



“It was incredibly difficult to navigate our hierarchy with so many different departmental PowerPoint charts scattered throughout the organization. With OrgPlus, we’ve centralized all of this data into a single, automated org chart that can be used to assess the current state of the organization and perform workforce modeling to plan for upcoming changes in the workforce.”

-Roland Boutette
HR Manager
City of Brantford

▶ City of Brantford

Business Challenge

The City of Brantford in Ontario, Canada, employs over 1,300 people, including full-time, part-time and seasonal workers. The City needed to conduct an organizational review but lacked an accurate representation of all employees. A number of obstacles prevented the HR department from pursuing the project:

- ▶ With more than 40 different departmental organizational charts in PowerPoint presentations, the City of Brantford was having a difficult time creating a city-wide view of the workforce.
- ▶ HR needed a solution that could display standard departmental structures for the entire organization. Previously, organizational reviews only provided insight into individual department structures that were unrelated to overviews of the entire organization.
- ▶ It was important that the organizational chart reflect position type (i.e. full-time, seasonal or contractor) as well as employee name and title. Managers needed this flexibility to track and view all employees and obtain an accurate total headcount while easily distinguishing full-time from seasonal personnel.
- ▶ An automated solution was needed to automate the creation of up-to-date organizational charts while maximizing the City’s investment in existing HR systems.
- ▶ The City required a solution capable of creating workforce scenarios, enabling directors and managers to model their workforces and collaborate with other departments. The goal was to plan the future organization based on budgets, seasonal employees, periodic reorganizations, and other workforce changes.

Business Results

The City of Brantford selected OrgPlus Professional to meet its organizational review challenge.

- ▶ Implementing OrgPlus, the City of Brantford has eliminated all of the inconsistent, single charts and published a centralized, accurate organizational chart of the entire organization. Automatically updated with data pulled from their HR system, charts are published on the intranet for easy viewing by all employees. Chart automation has saved the City valuable tax dollars as hundreds of labor hours shift from creating org charts to higher value business functions.
- ▶ Using the powerful planning and modeling functionality of OrgPlus Professional, commissioners and directors are now able to request up-to-date organizational charts or proposed charts based on new criteria. The drag-and-drop functionality of OrgPlus makes it easy for the HR department to build several different workforce scenarios as requested by department directors. Managers can review the effects of proposed changes and make informed decisions about the workforce before finalizing.
- ▶ In addition to being available on the intranet, charts are internally distributed as PDFs and PowerPoint presentations. City managers have multiple ways to access employee data and organizational structures. Published charts with pictures of senior officials are now part of the new employee orientation package.
- ▶ OrgPlus provides an invaluable means for collaborative resource planning. The City of Brantford uses OrgPlus to build a series of charts containing dynamically calculated headcounts. Reviewing and evaluating these charts allows the city to identify areas where staffing is particularly heavy or sparse. The solution allows city managers to focus on the number of full-time positions rather than the actual number of employees for seasonal staffing analysis.

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