

CASE STUDY

Don't let data get lost in translation

Creating a single source of truth of employee data for the world's largest electronic company

fractal 

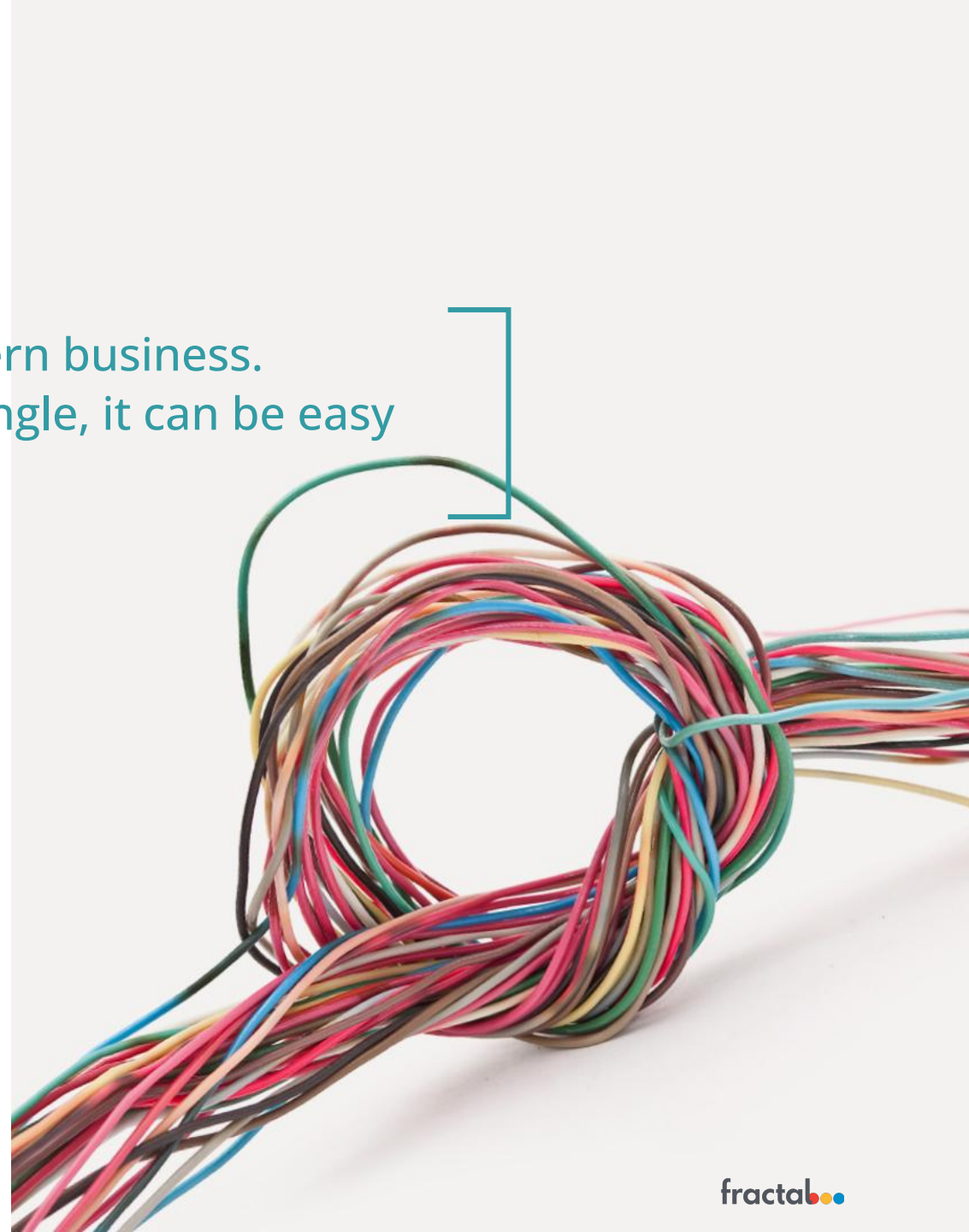


The big picture

Data is the dominant language of modern business.
But when multiple data streams become a tangle, it can be easy
to get your wires crossed.

