

Case Study | People Operations Process Review

Background

A healthcare software business divestiture became a privately held technology company in 2022. This new standalone company provides IT Services and IT Consulting industry with service offerings provided to the health and government social services industries. It is a data, software, and technology company that collaborates with clients to help orient information and insights around the people they serve to improve decision-making and performance. Their headquarters is in the US, and they do business in eight countries with approximately 3,000 employees.

The Client's Challenge:

The divestiture became a standalone company mid-year in the business cycle. We engaged with the organization with a recently hired CHRO 4 months into their role. At the time, the CHRO only had two members of the HR Leadership Team, and 3 HRBPs supporting the organization. The HR Team was standing-up HR, Payroll, employee onboarding, etc. while transitioning the company to a new HRMS platform - Workday. Most of the former b standing up HR, Payroll, employee onboarding, etc., business's written HR policies and procedures were not transitioned to the new company. Thrive HR Consulting was hired to identify the critical processes and compliance and lead the implementation of rolling them out while the HR Team focused on the transition.

Our Solution:

We approached the challenge by creating three high-level projects. We asked the CHRO to identify the key stakeholders of these processes.

The first project was centered around creating and communicating the leave policies for the US and Canada, 2023 holiday calendars for all countries, and a new FTO policy for the US before the end of the year. The second project was to create a 2022 performance management and compensation plan to close half the year of the former company and the other half for the new one. And the third project was to conduct an HR Audit to identify and prioritize the critical compliance policies and procedures that needed to be implemented immediately along with an overall HR Roadmap to finish all others.