



# An unifying approach to back office service delivery





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*Deep experience captured in a unique tool kit*

*Agenda-setting, Strategic*

- **3D DESIGN FRAMEWORK**

*Implementation*

- **LIBRARY OF HR PROCESS DESIGNS**
- **ELECTRONIC STAFF HANDBOOK**





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- **ELECTRONIC STAFF HANDBOOK**

- **DELIVER GREATER EFFICIENCY**



***HELPING HR TO MEET THE NEW AGENDA***



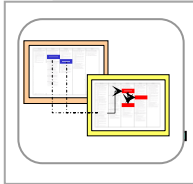
# Client situation

- **European operations**
  - 23 countries; different sizes; different local HR
  - Countries have own regulations and policy variations
- **New technology**
  - Systems to be selected
  - Short timescale for implementation
- **New HR organisation**
  - Enhanced central role
  - Harmonisation where possible - but uniformity not possible

KoKo Union offers the tools for a fast, safe project: flexible, but always under control



We provided our integrated listings of HR processes and policies as a blue print for the target operating model.



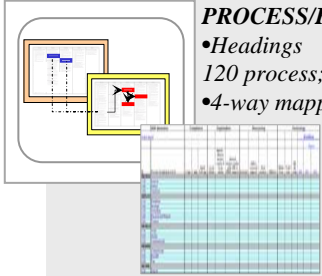
***PROCESS/POLICY TABLES:***

- Headings*
- 120 process; 60 policy*
- 4-way mapping between them*

# Step 1: These policy and process listings formed the basis of the client's multi-country design framework.

## **PROCESS/POLICY TABLES:**

- Headings
- 120 process; 60 policy
- 4-way mapping between them



**DESIGN** Simple template to capture,

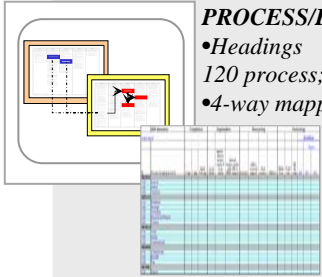
**FRAMEWORK** by process:

- Roles/Departments
- Systems  
(inc manual)
- By
- Roll out phase
- Business unit/customer

# Step 1 continued: Each country's version of the design framework was easily and quickly defined and visualised.

## **PROCESS/POLICY TABLES:**

- Headings
- 120 process; 60 policy
- 4-way mapping between them



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**FRAMEWORK** by process:

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**MANAGEMENT** View, sort, filter by any