Limited access to data through silos also restricts the timely decision making that is crucial for successful leadership. The right enablers are needed to not only harness the data, but to make sure that senior stakeholders across have access to the figures they need, whenever they need it.

This is true across all business functions, but especially in HR, where we must consider how the COVID-19 pandemic has accelerated changes in the way we work. This shift has prompted a slew of HR trends to which the entire human resources function must respond in a coordinated way. But to do this properly, HR leaders need a single, reliable view of their people's data.



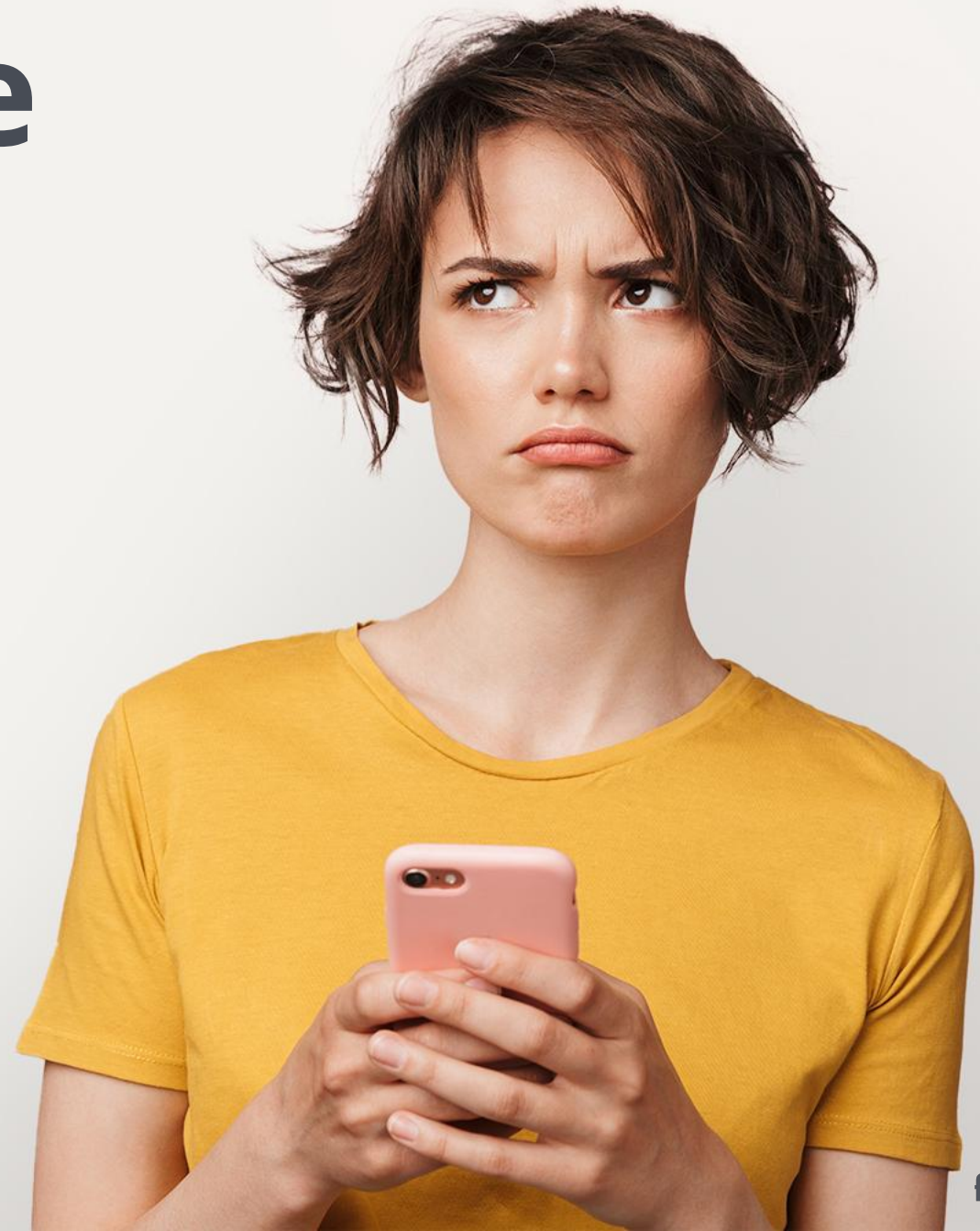
The challenge

Getting everyone to use the same language

Our client, one of the largest electronics companies in the world, wanted a streamlined, central view of the vast data at their disposal.

