

# How we’ve helped our clients

Some selected case studies below:

Improving HR efficiency and effectiveness	Identifying and developing leadership talent	Educating and communicating to implement change	Business continuity to enhance value
Global health-sciences company	Global food production company	Global financial services company	Major telecommunications company
<p><b>Issues</b></p> <p>HR management and reporting was problematic and time-consuming. Skill levels and limited technological capabilities varied from country to country; the HR function was not able to operate cohesively nor efficiently.</p>	<p><b>Issues</b></p> <p>The company had a deficient process in identifying talent for critical jobs. In order to ensure continuing success, the company sought to identify and develop capabilities of high-potential employees who could be groomed for executive roles.</p>	<p><b>Issues</b></p> <p>Use of more than a dozen “homegrown” tools to meet quarterly regulatory reporting requirements was inefficient and did not support the strategic vision of operating as a single global entity.</p>	<p><b>Issues</b></p> <p>The client could not allow miscommunication with its employees to put the success of its latest acquisition at risk. The deal would triple its work force. But one-fourth of the incoming employees were eligible for retirement and, if they left, they would take with them years of knowledge and experience.</p>
<p><b>What we did</b></p> <ul style="list-style-type: none"><li>• Performed a global activity analysis of 450 HR employees worldwide.</li><li>• Designed a Global Shared Services delivery model, in which administrative work would be delegated to a vendor,</li><li>• Drafted a business case and subsequent Request for Proposal (RFP) to assess potential vendors.</li></ul>	<p><b>What we did</b></p> <ul style="list-style-type: none"><li>• Built an interactive “talent room” that housed detailed information on high-potential employees.</li><li>• Developed a succession planning methodology.</li><li>• Designed an action learning programme to provide professional development opportunities for emerging leaders.</li></ul>	<p><b>What we did</b></p> <ul style="list-style-type: none"><li>• Developed a comprehensive communications strategy.</li><li>• Engaged key stakeholders in critical project decisions through a series of regional workshops.</li><li>• Established a stakeholder management and advisory group to serve as project liaisons.</li></ul>	<p><b>What we did</b></p> <ul style="list-style-type: none"><li>• Developed a training strategy and rollout plan for employees.</li><li>• Created guidance for training resources and budgets.</li><li>• Produced an interim and long-term organisational structure.</li></ul>
<p><b>Value provided</b></p> <p>HR was able to operate on a global basis and focus on more strategic HR functions. The planned savings to the company was USD100 million within ten years of execution.</p>	<p><b>Value provided</b></p> <p>The interactive “talent room” enabled executives to monitor talent within the organisation. It also allowed executives to meet and discuss organisational and individual development, identify candidate slates, and identify learning opportunities for individuals.</p>	<p><b>Value provided</b></p> <p>We managed to reduce employee resistance over the impending change. Employees were receptive to the change as we solicited their feedback and incorporated it wherever possible through a series of regional workshops.</p>	<p><b>Value provided</b></p> <p>We established a contingency resource strategy to make sure that services would be maintained if there was a staffing shortage. Also put in place a roadmap to integrate corporate culture.</p>

## Why engage us:

“We bring you research insights based on actual peer or industry comparisons so that you know where you stand.”

# People and change

Equipping your people to transform your organisation



# Our capabilities

People issues. Key challenges.

Gain competitive advantage by getting the best from people at every level in times of constant change.

Growth strategy

How will you build the right capabilities and leadership for successful growth?

Expanding markets

How will you grow while keeping a firm pulse on emerging markets?

Demographic shifts

How will you address the loss of knowledge and skills with retiring Baby Boomers?

Talent management

How can you ensure you have the right people in the right roles doing the right things?

Organisation design

How do you design the organisation to support your growth strategy?

Mergers and acquisitions (M&A)

How do you pool your resources together, integrate cultures and realise benefits from M&A?

HR Performance

How can you improve HR, reduce costs and transform the function into a high performing business with measurable results?

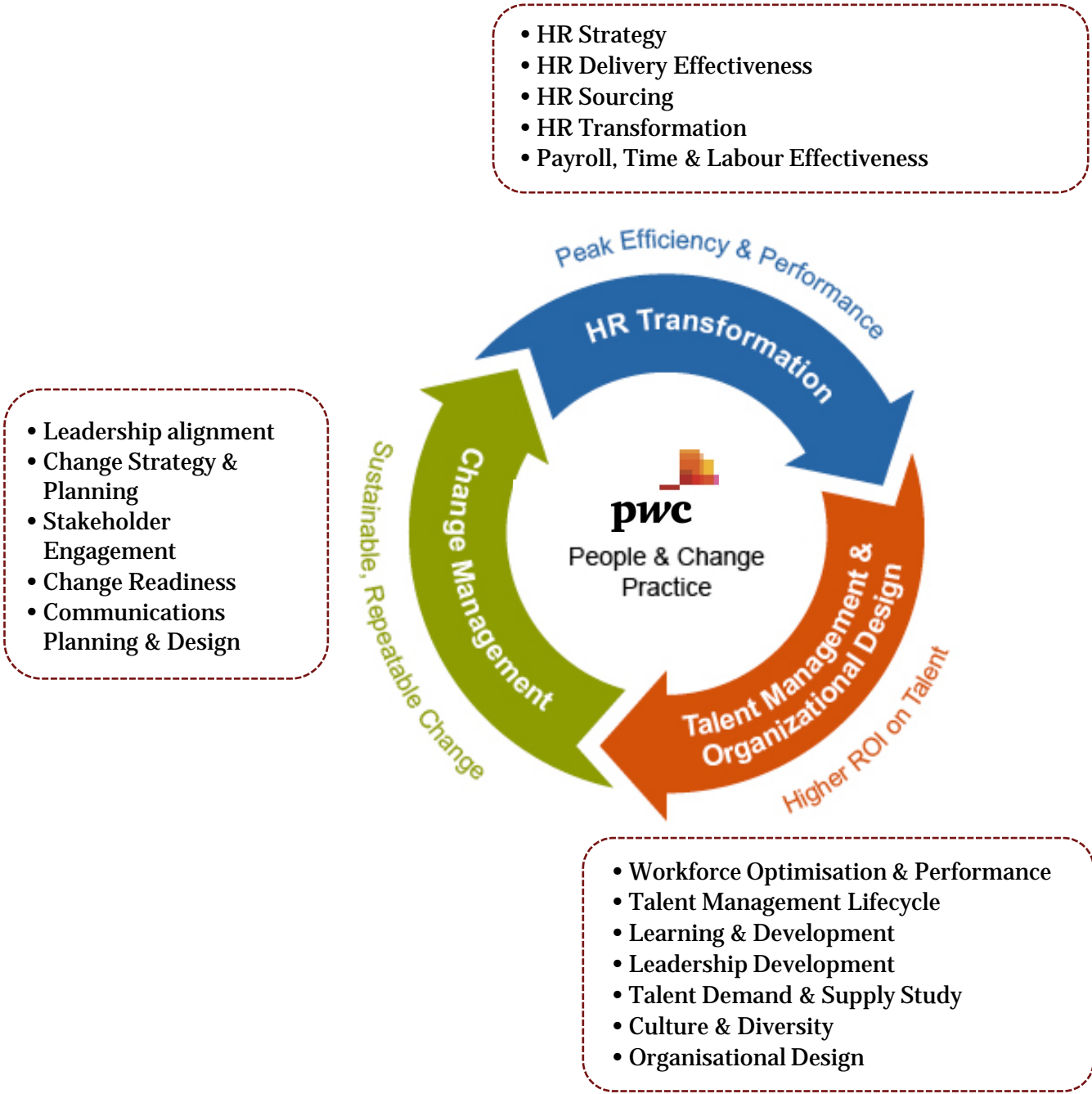
Transformation

How can you accelerate progress and make change stick?

How managing change begins and ends with people: The PwC View

“Successful change management is a process of managing change through people. This is only possible when people are properly equipped, engaged and rewarded for transforming the business.”

We help clients to achieve the business objectives of:



# Key contacts



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