Global HR Process Improvement at NBC Universal

Video Transcript

Accenture helps NBC Universal with a global implementation of HR operations and processes leveraging SAP technology.

The implementation is enabling improved processes with greater accuracy.

Jen Mandelson, Vice President, HR Operations NBC Universal

In January of 2011, NBC Universal was purchased by Comcast. So as part of having this acquisition of these two companies, we had to define entirely new leadership and entirely new business processes across HR, and how do we support HR for this new organization? So we worked with Accenture to do a global implementation of HR operations and processes in 35 countries.

So Accenture provided the full suite of services on our program from project management, design, build, test, and change management, as well, which was an important component for us.

I think that Accenture provides a unique skill set because it doesn’t just build an application, so in the IT space everyone wants an application like an iPhone app to build something. We actually need the testing resources that supplement the implementation, as well as change management, so I think Accenture brings a larger team than most other companies, it’s more comprehensive in nature, it’s not just about building an application, it’s about the process behind that application, how that application is rolled out to the end users so that they accept that application. So I think that they are
unique and that they fit that whole end to end process versus just coming up and building a piece of software and delivering it.

I really feel working with Accenture that we’re partners, and that we have a lot of common ground, and that they feel that our success is their success, and there isn’t this idea that they’re just providing a service. There’s this concept that we’re in it together. If we fail, we fail together. If we succeed, we succeed together.

We now have an automated process for all of our HR life cycle transactions; we process at least several thousand per month successfully, and much more accurately than we have in the past.

The comprehensive nature of the Accenture delivery model, which includes the project management, design, test and change management really turned the corner for us, enabled to implement globally in so many countries simultaneously.

Our thanks to:
Jen Mandelson,
Vice President, HR Operations
NBC Universal