It was employee data that was causing our client issues. It felt like everyone was speaking a different language as despite having a huge database and enterprise resource planning (ERP) system to capture employee data, this information was siloed - causing a drag in their human resources leadership and communication. Because of this siloed data, most of the effort put in by the HR team was duplicated and redundant, draining their resources.

The client sought out Fractal's data expertise to create a full 360° view across their key metrics.





The challenge

Insights, but all on the same page

Alongside the need for a central source of truth for their people metrics, the client needed to be able to compare KPIs and trends across various areas of the business in order to gain valuable insights. They required ownership of the dashboard design going forward, as well as needing control over the weekly maintenance of the data processing pipelines.

To meet these needs, we proposed a centralized interactive dashboard called HR360. This would give their human resources leadership a central view of all people metrics across the employee lifecycle, ensuring that their time would be better spent on priority tasks rather than extracting and formatting data.

Our client needed a single source of truth to uncross the wires – improving data access and resource efficiency

A transformative solution

As there was no centralized knowledge database for the ocean of data that the client had in Workday – the ERP system that the business was using – our initiative was unique. We began by identifying the users for the dashboard, the key KPIs, and the relevant data from Workday.

Next, we set up the back-end engine for data calculation on a variety of data sets, which included:



Data extraction



Data preparation



Data rules configuration (as per the definitions provided by the client)



The structuring of outputs with the dashboard requirements



The storage of results

After we had established the back-end, we set up layered architecture to feed the results into our dashboard. The focus here was on optimizing processes, aggregating data to reduce storage space, and producing the best possible dashboard performance for end users.

The new dashboard allows our client to discover key insights across headcount, I&D, turnover, talent, leadership, rewards and more, making for easier decision making and offering more accessible insights to ease the decision making process.

Harnessing the full potential of the data our client collected, provided the ownership they were seeking.



A transformative solution

What we provided: Clarity across the department

We provided the client a solution with QlikSense, a business intelligence tool that could be utilized for data extraction, processing and visualization. In addition to powerful ETL capabilities, QlikSense offers strong intuitive visualizations, allowing for ease of use and accessibility across the business.

HR360 took two months to plan, six weeks to design, and eight months to implement, with each dashboard being released one after another. By completion, HR360 was a full suite of applications, including dashboards that covered headcount, talent acquisition, inclusion and diversity, turnover and leadership. This gave their human resources department the single source of truth that they had been seeking.

The front-end dashboards provided
key insights across headcount,
L&D, turnover, talent, leadership,
rewards and more

The results

The immediate impact

A multitude of short-term benefits were felt through the implementation of our solution, including:



Consistent KPIs amongst various groups of users and HR departments



Single source of truth for all reporting purposes



Improved planning throughout the hiring process



Enhanced employee retention



Enabled strategic decision making through the HR360 dashboards

Our client will continue to benefit from our solution over time, with month-on-month and year-on-year comparisons of KPIs within HR360. Additionally, the dashboards we provided will be useful for ad-hoc analysis and future projects, while giving them the ability to identify the need for policy changes, owing to headcount forecasting and turnover prediction.



Coming in
loud and clear:
newly-available
data and unified
processes that
enhance employee
retention

Enable better decisions with Fractal

Fractal is one of the most prominent players in the Artificial Intelligence space. Fractal's mission is to power every human decision in the enterprise and bring AI, engineering, and design to help the world's most admired Fortune 500® companies.

Fractal product companies include Qure.ai, Crux Intelligence, Theremin.ai, Eugenie.ai & Samya.ai.

Fractal has more than 2,300 employees across 16 global locations, including United States, UK, Ukraine, India, and Australia. Fractal has consistently been rated as India's best company to work for, by The Great Place to Work® Institute, a 'Leader' by Forrester Research in its Wave™ on Specialized Insights Services, Computer Vision & Customer Analytics and as an "Honorable Vendor" in 2021 Magic Quadrant™ for data & analytics by Gartner.



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