

THE CLIENT

The largest multi-channel specialist electrical and telecommunications retailer in Europe.

Prominent online and on the high street, the business is made up of successful acquisitions and mergers.

THE CHALLENGE

The client had completed a successful merger of a pan European electrical retail business and a leading telecommunications retailer. As part of the merger and to drive efficiencies across the organization, the client looked to migrate its employee information from two legacy systems onto a new cloud solution.

The client was struggling to find capable people, that drove a consistent approach. Much of the project team was made up of short term contractors so the project was at risk of a real knowledge leak.

OUR APPROACH

We were introduced to the client by someone who had worked with Grayce Analysts before. They It was clear from consultation with the client that this business critical project was at risk of failure because of a lack of capability and consistency within the project team.

We were able to provide PMO support in the first instance, to create more robust governance around the project which fed in to the design, development, testing and deployment of the solution. Grayce Analysts supported the requirements gathering and selection process to find a suitable provider, in this instance SAP SuccessFactors. As the project aims to replace the HR Shared Services legacy systems, it incorporated records for over 40,000 employees.

THE RESULTS

Since our initial placement three years ago, our hybrid resources have been supporting junior BA activities, data analysis, migration and testing for the system.

We continue to work with the client to progress the project ready for their go live next year. Our people have been able to come in to the project, add value and increase their responsibility in many areas.

Our people are valued for the knowledge they acquired of the business, the solution and change disciplines.