

Accenture Technology Services for Human Capital Management

Workforce Analytics



High performance. Delivered.

Introduction

Workforce analytics: Information-driven HR decisions that impact business success

Are you ready to manage your workforce as a strategic asset?

Having the right data is key to success in HR operations and it empowers your entire business strategy. Workforce analytics unlocks the value of massive amounts of information in your HR systems and helps you:

- Analyze HR trend indicators (performance, vacancy requests, people movements) to better predict resource needs
- Set capacity and capability goals and track progress to meet demand across geographies
- Monitor performance against goals using a comprehensive HR dashboard

- Improve automation, providing easy-to-use HR tools for your employees

Workforce analytics is one of many services offered as part of Accenture Technology Services for Human Capital Management. Our advisors will collaborate with you to move your team up the HR sophistication curve with a highly integrated and strategic approach to HR management. When advanced data architecture and governance practices span the enterprise and are smoothly integrated, you get data consistency, accuracy and a "single source of truth."



Services

An analytics “dashboard” to simplify and sustain a winning workforce

Winning HR organizations know that it takes more than great tools to deliver visible HR change that’s strategic to their businesses. And success can be hindered if your HR tools aren’t widely accessible, or if these tools do not provide comprehensive metrics that help managers make decisions. Workforce analytics effectiveness relies on an end-to-end approach. Accenture can help you harvest information—even if it’s currently housed in multiple applications—and turn it into business intelligence that improves decision making across every department. Our knowledgeable team knows exactly how to pull all the data together to create executive-level dashboards.

In one quick view, your team will be able to analyze what’s happening in your business and create an accurate, precise forecast and detailed reports—helping you better support your company’s strategy.

It’s HR intelligence that addresses the strategic questions you and your leaders have every single day.

Workforce analytics services include:

Workforce analytics architecture, models, metrics and benchmarks

- Select the most appropriate architecture and identify key performance indicator models, metrics and benchmarks
- Leverage Accenture’s HR Benchmarking Capability & Measurement Database

- Tap into our experience on leading technology solutions, including software selection and architecture design processes

Workforce analytics solution implementation

- Design and implement key metrics, decision support systems and HR business analytics and intelligence that simplify complex HR challenges

Strategic workforce planning implementation

- Provide solutions for HR management in planning (e.g., Oracle, SAP, SAS and SuccessFactors)

Credentials

Client successes–Workforce Analytics solutions

Accenture has supported enterprises across numerous industries as part of Accenture Technology Services for Human Capital Management solutions. See [client examples](#).

How we helped a global automotive enterprise create a user-friendly, powerful performance management system that spans all locations

A multinational automotive enterprise needed to create a common global performance management system—making employee data across the company's wide-spanning locations easy to access. The HR team, and even

CEO himself, wanted to instantly analyze performance and other key metrics by different departments, geographies, functions, etc. But the data was spread across multiple systems that lacked a user-friendly Web interface.

Accenture's team worked hand-in-hand with the client to create a business intelligence solution that provides detailed reporting for the expansive HR processes—regardless of location. We helped the client create a large relational universe that combines master data from several HR functional areas. It merges data from a global human capital management solution and from legacy systems. To make the system's front-end more user-friendly for all staff, Accenture helped the client

integrate BusinessObjects (XI 4.0) with its existing business intelligence solution and improve the usability of reporting.

The client's HR team now has more than 120 Web-based reports that analyze massive amounts of data and key performance indicators—covering personnel administration, organizational management, compensation, appraisals and training/learning.

Engagements

Collaborating with you to harness data, uncover fact-based insights and drive business results

With the recent quantum leaps in technology, new tools for harnessing information, running deep analysis and creating accurate forecasts can help you swiftly make intelligent decisions. Imagine all the questions you've had—and some you've probably never thought of—rapidly answered with precise data. For example:

- What capacity levels are required to meet our business's goals?
- Which people and skills are needed for specific projects?
- Do we have sufficient internal candidates to replenish retiring leadership?
- What hiring, promotion and attrition policies are needed for a sustainable workforce?
- How can I analyze employee contributions on the spot and by several different views?

Our workforce analytics approach

- Provides a reliable global system that offers a complete data foundation
- Implements a user-friendly front end that works on multiple devices, giving you anytime, anywhere access
- Creates a flexible and adaptable platform, so you get answers in minutes, not weeks

Find out more

- [Workforce of One](#): Revolutionizing Talent Management through Customization (written by Accenture's Susan M. Cantrell and David Smith, Jan. 2010)
- [Mobilizing Value from Enterprise Resource Planning](#): Five field-tested practices to mobilize more value from existing enterprise systems

- Accenture [Application Outsourcing](#)
- Accenture [Human Resources BPO: Services Overview](#)
- [Outsourcing the HR Function: Possibilities and Pitfalls](#): An independent review of the outsourcing market for HR.
- [Accenture Technology Services for Human Capital Management offerings](#):
 - [HR IT strategy](#)
 - [Workforce analytics](#)
 - [HR application implementation](#)
 - [ERP human capital management optimization](#)
 - [Global payroll enablement](#)

Accenture

Why Accenture?

Our knowledgeable team brings true end-to-end delivery for IT-enabled workforce analytics solutions. We offer deep expertise in workforce planning and analytics, driven by an innovative vision (e.g., predictive analytics) that addresses market needs. Our asset-driven services allow our clients to benefit from a repeatable, established, methodology-based approach to analytics initiatives—gained from the experience of more than 1,750 HR IT projects—that accelerates the project's speed and mitigates risks.

With a focus on analytics, Accenture can improve the effectiveness of your strategic, operational and tactical decision making by helping you turn information into insights, insights into actions and actions into

outcomes. We design, build and run the underpinning information strategy, architecture and governance that can help bring together data, wherever it resides, and the insights that you need.

Our workforce analytics services can help you

- Automate your workforce planning and monitoring processes
- Reduce the manual effort required to access data
- Implement models that provide decision-driving insights and include key metrics on workforce costs, employee productivity, compensation, retention, voluntary turnover and other data points



Contacts

Let us help you advance your workforce solutions

For more information please contact:

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