



“The implementation of OrgPlus Enterprise is having a huge impact across the Quintiles organisation. 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. OrgPlus Enterprise has also gone a long way to clean up our HR data. The data is refreshed daily from our PeopleSoft system, relieving the burden of manually creating organisational charts and allowing office administrators to focus on our customers.”

Ryan Kandel, Associate Director, HRIS
Quintiles

Industry

Pharmaceutical Services

Employees

21,000

Product

OrgPlus Enterprise

CHOSEN BY OVER 400

FORTUNE 500

COMPANIES

HUMANCONCEPTS™

Workforce Modelling and Intelligence

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▶ Quintiles Transnational

Quintiles Transnational provides a broad range of professional services in drug development, information, financial partnering and commercialisation 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 Challenge

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

- ▶ With offices around the world, Quintiles needed to bring organisational 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 organisational 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 maximising 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 organisation charts to demonstrate their 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 OrgPlus Enterprise implementation and roll-out across the entire organisation 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 organisation 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 labour hours annually.
- ▶ OrgPlus Enterprise 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 organisation 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.
- ▶ OrgPlus Enterprise has restored management's confidence in the accuracy of company data and the ability to deliver on promises to the customer based on accurate organisational resource information.