**KUBE** component of organisational  
(3-D visualisation tool) model eg:



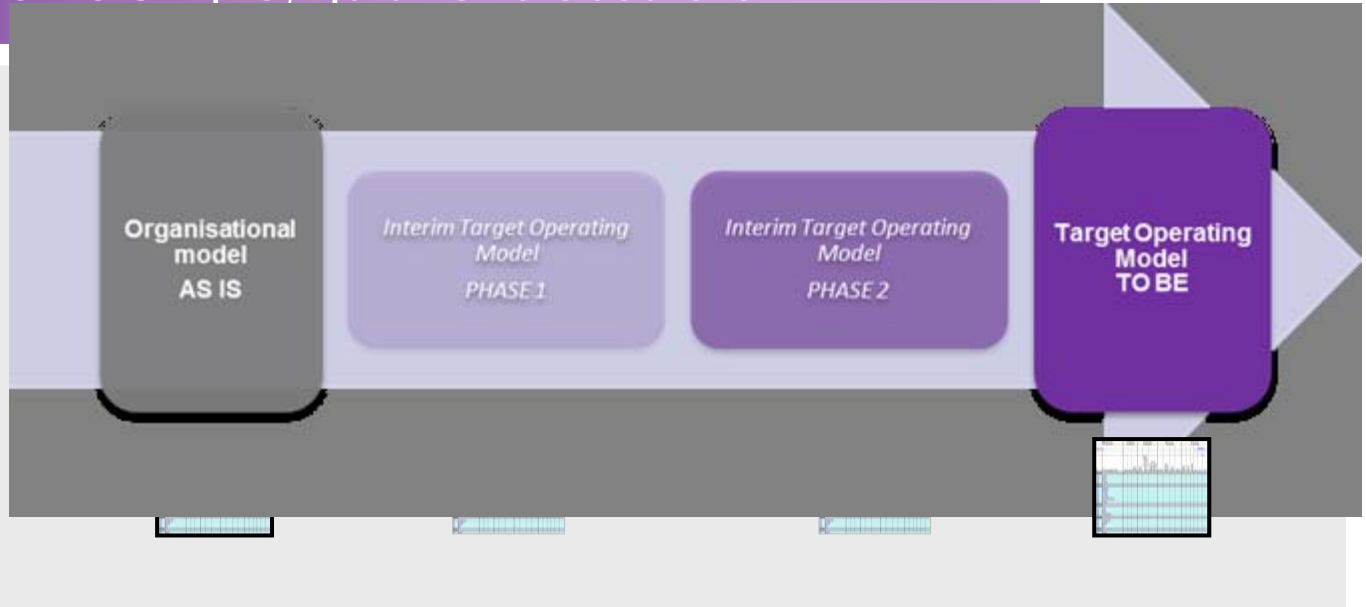
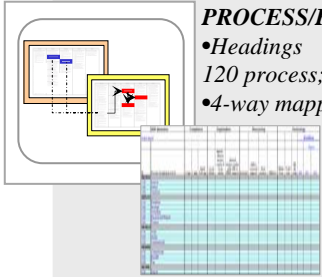
- Role, Department
- System
- Process
- Roll out phase
- Business unit/customer

or by any combination

# Step 2: The complex task of mapping each country's transformation became simple, quick and accurate.

**PROCESS/POLICY TABLES:**

- Headings
- 120 process; 60 policy
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**DESIGN FRAMEWORK** Simple template to capture, by process:

- Roles/Departments
- Systems (inc manual)
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**MANAGEMENT KUBE** View, sort, filter by any component of organisational (3-D visualisation tool) model eg:



- Role, Department
- System
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or by any combination

Use **DESIGN FRAMEWORK** to capture/specify & visualise

- Organisational model, eg 'As Is'
- Target Operating Model, eg 'To Be'
- (Optionally) Interim Target Operating Models, for Transition planning - Phase 1, 2, etc

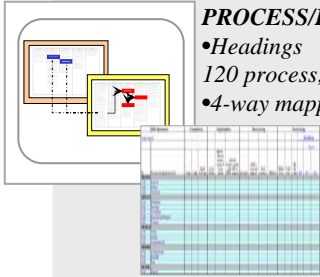


- Clear visualisation makes it easier to
- Optimise resources
  - Generate consensus between functions
  - Develop accurate definitions
  - Develop a Business Plan for investment

