Increasing Profitability at Proctor & Gamble

Speaker: Carissa Bailey, Global Service Leader of Human Capital Management, Proctor & Gamble.

Accenture is helping Proctor & Gamble implement a global SAP HR Talent solution

The program is supporting cost reductions, and driving a culture of productivity and innovation.

I’m Carissa Bailey, the Global Service Leader of Human Capital Management at Proctor & Gamble.

Management at Proctor & Gamble.

One of our biggest business challenges is increasing our profitability at P&G. So from the HR standpoint, that really means driving a culture of productivity and innovation.

We also have some challenges because P&G has a build from within model, which is very different. As we continue to go into emerging markets, we’re looking for new tools and ways to manage our talent.

One of the things that Accenture is helping us to do is to put in place some new tools that’ll help drive HR decisions in terms of workforce planning, talent decisions, like succession planning and things like that.

P&G’s been using SAP HR since 1997 or ’98. We have a single global instance that has primarily been used over that course of time for payroll and time management, as well as housing all of our employee master data globally.

In 2010, we started a program, so that we could manage more of our talent information and business decisions from an HR space out of
SAP. So, SAP is now our system of record for all of our talent data, and BW is our system of integration.

With Accenture it’s a true partnership, we really work together and look at the business goals and determine how we can best, using Accenture’s skill sets and our skill sets, come up with the right level of innovation for the different solutions that we want to create.

They brought in a lot of skills and capabilities and came with us together to create and innovate in new ways.

We’ve also been able to leverage a lot of Accenture’s offshore delivery centers to create a lower cost model for us, so we have a few key resources onsite who are working day to day with the business. And then a lot of the work, the development is – is done, you know, over a 24 hour period in the offshore centers.

We chose Accenture because they really partnered with us versus a lot of the other vendors that we were looking at. They brought in a lot of skills and capabilities and came with us together to create and innovate in new ways. As the project has evolved, they’ve evolved in terms of what skill sets they provided to the team.