

# Thames Water

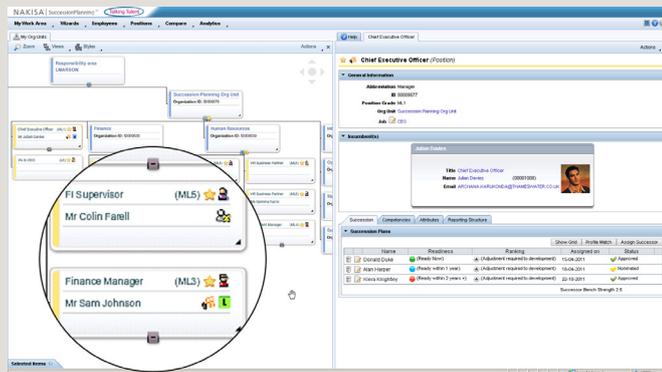
## Not just "Talking Talent", but doing Talent

Thames Water, a leading utility company in South-East England, has long been at the forefront of creativity and innovation in its core business. It was business as usual when they decided to implement an integrated Talent Management solution across the business for their Talking Talent programme.

### BUSINESS CHALLENGES

As a SAP® power user, Thames Water wanted to leverage their existing investment in SAP ERP HCM and the NetWeaver Enterprise Portal. They also wanted to continue to use best-of-breed functionality that they had introduced via an upgrade to Enhancement Package 4. To meet the business challenges that Thames Water were facing, they chose to implement SAP HCM Talent Management and SAP Talent Visualization by Nakisa (STVN) Succession Planning.

Thames Water understands the importance of building a sustainable workforce and wanted to ensure that their business-critical positions and business operations were protected against the unexpected loss of key individuals. Because Thames Water is a regulated company, they needed an enterprise-wide solution that could streamline processes in order to safeguard their profitability and business performance, a core part of their business strategy. In an increasingly competitive environment, it was imperative for Thames Water to keep their operating costs low, particularly the cost of hiring and training new employees. For this reason Thames Water needed a solution that not only optimized employee retention, but also fostered growth, engaged the workforce and aligned talent with business goals.



” Succession Planning and Talent Management is a priority for Thames Water.

Gavdi have provided us with specialist knowledge and expertise, ensuring the successful implementation of an integrated SAP Talent Management solution.”

Alison Arthur, Interim Head of Talent Management

The challenges Thames Water wanted to overcome included the use of unaligned, unsecured, paper-based spreadsheets that were inefficient to compile and difficult to analyze. Subsequently they had no overall tracking of key positions or succession plans and no way to measure the effectiveness of their succession planning process. Without being able to measure the strength of their succession plans, Thames Water was unable to know if their business-critical positions were truly covered with a reliable bench strength. This posed a big risk to the long-term success of the organization.

### PROCESS OPTIMIZATION

Thames Water needed consistency across the SAP HR functionality for a congruent internal customer experience and to improve process compliance. The new SAP HCM Talent Management functionality, together with an updated Performance Management user interface, now helps guide managers and employees fluidly through the processes in SAP while also reducing process related errors. Enhancements have reduced the time that line managers take to carry out processes and the increased compliance and engagement has enhanced the Talent Management team's ability to complete their work. By introducing SAP driven succession planning and talent management, the administrative activity of maintaining a dispersed collection of spreadsheets has also been drastically reduced.

