

Is Total Talent Management Viable and can it be a Competitive Advantage?

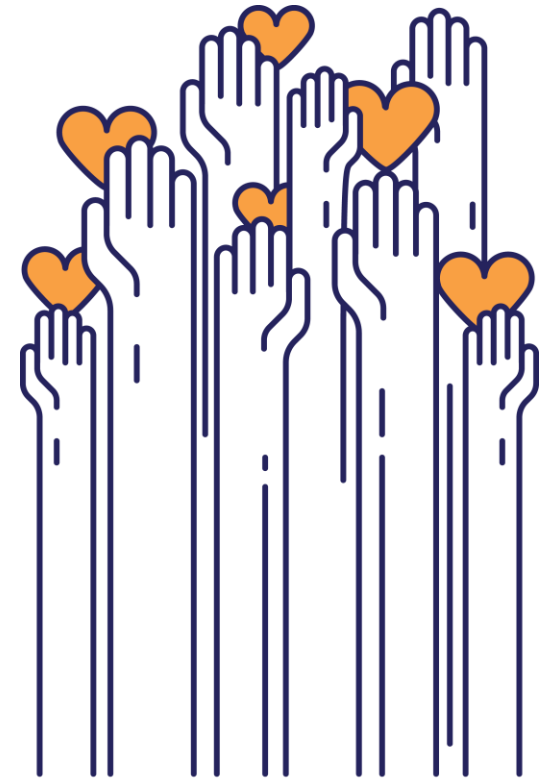
Guidant Global
Dan Hanyzewski
VP Global Solutions



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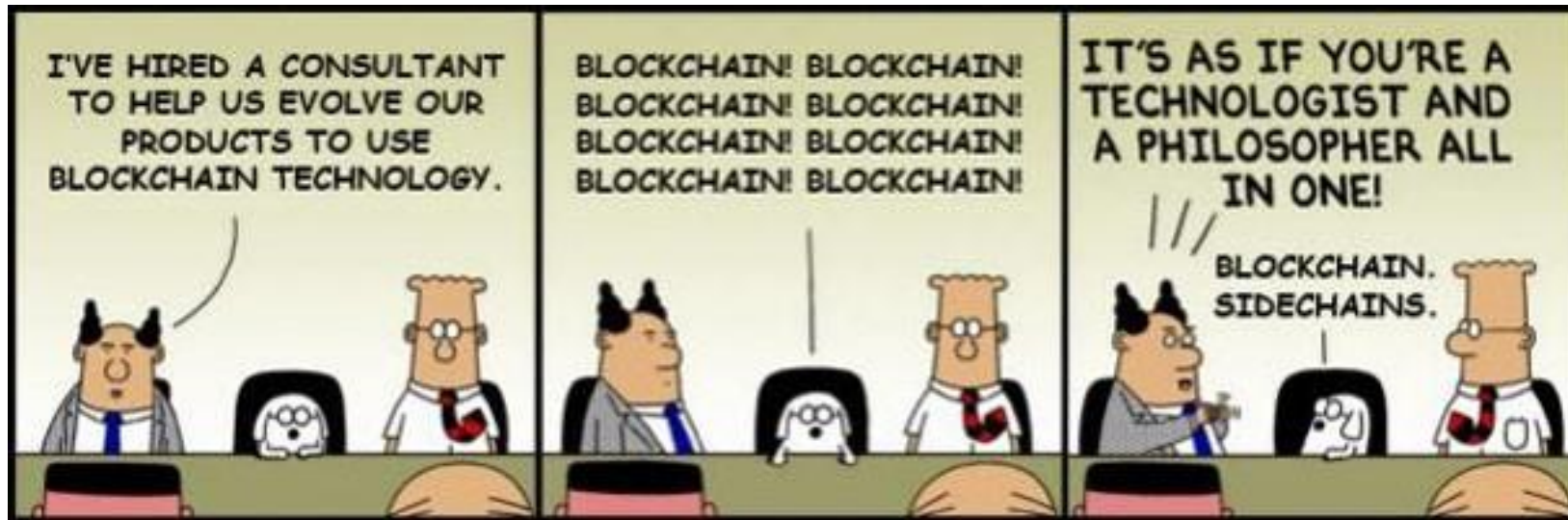
Delivering a better way



Is Total Talent Management Viable & can it be a Competitive Advantage?

