

CSC

HUMAN CAPITAL MANAGEMENT



ROI for Human Capital Toolkit

CSC is rated in the “Leaders” quadrant of the latest Gartner Magic Quadrant report for North American Enterprise Resource Planning (ERP) Service Providers. The report positions external service providers (ESPs) of ERP consulting and systems integration services based on their ability to execute and their completeness of vision.

Competencies:

- 9.0 Certified Consultants
- Supply Chain Management
 - End-to-End Optimization
 - Savings “At Risk”
- Financial Management
 - Grants Management
- Human Capital Management
 - Strategic HCM
 - Process/Policy Review
 - Absence Management
- Business Intelligence
- Technical Architecture and Integration

Capabilities:

- Business Transformation
- Enterprise Process/Systems Optimization
- Shared Services Integration
- Project/Program Management
- Organizational Change
- Upgrades
- Data Architecture
- Environment Hosting
- Remote Application Support

Listen to These Results:

One of the largest non-profit healthcare providers in the United States experienced an operational savings of \$17 million and transformed their organization from vision to realization using our ROI for Human Capital Toolkit.

We were able to help this organization transform their struggling HR function, burdened with transaction-focused overhead, to become a true business partner aligned with the goals of the organization. Our Toolkit and consulting expertise enabled the healthcare provider to bring the key organizational stakeholders together to focus on the ROI drivers throughout the full transformation. By doing this, we were able to create savings of \$17 million in ongoing operational savings.

The Problem

HR departments in Healthcare can often feel more like a fire department — constantly putting out fires rather than making progress and creating value for the organization. The constant challenge with helping others understand “What is HR’s contribution to the bottom line?”, and “How does HR help our business?” seems like an uphill battle.

Because of this reality, it is difficult, to focus on the things that truly add value to the organization. Taking the time to plan the expansion and integration of new technology is difficult and most times personnel lack the in-depth knowledge of the system necessary to plan new initiatives.

The Solution

We offer ROI for Human Capital services that guide you through a proven process to achieve results. From visioning to execution, our expertise offers a unique approach to “buy-in” from all potential HR customers. Our Human Capital solutions experts assist in creating a clear HR vision and strategy identifying key HRIS initiatives. A clearly communicated HR vision and strategy focuses the Human Resources organization on activities and initiatives that directly impact and support key goals.

We provide Healthcare clients with a unique perspective that incorporates how technology will enable that vision. We work with you through execution to truly get the results and clear the way on your path towards success.

The Process

We can help your Human Resources department clearly align itself with the organization and goals. We will work with your HR team to:

- Review and clearly understand the organization's mission and current strategy and goals
- Develop an HR vision that closely matches the overall organization's mission
- Delineate a clear, concise HR strategy designed to align your HR staff with the HR vision
- Review and analyze current HR business processes to determine their degree of alignment with the HR strategy
- Design new business processes that are aligned with the HR vision and strategy
- Identify and select the advanced technologies in support of the new business processes
- Identify skills gaps in the HR Staff and develop training plans and programs to fill those gaps
- Develop metrics that measure the department's progress in executing the HR strategy

About CSC

The mission of CSC is to be a global leader in providing technology enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

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The CSC Approach

Client-Focused — We make a special point of understanding its clients and delivers solutions that best meet their unique needs.

Experienced — Most of our workforce joined the company as experienced professionals from other firms and industries. Our ERP professionals have an average of 20 years experience.

Global — We are one of a very few firms that can deliver end-to-end solutions to global clients.

Practical — Our approach to innovation is driven by client need and expressly delivers business impact.

Trusted — Our reputation for performance, flexibility, and for "doing the right thing for clients" is widely recognized.

Why CSC?

- We have an industry leading healthcare practice in Lawson Software® implementations. Our deep experience in providing these services to our healthcare clients has allowed them to optimize their operations and technology investments saving them millions of dollars.
- Our integrated Enterprise Process Redesign and ERP Implementation methodology is highly effective. Our methodology is based on teaming with your leaders to quickly evaluate the current state operation and develop a plan to implement best practices to optimize the Lawson technology and speed the implementation of "quick hit" savings initiatives.
- We have an excellent track record for successful redesign with large and small Lawson implementation projects. Our project teams have considerable experience managing and successfully completing Process Redesign and ERP implementations for many healthcare organizations.

Let us show how we can help you implement, optimize, or upgrade your Lawson systems, improve core business processes, identify key operating changes that can be made, and improve efficiency.

For more information please contact Christopher Chen at 513.290.3634 or via e-mail at cchen25@csc.com.