



SUCCESS STORY

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Industry:
Healthcare

Employees:
7,000

Solution Focus:
Accurate Org Charts
Global View of Workforce

Product:
OrgPlus Enterprise

➤ Northern Health delivers healthcare to more than 300,000 people in a half million square mile area in northern British Columbia, Canada. The organization is made up of more than two dozen acute care facilities, 14 long-term care facilities, public health units and offices providing specialized services.

Business Challenges

Northern Health was formed by merging 40 independent healthcare facilities to provide these locations central governance, planning and communication. The structure allowed individual facilities to maintain local operating and decision-making autonomy. As a newly-formed public healthcare organization with more than 7,000 employees and an annual budget of \$521 million, it had to ensure effective management of its converged workforce by instituting an efficient organizational structure.

Business Solution

Management of Northern Health understood that an intelligent organizational charting system would serve the company as a platform for workforce and structural planning. Key decision-makers across the organization collaborated on a list of functional requirements for a solution. After a lengthy comparison of OrgPlus Enterprise to other products, Northern Health selected the HumanConcepts solution based on overall look and feel of the user interface, clean-looking charts for presentations and its competitive price. OrgPlus Enterprise also outperformed competitive offerings in security, conditional formatting, integration with Microsoft Office and exporting capabilities to PowerPoint and Adobe Acrobat.

OrgPlus Enterprise's dynamic organizational charts mapped the entire hierarchy of 7,000 employees for communicating the new structure, geographical locations and reporting relationships. The new chart allowed management to view the organization as a whole, as well as by its separate business units and allocated resources. Problems with the hierarchy were easily pin-pointed and corrected to reflect accurate reporting relationships and budgeting needs.



Business Results

As soon as OrgPlus Enterprise was linked to Northern Health's Now Solutions emPath HR system, problems with HR data accuracy were immediately identified. The HR department and approximately 300 department managers at various geographic locations were given secure access to edit charts, validate data and correct inaccuracies. With OrgPlus Enterprise, the organizational structure now keeps pace with change. Changes are automated, eliminating the need for constant maintenance and correction by management. Problems with data or structure are easily identified and corrected in minutes in the emPath HR system. Beyond improved data and structural accuracy, the intelligent organization charts dramatically improved communication across the organization.

OrgPlus Enterprise functions as a self-service directory where employees get answers quickly about reporting relationships, employee locations and contact information. Detailed profiles of each employee provide e-mails, phone numbers and addresses. The directory is linked to Microsoft Outlook, allowing employees to locate the right person to contact and e-mail them with a single click.

With the successful roll-out of OrgPlus Enterprise completed, Northern Health's human resource department is beginning to pull HR metrics from emPath into OrgPlus Enterprise and is planning to perform workforce modeling, salary-rollups and other key metrics to prepare for future changes.

With OrgPlus Enterprise, Northern Health has achieved effective central governance, planning and communication of its new organizational structure. Additionally within OrgPlus Enterprise, it has a platform for workforce planning to help management make informed business decisions and plan change with confidence.

About HumanConcepts:

HumanConcepts enables enterprises to better manage organizational change of all types, including growth, rightsizing and reorganization.

Using solutions from HumanConcepts, customers can achieve organizational agility, more easily understand how they are organized, plan for the future, and transition the workforce to its optimal state. Used by many of the world's largest organizations, HumanConcepts solutions provide immediate return on investment by enabling companies to reorganize faster, manage financial targets, stay in compliance and reduce both cost and risk. The company's products are certified by leading ERP and talent vendors such as Oracle, SAP, PeopleSoft and Lawson.

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