Dan Hanyzewski, VP Global Solutions Guidant Global

Agenda



Guidant Global overview



1998

Industry pioneer

220,000

Total number of
contingent
workers managed

80+

Countries with
programs in
operation

2,800

Suppliers managed

550+

Employees

Purity of Focus



Delivering a better way

Segmentation Hypothesis - 3 elements of your workforce complexion

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Strategic

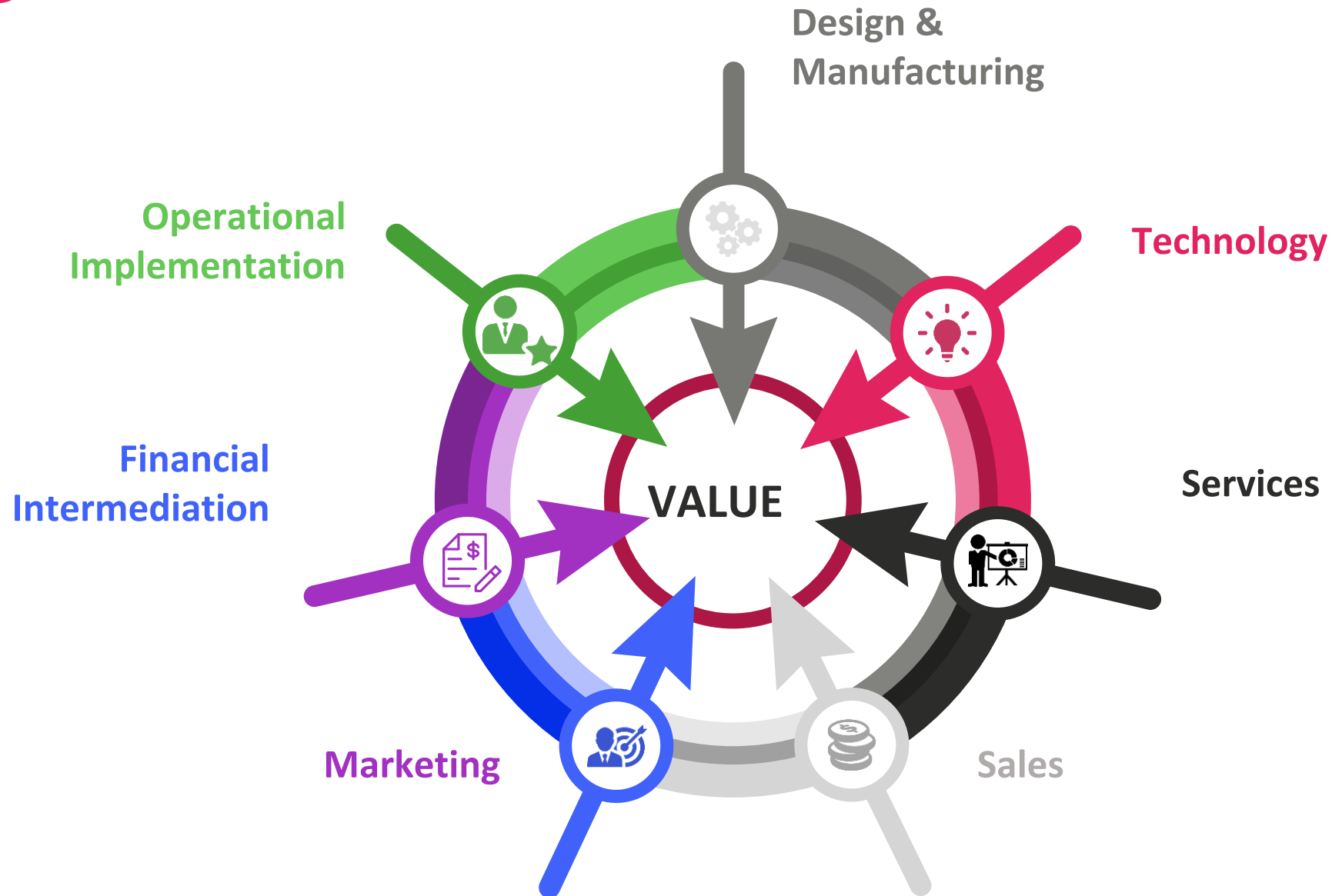
Definitions about strategic planning 50% of leaders rated implementation as equal in importance to strategy

- 68% believe their organization is good at developing strategy, down from 80% in 2012
- 98% of leaders think strategy implementation takes more time than strategy formulation
- 61% of respondents acknowledge that their firms often struggle to bridge the gap between

