

## Case Study: How you can increase managerial productivity by HR Department Outsourcing

### Problem/Objective

An IT organization of around 100 people were having lot of difficulty with their internal HR Department. Due to some unforeseen reason the HR Manager kept leaving the organization and it was a constant task for the senior management to look for a new HR person every time. It was also creating a wrong impression on the employees as they were not developing faith in the department.

There were also issues in creating a motivated workforce and driving various people initiatives from time to time.

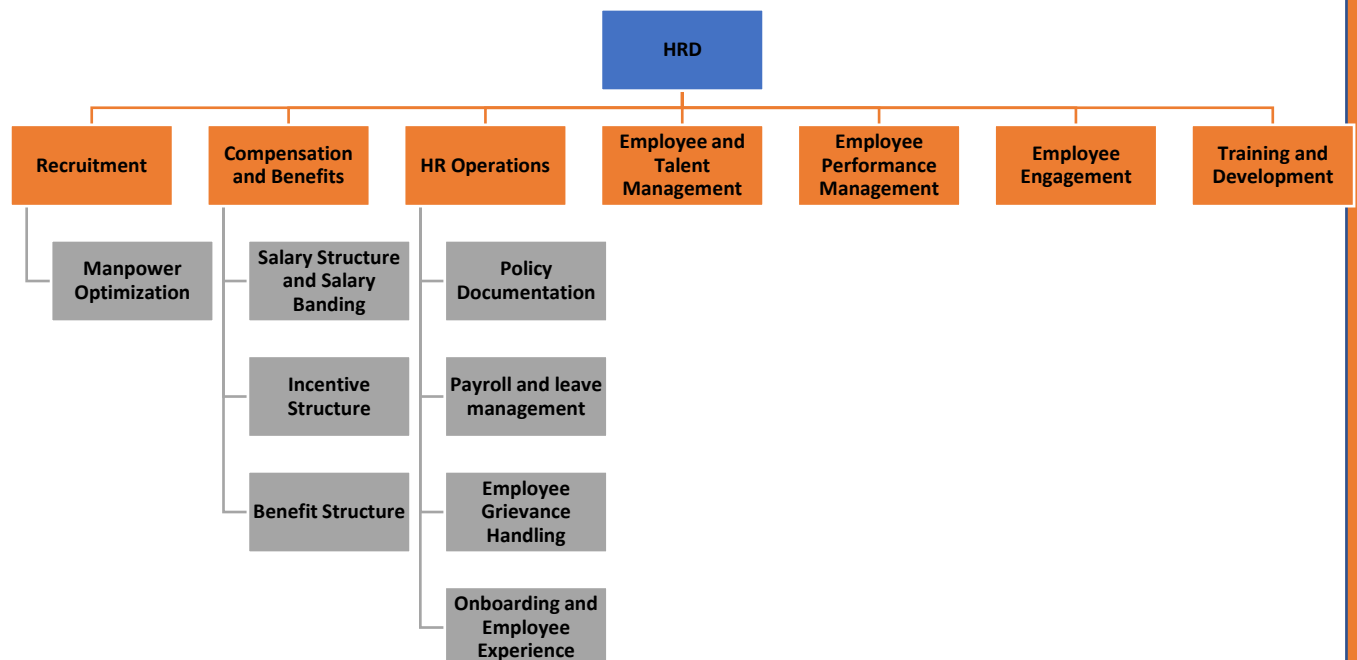
### Your Strategy

The organization outsourced the entire HR department to GRIP Consultant. They did not only come with a full-time resource on site, but also had a strong presence at a mid and senior level. They also had a strong backend team to support them in whatever people initiatives that required to be run.

As a consultant, any people related issues have been able to handle by them as they had everything under one roof. Whether its compliance, training or conducting events, it was just like one stop solution. Even more the department worked with specific deliverables with given timelines.

They too had attrition, but the transition was so seamless that it never had the impact. The senior management of the consultant remained same so as an overall aspect the face did not change.

The following aspects of HR was managed by them:



The above resulted in all aspects of the of the people strategy was getting addressed and gaps were minimized.

They also closely worked in the recruitment part building up an employer branding strategy, increased candidate experience and showcasing a happy workforce.

#### **Outcome/Result**

- Employee satisfaction level went up by 30% (which was assessed through Employee Satisfaction Survey)
- The senior management has been able to focus more on business and operation and there by increased the top line by 15%.
- Retention of employees increased by 13.2 %
- Reduced the joining no show by 12.7%
- Reduction in overall HR Budget by 7%
- Manpower was optimized which resulted in an increased productivity of 16.7%

#### **Client Testimonial**

Initially we were sceptical to outsource our HR functions and there were lot of inhibitions. We are glad to share that GRIP Consultant had taken care all of our doubts and have been managing our HR department very well. We had our ups and downs but we feel with time it has been very effective. We have been able to streamline our HR process and systems , implement various people strategies and we can say we are moving towards becoming a best place to work. We would like to thank the senior management of GRIP Consultant, Abhirup Banerjee and Dipanjan Mondal who has been constantly working with us to improve the HR function. The icing on the cake is we have been able to manage this entire thing in 2/3<sup>rd</sup> the cost of a Senior HR professional and his/her team.