# Step 2 continued: The client then made change plans to deal with the differences between the countries' requirements.

## PROCESS/POLICY TABLES:

- Headings
- 120 process; 60 policy
- 4-way mapping between them



**DESIGN FRAMEWORK** Simple template to capture, by Process:

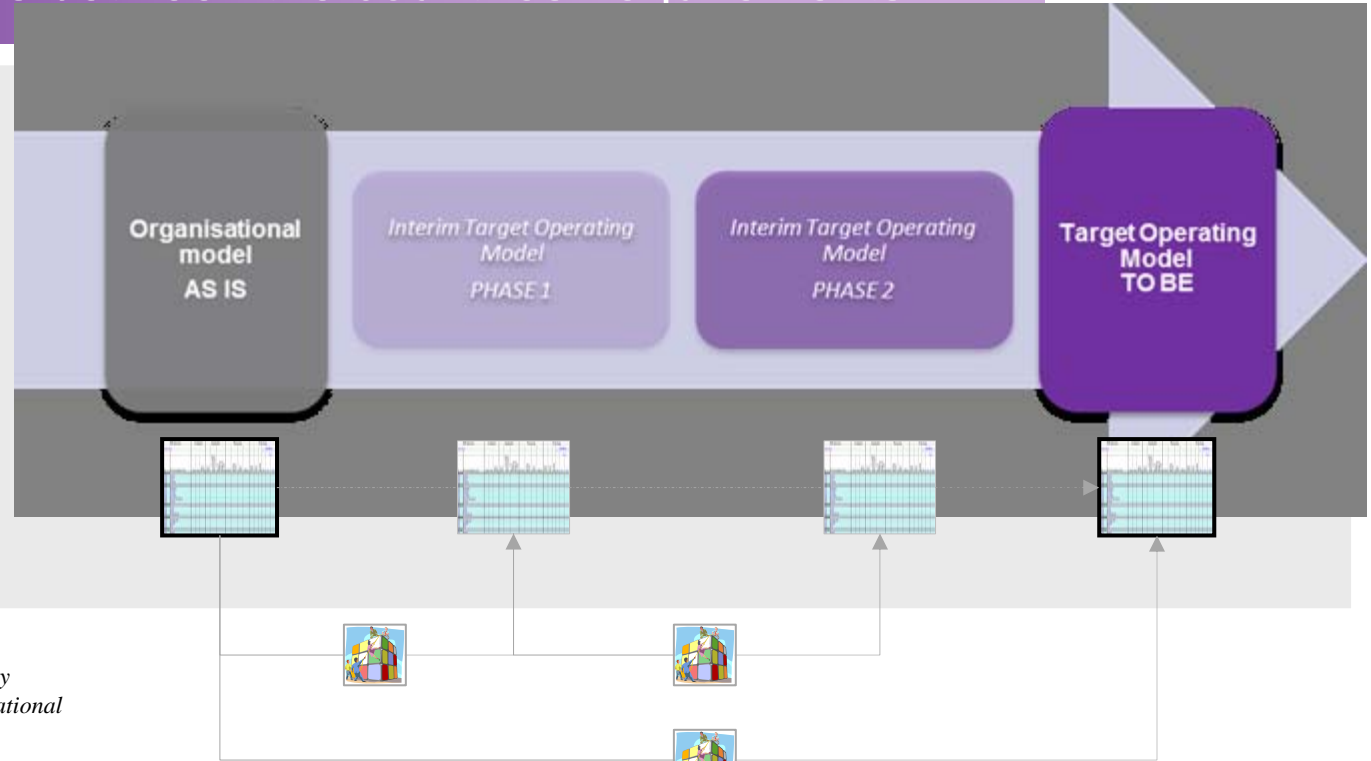
- Roles/Departments
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**MANAGEMENT KUBE** View, sort, filter by any component of organisational model eg: (3-D visualisation tool)



- Role, Department
- System
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Use **DESIGN FRAMEWORK** to capture/specify & visualise

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Clear visualisation makes it easier to

- Optimise resources
- Generate consensus between functions
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Use **MANAGEMENT KUBE** to

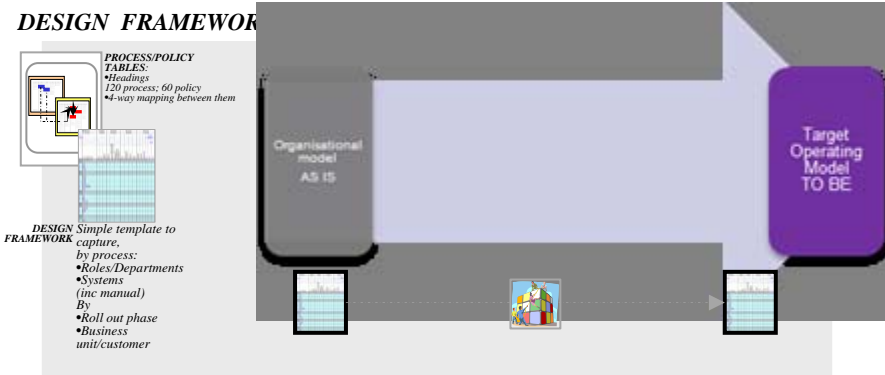
- Review each of the above; and compare them
- Highlight where there are differences
- Use these differences to surface, early, the Change Plan and the Implementation Plan



Differences ...

