

Case Study: EquaTerra Helps Leading Pharmaceutical Company Outsource Its HR Organization and Significantly Cut Costs

At A Glance

Company Profile

The company is a leading global pharmaceutical company.

Services Featured

- Outsourcing
- Selection
- Business Case
- Negotiation and Contracting

Business Processes Involved

- Human Resources
- Payroll and Benefits
- Talent Management
- HRIT

Executive Summary

A leading pharmaceutical company was looking to take its Human Resources Management System (HRMS) to the next level. The company called on EquaTerra to lead management through the Human Resources outsourcing (HRO) maze. This relationship resulted in the development of a strategic plan, the selection of an outsourcing service provider, and in the end, significant projected savings for the company.

Business Challenge

This leading pharmaceutical company was looking to improve the capabilities of its HRMS in both the U.K. and U.S. The company performed an independent, high-level assessment and was able to make a business case for outsourcing.

The company believed with the appropriate outsourcing service provider it could improve efficiencies and avoid major capital expenditures on new technology. Because the company did not have the skills and knowledge internally to handle the challenges that come with outsourcing, it called upon global third-party advisory firm, EquaTerra, for assistance.

How We Helped

EquaTerra came on board to perform in-depth opportunity assessments on several potential service providers. Drawing upon its extensive experience in the marketplace, EquaTerra walked the company through a comprehensive provider selection process to identify one that was best equipped to manage the company's HR processes. EquaTerra also helped the company develop and negotiate a formal contract with the selected service provider.

To make certain the HRMS met the company's business needs and processes, EquaTerra worked closely with the provider and pharmaceutical company while the outsourcing solution architecture was defined and helped build a variable and scalable service delivery model. EquaTerra also created the 18-month transition schedule, which helped the company stay on course during the transition efforts.

Results

Overall, EquaTerra helped the company achieve a tailored outsourcing solution which fully meet the company's unique needs and provided adequate scalability and flexibility for when the company undergoes future expansion. In other words, EquaTerra's instrumental role in architecting the overall solution helped the company create a solid foundation for the company's future global HRO roll-out.

Also, the resulting contact means the company will likely realize significant financial savings over the life of its outsourcing contact.

According to company officials, EquaTerra's objective and independent counsel was essential to the success of the HRMS project. "EquaTerra's methodology was critical to us and crucial to our success," said a top level HR official. "They [EquaTerra] had strong knowledge of the vendor population and capabilities and helped us scope services."

About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

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