ciber®

Leading Industrial Services Provider

An evolution into a new era

Founded in the mid-sixties under the umbrella of its parent company, this category leader generated more than $1.5 billion in revenue in 2015 and has about 5000 employees who service a global customer base through almost 300 company-owned branch locations, the majority of which are located in North America. The formal separation from its longtime parent company and transition to an independent and publicly traded company meant the organization needed to establish its own set of operational systems.

New systems support a larger mission

The shift to operational independence was part of a new company mission: to be the supplier of choice, the employer of choice and the investment of choice. This meant the company had to establish its own set of business systems. Ciber was tapped to establish a unified solution for workforce management. Our established connection to both the new company and its previous parent company allowed the Ciber team to work closely with both.

A unified organizational effort

While tasked with just one aspect of a massive organizational shift, the Ciber team faced numerous cross-functional challenges in creating and implementing an effective HR system. Because the client was separating all systems from its parent company, Ciber worked with a multitude of stakeholders, which were primarily contained across the HR organization but also included IT and other select stakeholders. Ciber wasn't working in a vacuum. The team had to consider and constantly monitor a variety of requirements and go-live dates for other systems that would impact the HR solution being deployed. Strong communication was key to project success. Constant progress updates among the stakeholders and ongoing dialogue with various client vendors helped keep everything on track, even through several scope and timeline adjustments.

Infor Human Capital Management and organizational change support

The HR systems Ciber was asked to develop would establish a foundation for workforce management across the entire organization.

Managing change was a key element of this project, as the client's tendency understandably gravitated toward simply mirroring the system they already knew. The client was transitioning from disparate systems with multiple software instances across U.S. and Canadian locations. The Ciber team set out to centralize everything and create a solution with a single truth for HR. A business process calibration analysis combined with numerous testing cycles and Ciber's conference room pilot approach helped engage leadership and build an understanding of the benefits a new approach would provide. It also allowed the team to tap HR middle management from regional offices across the country and Canada for system testing and feedback.

To help streamline the client's staffing model and enable better resource management, a global integrated human capital management solution was developed around the Infor HCM suite. A multi-phase rollout accommodated the complex nature of enterprise resource planning for HR.

The initial stage of Phase One involved implementation of the following modules:

- Global Human Resources (GHR)
- Workforce Management (WFM)
- Employee Space
- Manager Space
- Payroll

This established initial best practices and created a strategic foundation for the rapid introduction of additional HR capabilities which included:

- Talent Acquisition (TA)
- Candidate Space
- Human Resource Service Delivery (HR Service Delivery – Onboarding)
- Performance Management
- Goal Management
- Compensation Management

A comprehensive strategic HR approach

Ciber helped expand the solution and deliver a more strategic, human capital approach to support the new company's vision well beyond what it imagined.

Centralizing job descriptions created greater consistency across branch locations that span state and country borders. Establishing global best practices helped streamline processes throughout the company, allowing tasks to be completed more efficiently and more accurately. The robust solution also helps establish a more effective HR database that will help improve system performance. Despite the complexity of the client's needs and the interconnected nature of the project, the Ciber team was able to meet strict deadlines dictated by governmental regulatory requirements, which also helped the client avoid being assessed severe financial penalties. The client now has a solution that supports its new vision and helps position it for greater success from day one.

About Ciber

Ciber is a global IT consulting company with some 5,500 employees in North America, Europe and Asia/Pacific. Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Founded in 1974, the company trades on the New York Stock Exchange (NYSE: CBR). For more information, visit www.Ciber.com.