BUCK

Technology

Make smarter decisions, faster.

Don't think you know. Know you know.

Analytics — the data you're measuring and the stories you're telling — need to meet you where you are in your business lifecycle and help you predict the impact of and respond to a variety of business, technology, and multi-generational workforce trends.

We've worked with several clients to develop and apply insights from their data. Here are a few of our stories.

Where is everyone?

A large financial services firm had service centers in multiple facilities in four geographically diverse markets. The company encountered increased staff turnover, higher talent acquisition costs, and increasing facilities costs because of a strengthening real estate market, and came to us to develop a strategy to optimize its staffing and facilities investments.

Our team analyzed integrated government and private industry data focused on staffing and turnover trends, critical workforce risks, and detailed rental and operating costs for each of the sixteen service center facilities. Additionally, we assessed the external market across a number of dimensions, from local economic indicators to rental rates to the weather.

Our actionable insights gave the company the clear path needed to realign its workforce, streamline its facilities investment, reduce costs, and support continued workforce growth: Our comparative real estate assessment in the office building market identified opportunities to expand facilities, sell properties, or both, and our labor availability analysis identified markets where talent acquisition may be easier, or more difficult.

Follow the money.

A consumer goods company operating in 100+ countries with over 150,000 employees was spending more than $5B on pay and benefits annually. The catch: No one was exactly sure how and where the money was being spent — operations were highly localized and there was no global transparency. They were also unsure whether the benefits offered were appreciated in their various worldwide operations.

Our data analytics teams parsed the client's data to better reveal how and where the compensation and benefits money is being spent — by location, division, and line of business. Through a carefully constructed employee survey, we showed how employees placed relative value on each component of their benefits.

As a result, Finance gained access to real-time data for modelling, benchmarking processes were reduced by 7,500 hours a year, and new modelling tools were made available for hiring analysis, reducing that process from weeks to minutes. Furthermore, the company can now make informed decisions about where they're spending on benefits based on their stronger understanding of how employees perceive the value of those benefits.

Your call is important to us.

Our client, a multinational technology firm with 80,000 employees and an annual turnover rate of around 10% — typical for the industry — suddenly found its call center expense sharply rising: Call center workers were spending an average of 45 minutes researching post-termination benefit information for each former employee. At $1.00 a minute, that amounted to a whopping $360,000 a year.

Our analysis of the call center data identified the root cause: The employee benefits portal recently put in place did not allow former employees to access it. By granting benefits access on the portal to former employees, we immediately reduced the number and length of calls on this topic and lowered the company's call center costs.

We need Stewart in Shanghai. Or do we?

A transnational consumer goods company was trying to rein in the costs associated with its expatriate workforce. On top of salaries, expats normally had expenses for housing, cost of living increases, school fees, scheduled travel home, and a host of other additional costs — a significant addition to the total cost of the employee to the organization. The company came to us to help understand — and act on — what those costs would be for each location, job, and division.

By analyzing the expat data, we were able to give the client an easy way to see how much an expat assignment anywhere in the world would cost, making it simple to rationalize those that lower the company's related costs. Knowing how much Stewart will cost in Shanghai vs. Sheboygan is an important part of the decision whether to relocate him overseas!

I have that number right here.

Preparing to negotiate a collective agreement with the unions it works with, a manufacturing client wanted to be certain that, during talks, all the numbers would be instantly available, accurate, and complete. The organization had all the data it needed, but that data was scattered all over the place. Trying to get it all together was going to be a massive effort.

Our analytics automation solution pulled together all the information the company needed so, when they sat down to bargain, they had all the numbers at their fingertips.

There's so much to learn about my benefits.

A multinational technology company with operations in the U.S. and Canada employs almost 40,000 people and provides a broad suite of health, financial wellness, and work-life benefits. They wanted to ensure that each employee understood the value of and effectively used their benefits and came to us to improve the employee benefits experience.

Through a combination of mobile connectivity, smart search, contextual information, and proactive notifications driven by predictive analytics, the platform was able to "deliver to an audience of one," putting the employee at the center of it all. The results: A talent strategy aligned with benefits programs, increased engagement, and awareness of resources leading to a fulfilled promise of an employee experience that the workforce of the future expects.

People analytics from Buck

When properly assembled and analyzed, data can reveal important patterns that affect and guide business strategies. Our strategic advice and innovative technology solutions help businesses effectively manage their HR and benefit programs. By offering both a front-end user experience for the individual as well as back-end data aggregator technology, we can predict the likely impact of program design changes, communication outreach, and even market forces — and then measure actual impact over time by being the eyes and ears of your workforce. Armed with data and actionable insights, you'll be ready to take the right actions with the right people at the right time to help your business run at peak performance.

Learn more

Explore the possibilities data analytics can unlock for your organization. Contact us at **1 866 355 6647** or **talktous@buck.com** to get started.

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