



Case Study

Case Study: Top Financial Institution Banks on BTRG

Background:

The subject of this case study is one of the three largest banks in the world (according to industry publication *The Banker*). A BTRG client since 2003; this organization turns over \$12B in profit annually, has over 110 million customers, 270,000 employees, operates in 77 countries.

Challenge:

As large financial institutions grow – so do the stresses on HR systems. Recognizing that implementing HCM best practices can lead to improved financial performance and better decision making for executive management; our client developed a global HR plan to implement and customize PeopleSoft applications. The goal was to better serve internal customers, lower HR operating costs and drive greater efficiency - worldwide. As part of this initiative the global HR management team was tasked to;



- Reduce administrative staff by implementing Self-Service
- Improve information management by establishing common HR practices
- Develop an IT infrastructure able to attract and retain top talent

Challenged to achieve these goals, the global HR program sought to retain expert PeopleSoft HCM consultants capable of delivering implementations, customizations, and strategic services.

Top Financial Institution Focuses on Banking – Contracts BTRG for IT:

BTRG provided strategic services to our client's US Operations in the mid-1990's during a PeopleSoft selection process. Familiar with our expertise, our client contracted with BTRG in 2003 to provide support for the initial implementation of three PeopleSoft modules – *Position Management*, *eApps* and *Track Global Assignments (TGA)*. BTRG's support role quickly grew into technical leadership as our consultants: delivered implementations on time and on budget; lead the conversion of over 200,000 employees

for *Position Management*; coordinated the development effort for *ePay*, *eProfile*, *eRecruit* and *eDevelopment*; and then subsequently rolled out full functionality to over 130,000 managers and employees. BTRG consultants modified *Position Management* reports and interfaces to deliver more consistent turnover and growth rate reporting – setting the stage for a more streamlined implementation of *Manager Self-Service*. The eApps implementation was lead by BTRG consultants. In addition to coordinating the development effort and liaising with our client's user community in the UK; BTRG rolled out Manager Self Service for *ePay*, *eProfile*, *eRecruit* and *eDevelopment*.



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Household International, Inc. Acquired – Systems Merger Successful:

During 2003, our client purchased Household International Inc., a North American financial services firm. The merger would add substantially to our clients' profile in the United States by bringing Household's network of over 1,300 branches in 45 states and 53 million customers into the fold. However, it brought with it monumental uncertainty and complexity as the two organizations were faced with consolidating operations.

As a strategic partner, BTRG participated in a 4 month pre-merger project to convert our client's 20,000 North American employees onto a single pay cycle. This process involved modifying over 50 custom programs.

During this time BTRG provided critical support as HR integrated 30,000 employees and 150 custom programs into HCM Systems. In addition, our client sought to transition IT Support Operations from Buffalo, NY to a new team in Chicago. BTRG led this transition effort while providing support to Household International staff as they migrated employees onto the new systems.

Our client's merger with Household International was a success – during which BTRG proved to be a valuable strategic partner. By successfully consolidating HR management capabilities into one organization our client developed the economies of scale it needed to cut costs, drive efficiency, and remain a global leader.

Sector	Financial Services
Modules	Track Global Assignments, Position Management, eApps, ePay, eProfile, eRecruit, eProfile Development, HR, Benefits, Payroll, Self-Service, Manager Self-Service, EPM, CRM, Portal, GL, Financials
Services	Strategic Services, Application Implementation, Integration and Middleware, Custom Development, Project Management
Customer Since	Mid-1990's

About BTRG: The Business and Technology Resource Group, Inc. (BTRG) works with clients to bridge business and technology. We achieve this by delivering highly qualified, multi-disciplined technical and functional consultants who understand the art of business management. We have successfully delivered hundreds of PeopleSoft projects to Fortune 1000 companies. Our early commitment to PeopleSoft products and Financial Services positions us as your best choice to lead your next implementation, integration, or upgrade project. Other clients include:

