



SUCCESS STORY

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Zoe Latimer
HR Business Team



Industry:
Public Sector

Employees:
5,000

Solution Focus:
Accurate Org Charts
Corporate Access to Information

Product:
OrgPlus Enterprise

► Surrey Police provides policing and law enforcement services for the county of Surrey, which covers 11 boroughs, an area of 642 square miles and an estimated population of 1.1 million.

Business Challenges

As part of a restructuring programme, Surrey Police needed to create a smaller command structure that simplified operations and reduced cost. They also required a solution that was organised by function instead of geography.

Business Solution

To help employees and managers through the complexities of the reorganisation and to ensure that operations continue as usual, the force has introduced an employee portal called PeopleSolutions. OrgPlus Enterprise has been deployed within peopleSolutions for use by all employees and has improved user adoption of the portal by providing a valuable organisational communications resource. This has been seen as a major selling point for the service.

“The deployment of OrgPlus Enterprise has been a great success for us. People like using it,” said Zoe Latimer of the HR Business Team. “OrgPlus Enterprise enables employees of all levels to see exactly where they sit within the Surrey Police organisation, which, in common with all police forces, is very complex with multiple levels, reporting lines and grading structures.”

Before the People Solutions portal with OrgPlus Enterprise was launched, line managers and HR typically kept their own records by using spreadsheets and a variety of local tools to produce org charts.



Business Results

By introducing OrgPlus Enterprise, which produces charts directly from peopleSolutions, any data inaccuracies can be easily seen and rectified. OrgPlus Enterprise is much quicker and easier to use and provides better, more accurate data. "OrgPlus Enterprise has helped us to improve the accuracy of our main HR database. It saves managers and supervisors time because they no longer need to maintain their own versions of org charts," said Zoe Latimer.

All 5,000 staff at the police force have access to OrgPlus Enterprise for basic information; managers have access to additional data such as job grades. The HR planning team are able to use OrgPlus Enterprise for modelling and "what if" scenario planning.

"The structure at Surrey Police is fairly complicated, and it can be quite difficult for staff, particularly new joiners, to see exactly where they fit in to the organisation," said Latimer. "OrgPlus Enterprise is invaluable for managers within particular teams who have a large span of control, such as our managers within the Targeted Patrol Teams. It is now easy for them to see who sits within their team, what their grade is and what other lines of command they are subject to. It is a truly complex structure and seeing this information visualised in a chart format makes it much easier to understand at a glance."

"At the moment we use OrgPlus Enterprise purely as a charting tool to see where in the organisation people sit and their reporting lines. However, we can see that it has much more potential for the future. There is the potential that OrgPlus Enterprise can be used as a more general employee directory and also for succession planning and budgeting, which is something that we could consider for the future. It's about helping our officers to become as efficient as possible so that they can provide a better law enforcement and crime fighting service to our residents. On several levels, OrgPlus Enterprise is helping us to do just that."

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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