- In ROLE, imply Change management
- In SYSTEMS imply Implementation project

# Making these plans was easy to do at the start of the programme because the target design used our framework.



Develop your own unique Design Framework

Use Design Framework to capture AS IS

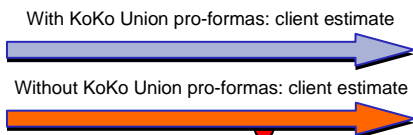
Use Design Framework to specify TO BE

1 week

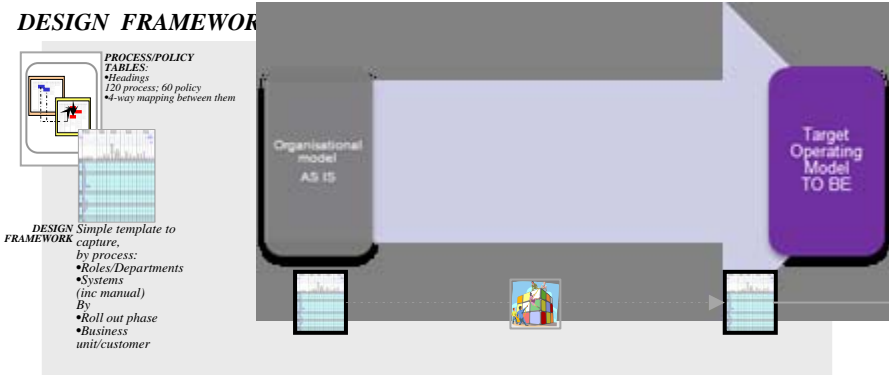
2 weeks

2 weeks

26 weeks



# Step 3: Our library of process designs was used to accelerate and the design of the client's processes.



**RAPID DESIGN METHODOLOGY**  
 Library of 500 process design pro-formas



Using the TO BE characteristics set out in the Design Framework, select the most appropriate process design pro-formas from KoKo Union's library

8 weeks



26 weeks



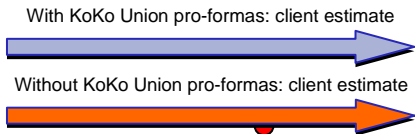
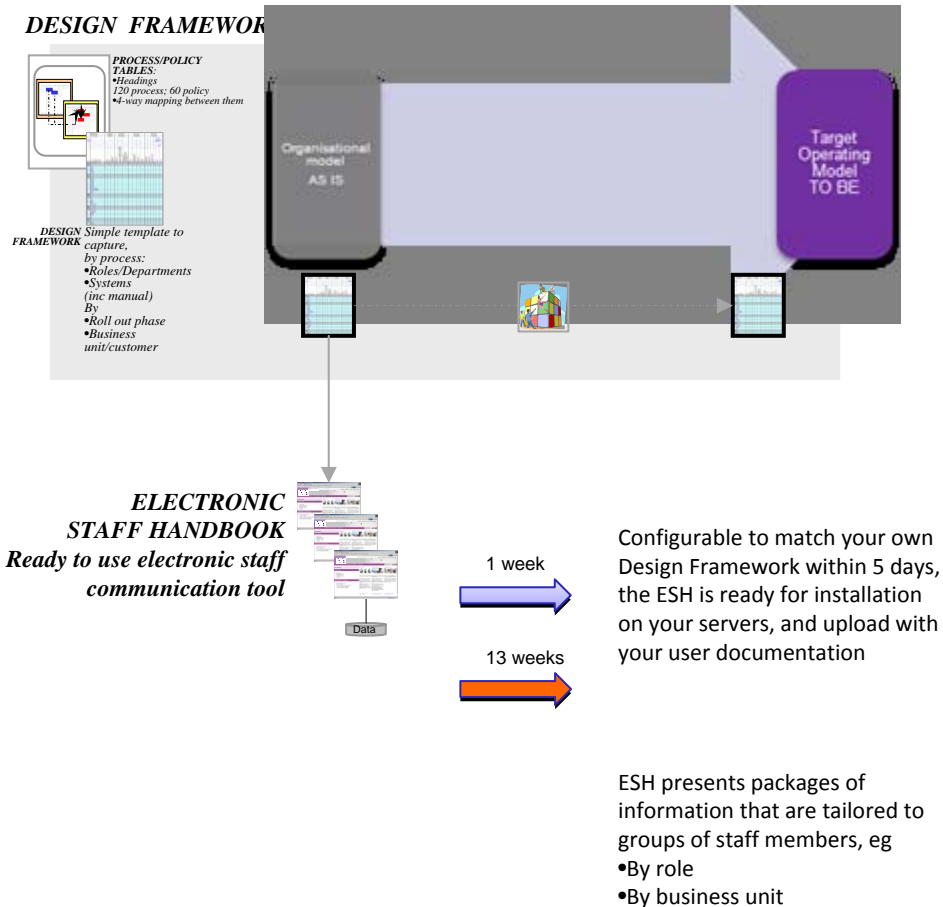
With KoKo Union pro-formas: client estimate



