objectives. Authority for decision making must be clearly delineated, workflows must be constructed based on the workforce capabilities, and incentives must be performance based at every level of the organization.