### VALUE ADDING

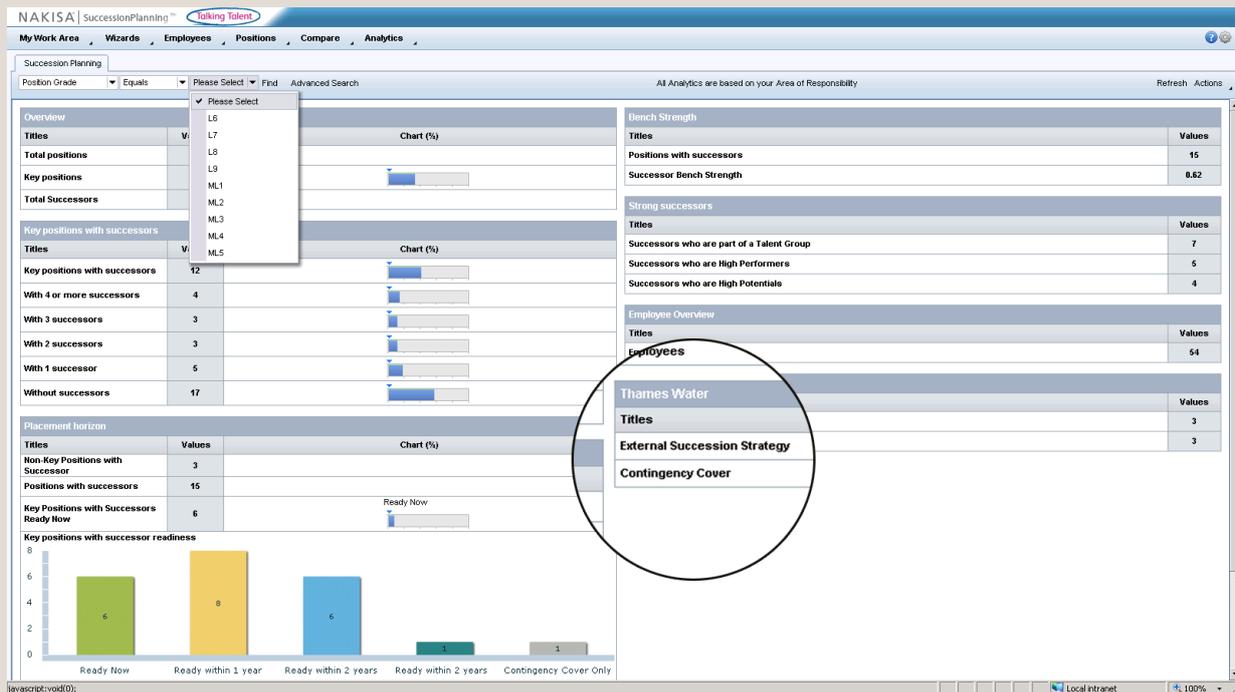
Thames Water was not only surprised to find these benefits from SAP HCM Talent Management and STVN, but they also found that their talent identification process had been enhanced by using the Talent Profile and Talent Assessment applications. These allowed employees to maintain their own profile and managers to offer a flexible evaluation of employees that aid the Talent Management team. These also create impartiality by allowing the Talent Management team to select individuals based on their competencies and attributes, rather than solely through manager suggestions.

The innovative and intuitive user interface offered by SAP Talent Visualization by Nakisa was the ideal solution to the Talent Management team's difficulty in seeing their data in a way that made sense, a way that bought the data alive. Not only did it offer a clear picture of the positions, successors and employees, but it also provided a deep insight into key Talent Management metrics and KPIs – including Thames Water-specific analytics.

### BRIDGING THE GAP BETWEEN PEOPLE AND TECHNOLOGY

Whether through the 9-box Performance v Potential grid, the Successor v Position gap analysis or the many views of data – including Thames Water custom information – Thames Water could easily see critical data about their talent and key positions in a way that was useful and intuitive to them.

By introducing SAP Talent Visualization by Nakisa, this has enabled Thames Water's Talking Talent process to move to a system enabled solution and ensured succession management is joined up across the business. Implementing succession planning on SAP has enabled real-time talent information, efficiency in career planning and an increased level of security for this information.



# NAKISA®



#### About Gavdi:

Gavdi is a leading global provider of expertise in SAP® Human Capital Management, Technology and Solutions.

With operations in several countries we assist companies of all sizes within all industries, from advisory on HR strategy and process optimizing to SAP system implementation and outsourcing.

A value chain is not stronger than its weakest link. Therefore we think Consulting, Systems and Services together, offering an integrated solution to customer's challenges.

We help HR to meet the increasing business demands and to exploit the technological opportunities optimally. Gavdi empowers you to achieve your business goals through effective IT utilization and bridge the gap between people and technology.