Strategy formulation & its day to day implementation

- 80% of leaders feel their company is good at crafting strategy but only 44% at its implementation
- 10% of organizations achieve at least two-thirds of their strategy objectives, with 36% achieving between 50% to 67% and 4% achieving less than 50%
- 2% of leaders are confident that they will achieve 80-100% of their strategy's objectives

Core



Outsourced

Email Management ◀

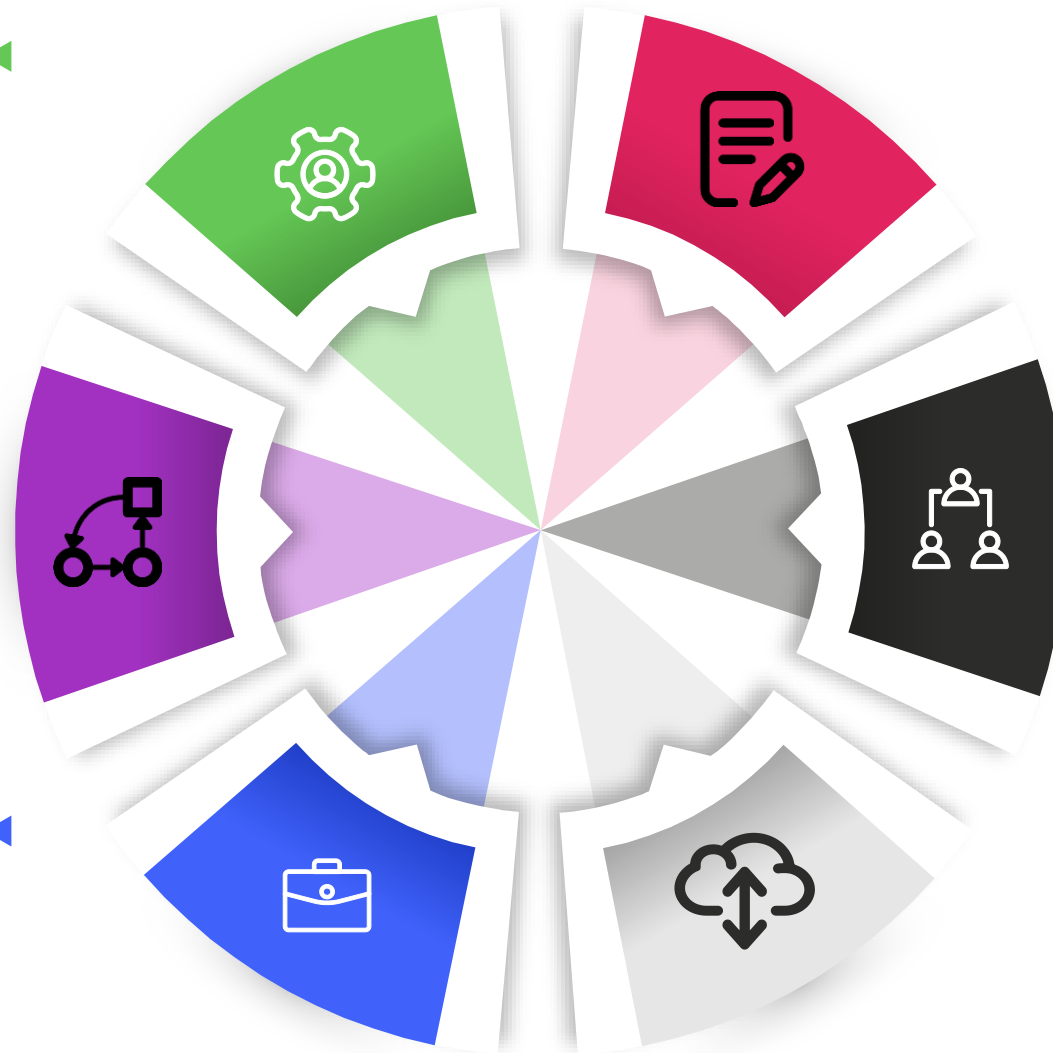
