HUMANCONCEPTS™
BE AGILE

PZ CUSSONS

SUCCESS STORY

"OrgPlus Enterprise exactly met our requirements, both for charting and for HR modeling, talent and succession planning. It gives us the flexibility to change things easily and offers excellent value for money."

Sally Knill
Global Reward Director

PZ Cussons

Industry:
Consumer Goods

Employees:
8,000+

Solution Focus:
Accurate Org Charts
Unified View of Workforce

Product:
OrgPlus Enterprise

PZ Cussons is a major manufacturer of personal healthcare products and consumer goods with a global reach, though its main focus is in Africa, Asia and Europe. Headquartered in England, PZ Cussons has been operating for over a hundred years.

Business Challenges

With such a widespread organisation and many different products and departments, the HR team has invested in an Oracle On Demand HR system to manage its HR data for all personnel. The HR system provides an easy-to-use central repository accessible by all of the HR services teams. However, although the system provided a powerful relational database, it did not provide charting capabilities. OrgPlus Enterprise complements Oracle On Demand and has helped PZ Cussons maximise its investment in Oracle's HR system.

"We wanted to be able to display our organisation in visual charts, not just for the managers and the HR team, but also to provide an overview for employees across the organisation. We selected OrgPlus Enterprise following a recommendation from Oracle," said Sally Knill, Global Reward Director. "OrgPlus Enterprise exactly met our requirements, both for charting and for HR modeling, talent and succession planning. It gives us the flexibility to change things easily and offers excellent value for money."

Business Solution

PZ Cussons initially started using OrgPlus Enterprise in the UK and has since rolled it out across its locations in Nigeria and Indonesia. All employees are able to view the organisational charts via the intranet. Those that are not full-time PC users are provided with secure login details so that they can use kiosks, which are available for all staff.

By highlighting data from Oracle, OrgPlus Enterprise enables HR managers to validate data accuracy and ensure that the correct staff member is shown reporting to the right person in the organisation. The charts have also helped the HR team identify 'orphans'– individuals not reporting to anyone.

"When we first implemented the system, we had over 20% of staff not linked," said Knill. "Now we find that as new staff are employed across our locations, we have only about 2% identified as orphans. The transparency and visibility that it gives us of the organisation is fantastic."

As well as position in the organisation, contact email addresses are displayed and provide an immediate link for employees to connect up with others.

Business Results

The HR team is delighted with the system so far, focusing on using OrgPlus Enterprise to validate and capture accurate HR data and making data widely available to its managers, wherever they are located.

OrgPlus Enterprise provides managers across the company with headcount information and department structures that help with resourcing and planning. Managers in different areas are able to view other departments, using knowledge sharing for adopting best practice on team structures and positions.

The team is also implementing Blueprint, an interactive modelling module for OrgPlus Enterprise that helps with planning acquisitions and merger activity. With Blueprint the managers will be able to perform organisational design exercises and see how change options would impact budgets and reporting structures. Because it is web-based, Blueprint enables managers across different locations to share ideas and make informed decisions to shape the new organisation around current needs, as well as plan for future growth.

According to Knill, the next steps are to start using OrgPlus Enterprise at a strategic level to support the HR team to identify key roles then develop succession and talent management plans that address business continuity risks.

"OrgPlus Enterprise is a practical tool that delivers real benefits across the company, both at the employee level and also for our managers. It is flexible and as an HR tool enables us to respond at different levels. We have also found HumanConcepts to be the right organisation for us to work with – their structure and size enables them to be very agile at supporting their customer needs."

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.

HumanConcepts is based in Sausalito, California, with offices in the United Kingdom, Germany and Singapore.

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