

# GLOBAL AGRI-CHEM COMPANY

Valuing the impact of digital technologies on HR service delivery, as an investment case for cloud platforms

## CLIENT SCENARIO

The client's global operations had spread through organic and inorganic growth, leading to increased HR service costs which were addressable through digitization and standardization.

The client sought to develop a business case for cloud platform investment to standardize HR administration and re-focus HR partnering on strategic activities. With an incomplete baseline of existing technologies and HR activities, the client also required research on current state operations.

## APPROACH

Core activities on the investment case workstream included:

- Establishing a current state HR baseline covering service delivery costs, people distribution (geography, functions and tasks) and existing technologies (cost, interfaces, geographic coverage)
- Assessing the service, people and technology impacts of two cloud platforms under consideration
- Valuing and visualizing the costs and benefits of each cloud platform
- Calculating the ROI of a cloud-enabled HR services function, aligned to all design recommendations.

## OUTPUTS

- Cloud transformation investment case
- Supporting HR Services design recommendations (including structure, process scope, technology stack, in/outsourcing).

