

OrgPlus® Success Story



Communicate Corporate Directory with HR Data Directly from SAP

Customer
Cable & Wireless

Industry
Telecommunications

Employees
5,000

Solution Focus
SAP Integration,
Company-wide
Employee Directory

OrgPlus Product
OrgPlus Enterprise

CHOSEN BY OVER 400
FORTUNE 500
COMPANIES

HUMANCONCEPTS™
Workforce Modeling and Intelligence

Corporate Headquarters
3 Harbor Drive, Suite 200
Sausalito, CA 94965
USA

www.humanconcepts.com
Toll Free: 1-888-821-1261
(U.S. & Canada only)
Tel: 415-332-3030
Fax: 415-332-1010

▀ Cable & Wireless

Cable & Wireless Europe, Asia and USA is a leading global communications company. It provides enterprise and carrier solutions to the largest users of telecom services in the United Kingdom, United States, continental Europe and Asia, as well as wholesale broadband services in the U.K.

Challenge

With a large global workforce of more than 5,000 employees, Cable & Wireless' staff efficiency relies on highly effective internal communications. An organization of such a large and disparate workforce needs to be highly effective in terms of its own internal communications in providing accurate information that can be easily be updated throughout the organization.

To meet this requirement and improve employee productivity, Cable & Wireless decided to publish a company-wide organization chart that could be referenced as easily as a telephone directory. With secure access via the company Intranet, the latest contact information would be readily available to the entire workforce. The ability to download charts and export them into Word and Excel would also aid in reporting projects.

Charting an organization the size of Cable & Wireless using manual methods would be a labour intensive process. Charts created in this manner would become out-of-date as soon as they had been completed. The company needed a solution that would automate the creation and maintenance of the directory.

HR data about Cable & Wireless employees resided on the company's SAP system. A solution was required that could integrate with SAP and centralize data into a chart/directory populated with a name, photo, job title, department, location and other essential contact details.

Solution

The technology and functional requirements led Cable & Wireless to select OrgPlus® Enterprise. OrgPlus' ability to integrate with SAP allowed it to centralize the company's HR data automatically into web-based organizational charts. The charts included the most up-to-date information on staff located anywhere within the company. The directory is maintained through the HR system and charts are automatically refreshed every 24 hours.

HumanConcepts assisted Cable & Wireless with a speedy integration of OrgPlus Enterprise into their existing environment. A day of training was provided to the in-house technical team, and the system was quickly rolled out to users via an online user tutorial. OrgPlus uses a familiar web browser interface, so no formal user training was necessary.

Results

The new system received positive feedback from the 5,000-plus users who regularly access the new Directory. The system received praise for being constantly up-to-date and user friendly. Staff photographs were the most talked about and popular feature. Employees at opposite ends of the world, who worked and talked together regularly, could see each other for the first time, and new staff were able to navigate their way around the organization more efficiently than before.

Users now have the ability to easily download the charts into Microsoft Office documents such as Word and Excel to create presentations and reports. Tangible return on investment has been achieved through the significant savings of preparation time, low training overheads and improved reporting.

Cable & Wireless was completely satisfied with OrgPlus' ease of deployment and the flexibility of HumanConcepts' technical support. The company was able to put a cost-effective plan for implementation and training in place which suited their exact needs.

Future plans for the Directory include increasing security through password protected access to allow it to contain more confidential information. By widening the information spectrum, managers will be able to drill down into a host of data contained in the charts and use it for analyzing metrics, budgeting, scenario planning and succession planning.