


Accenture Workforce Analytics

Helping companies achieve high performance by managing the workforce as a competitive asset


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In an era of growing global competition, a skilled, focused workforce is a critical competitive differentiator and a key component of the high-performance business. For many organizations, however, keeping the workforce current and aligned to business needs is a significant challenge. Accenture Workforce Analytics is a complete, out-of-the-box, Oracle-based solution that provides companies with the tools and metrics needed to manage the workforce as a competitive asset.

Companies are essentially flying blind when it comes to managing the workforce from a truly strategic perspective.

Business challenge

Today, demographic shifts and a knowledge-based economy are leading to shortages of both talent and key skills, making workforce management more complex. Companies need to not only attract and retain talent, they also need to maximize the value of their talent by defining their needs, developing people to meet those needs, deploying them effectively, and keeping the workforce aligned with overall company goals.

While companies clearly understand that their workforce is critical, they often don't have the information needed to make strategic decisions about how to make the best use of their talent. In a recent Accenture survey of executives, nearly 40% of respondents said they had no formal measures to gauge the impact of their HR and training efforts on workforce performance. Only about half said that business-oriented metrics such

as margin/profitability and revenue/sales pipeline were key measures of HR and training performance. And only 12% said their organizations were "highly effective" in aligning workforce skills to business priorities.¹

Today, companies have a great deal of workforce data on hand within their enterprise HR management systems, but they lack the ability to transform that data into useful, actionable business intelligence. As a result, they essentially fly blind when it comes to strategically managing their workforce.

Accenture Workforce Analytics is a comprehensive solution that provides the tools and metrics needed to competitively manage the workforce. Using Workforce Analytics, executives can monitor, understand and deploy their talent more effectively, and better understand how workforce performance needs to keep pace with the growing demands of today's global business environment.

¹ Source: Accenture High Performance Workforce Study 2006

Our solution helps companies understand what drives workforce performance and keeps talent and overall strategies aligned with the corporation's business goals—which is key to the ongoing pursuit of high performance.

About the solution

Accenture Workforce Analytics combines Accenture's functional knowledge, tools for HR best practices and workforce metrics with Oracle's Business Intelligence Suite Enterprise Edition (Oracle BI EE), which is a comprehensive suite of enterprise BI products that delivers a full range of analysis and reporting capabilities. The result is a business and technology solution that gives businesses enhanced visibility into workforce performance.

Accenture's solution provides key performance indicators (KPIs) for the workforce based on our extensive experience in HR-related initiatives across industries, as well as our ongoing research into high-performance business. It provides companies with a ready-made set of metrics and measures that enable them to monitor the full spectrum of workforce performance factors, from recruiting and retention rates to training, HR costs and call-handling in contact centers.

Oracle BI EE provides a variety of standards-based analytics infrastructure and tools. Building on that foundation, Accenture integrates the Workforce Analytics solution with Oracle's PeopleSoft Human Capital Management solution, to take advantage of this widely used repository of enterprise HR data.

How it works

Decision makers need readily access timely, accurate information—so Accenture offers the advanced reporting functionality of the Oracle solution that creates HR reporting dashboards which gives decision makers a concise view of KPIs. Executives can quickly assess the current state of the workforce, and see forecasts that highlight potential future gaps and shortcomings. From there, they can drill down to find detailed information and uncover the root cause of problems that allows them to take fast, targeted action to keep the workforce enabled, motivated and focused on the right business goals. This data flow is handled quickly and efficiently, with the dashboard pulling information directly from enterprise applications, without going through a data warehouse.

When Accenture implements Workforce Analytics, we collaborate with the client to tailor the KPIs and dashboard views to their specific needs, which reflects the nature of both their workforce and their business strategies. We also draw on our proven implementation tools and methodologies, developed over thousands of client engagements, which enable cost-effective delivery and real business results. And we support our efforts with our 32,000 professionals skilled in Oracle solutions, as well as the more than 7,000 professionals working in our Talent & Organization Performance practice, which has a solid record of helping leading companies to transform their HR functions across all industries.

High Performance Delivered

Accenture uses Workforce Analytics to provide companies with a complete out-of-the-box solution that reflects years of experience and best practices across industries, and focuses on their specific business needs. Overall, it enables companies to leverage their HR data to support talent and workforce management across the organization, helping to:

- Improve executive decision-making about the workforce. The executive-level dashboards draw on integrated data from multiple sources to provide a complete view of workforce and business operations.
- Track and focus HR initiatives. Companies can monitor the progress and effectiveness of training and HR programs to ensure that they are optimizing resources and building the workforce capabilities that the business needs.
- Reduce workforce costs. Increased visibility into the workforce helps companies control workforce costs, increase employee productivity, effectively manage employee compensation, improve retention and reduce voluntary turnover.
- Reduce IT and human resources reporting workloads. Dashboards and comprehensive self-service capabilities streamline access to data and simplify the generation of reports.

Perhaps most importantly, Workforce Analytics lets companies take a more fact-based approach to managing the workforce—and look beyond efficiency to achieve greater effectiveness. It provides the tools and insights needed to understand what drives workforce performance, and keep talent and overall corporate strategies in step with the company's business goals—which is key in the ongoing pursuit of high performance.

Contacts

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. With more than 175,000 people in 49 countries, the company generated net revenues of US\$19.70 billion for the fiscal year ended August 31, 2007. Its home page is www.accenture.com.

About Oracle

Oracle's business is information—how to manage it, use it, share it, protect it. For nearly three decades, Oracle (NASDAQ: ORCL), the world's largest enterprise software company, has provided software and services that enable organizations to get the most accurate and up-to-date information from their business systems. Today, Oracle has over 275,000 customers—including 98 of the Fortune 100—in more than 145 countries.

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