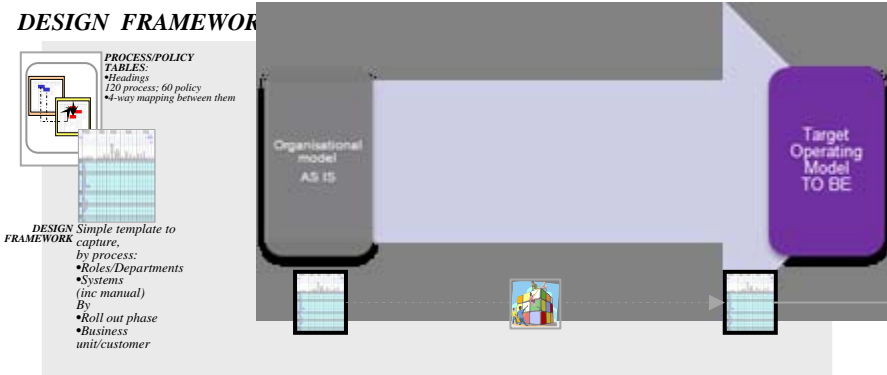
Without KoKo Union pro-formas: client estimate



# Step 3 continued: Our electronic staff handbook can be configured to reflect your design framework.



# Step 4: Our processes were next used in a 'design first' approach to reducing the cost of the systems build.

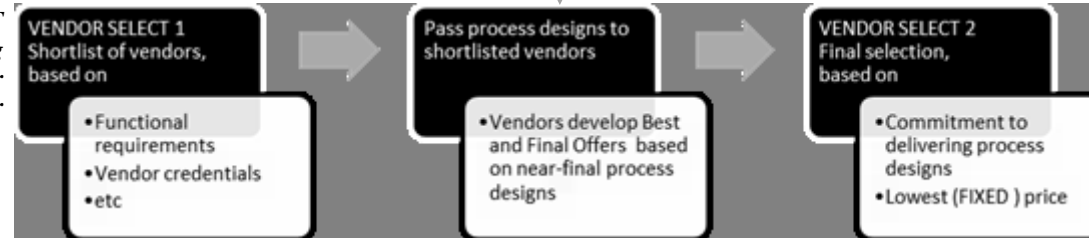


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**DESIGN FIRST**  
 Innovative approach to selecting and contracting with your systems builder



With KoKo Union pro-formas: client estimate



Without KoKo Union pro-formas: client estimate



Cost of build: c70%  
 (ie 30% reduction)



Cost of build: 100%



*Savings arise because*

- Vendors are at their most compliant when in competition
- Near-final process designs reduce risk (and contingency costs) for vendor

# In summary

