ELEVATE

ELEVATE is Helping a Leading Aerospace and Defense Organization Reinvent Workforce Management

THE CHALLENGE

Following a large contract extension on one of its government programs, executive management of this global aerospace and defense company was focused on its ability to respond to the up-coming spike in demand for resources. The organization also needed to address the shifting landscape in talent supply including an aging employee population and a tectonic change on how millennials think of work. They tasked the company's Chief People Officer and CIO with leading an effort to address the issues and find a solution. The two executives quickly found they had several major issues ahead of them:

- The organization was challenged to create and maintain a reliable forecast of labor requirements and make it visible across the enterprise.

- They didn't have a consistent way to inventory and describe existing skills available for the employee base and there was little visibility of employee assignments and availability across the enterprise.

- There wasn't a standard mechanism for aligning employee skills to work requirements based on project priorities.

- Additionally, the business was already being impacted by a labor shortage in certain skill sets.

THE OPPORTUNITY

To address these challenges, the company canvased the solution space and identified several build vs. buy options and after a detailed assessment, selected the ELEVATE platform on a proof-of-concept effort in which they jointly defined a new set of processes and tailored the solution to fit the company's requirements. Major components of the on-premise solution included:

- Common "demand" forecasting process
- Comprehensive skills taxonomy
- Advanced skills and availability matching algorithms
- Streamlined resource fulfillment process
- Workforce utilization and optimization routines

Following the rigorous vetting and proof-of-concept process, ELEVATE was approved to help the company deliver on the project's pilot phase.

The ELEVATE platform enables human resources teams to more effectively manage enterprise-wide talent pools, which offers strategic and financial benefits to organizations.

THE BENEFITS

The company is ultimately expecting to deliver on a value proposition which includes both revenue drivers and expense reductions:

- Reduce delayed or unfulfilled revenue
- Increase workforce utilization rate
- Reduce voluntary attrition rate
- Eliminate recruiting churn on false demand
- Reduce forecast reconciliation burn
- Retire legacy systems
- Reduce contract labor spend

The implementation project is in its initial pilot phase of a multi-phase rollout.

ELEVATE

ELEVATE technology is based on three principles which allow it to simplify the entire process: demand visibility, competency and availability scoring, and tailored capacity optimization routines. At the highest level, the ELEVATE platform consists of five modules. Two strategic modules include Labor Forecasting and Capacity Planning which help enterprises maintain an active two to three-year view of their labor demand and workforce capacity. Three operational modules support the enterprise near-term labor demand management, assignment sourcing and talent pool management.

ELEVATE's optimization routines span several key dimensions:

- **Intelligent attrition analysis through workforce and succession planning, risk scoring by competency levels**

- **Intelligent assignment optimization by realigning over-skilled resources from lower priority projects to fill "under-skilled" assignments on higher priority projects**

- **Resource recommendation engine based on learning from past "nominations" for similar requirements**

- **Employee assignment analytics by merging work item cost, schedule and quality performance data with team profiles and competency levels to identify patterns of successful execution - using these analytics to better optimize the talent / work item requirements match**

For more information about ELEVATE, visit us at www.elevatesaas.com