



CASE STUDY

New HR Tech for a New Joint Venture

A global medical services client has a quick turnaround for a critical HR platform choice.



Opportunity

The human resources function is never more critical than during a merger. When our global clinical trial and lab services client formed a joint venture with 2,500 employees across a dozen countries, they had an aggressive timeline for finding a vendor to implement and administer a full technology platform for global HR, payroll and benefits.



Imagining IT Differently

ISG provided market trend data and request for proposal analysis support, including initial pricing and high-level contract discussions. Due to the fast turnaround, the project required additional expertise in global human resources outsourcing and human capital management software-as-a-service offerings. The client contracted with SAP Success Factors and implemented the modules themselves, expanding their shared services center to handle the administration.



Future Made Possible

- New, global human resources outsourcing and human capital management platform.
- No increase in cost of service.
- Employee and manager self-service enabled.



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