



## SUCCESS STORY

*"The implementation of OrgPlus Enterprise is having a huge impact across the Quintiles organization. Our people need to see something visual – a representation of what the data really looks like, rather than just a flat, Excel spreadsheet – and we've never been able to do that before."*

**Ryan Kandell**

Associate Director, HRIS



**Industry:**  
Pharmaceutical

**Employees:**  
21,000

**Solution Focus**  
Global View of Workforce  
Accurate Org Charts

**Product:**  
OrgPlus Enterprise

▶ Quintiles Transnational provides a broad range of professional services in drug development, information, financial partnering and commercialization for the pharmaceutical and biotechnology industries. With 21,000 employees and offices in more than 65 countries, Quintiles is focused on providing customer-focused solutions that lead the industry in innovation and business value.

### Business Challenges

Quintiles management was looking to HR for an accurate, up-to-date snapshot of the organization based on the following objectives.

With offices around the world, Quintiles needed to bring organizational visibility to the employees and further incorporate HR data and company structure into the decision making process.

Quintiles needed to reduce the time that dozens of administrators across the globe were spending creating and updating organizational charts on a weekly, or even a daily, basis.

They also required a solution that could verify the HR data stored in their PeopleSoft system. This increased data integrity would help to ensure that global and departmental business structures are maximizing ROI and in line with company's business goals.

In the highly competitive pharmaceutical services industry, the ability to demonstrate a global presence and capacity to meet customers' needs around the globe is a key business driver. Quintiles needed a tool that could create presentation-quality organizational charts to demonstrate its geographic presence for potential clients.

To reduce cost and implementation time, IT requirements included inherited security and full integration with Quintiles' PeopleSoft 9.0 ERP system. In order to increase adoption rate, they also required that the solution be web-based, with minimal training required.



## Business Results

After evaluating several products, Quintiles chose OrgPlus Enterprise. The HumanConcepts implementation and roll-out across the entire organization has achieved the following business results.

Quintiles maintains an up-to-date, web-based org chart that includes the company's 21,000 employees across 65 countries. The user interface is completely web-based and is accessible through the company's Intranet. It employs inherited security roles and uses single sign-on (SSO) to simplify employee access.

The company's administrative staff has been relieved of the burden of manually creating and maintaining departmental organization charts with Visio and PowerPoint. The chart information is now pulled directly from the company's PeopleSoft 9.0 ERP system and refreshed daily – saving Quintiles hundreds of labor hours annually.

HumanConcepts exposed numerous problems with the hierarchy. With accurate data and a sound company structure, workflow management has improved significantly. The always current view of the organization includes useful employee metrics such as location, title, manager, and employee status. This provides management with immediate access to key HR metrics used for planning, budgeting, and daily operations.

OrgPlus Enterprise doubles as a phone directory and changes are automatically updated with the daily refresh from PeopleSoft.

The sales staff uses the new charts for presentations to clients to show company structure and hierarchy. These charts help to demonstrate a strong regional presence to prospective clients, increasing sales and shortening the sales cycle.

HumanConcepts has restored management's confidence in the accuracy of company data and the ability to deliver on promises to the customer based on accurate organizational resource information.

### 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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