▶ Training

Data Storage ◀

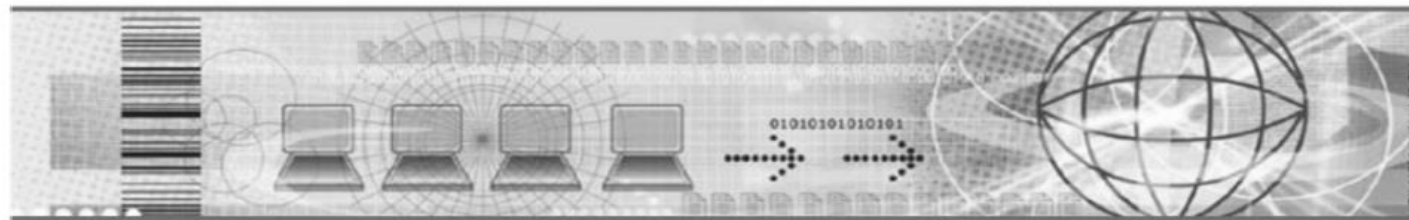
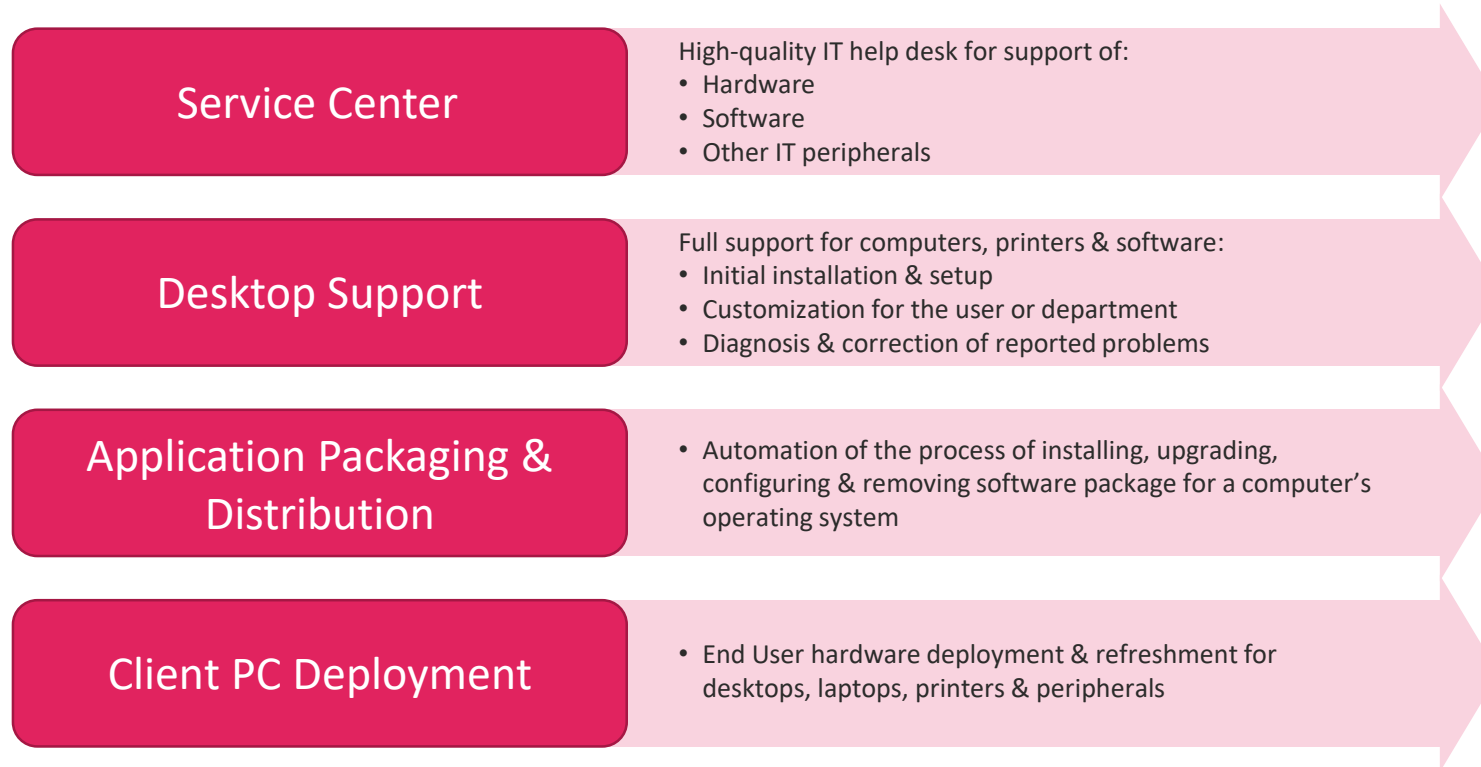
▶ Media Campaigns

Cleaning Services ◀

▶ Social Footprint



Commercial implications



4 pillars of competitive advantage



Leveraging SG&A to drive earnings per share. The most significant expenditure for most organizations is Labor. To segment this investment & have a responsible outsourced strategy would net a competitive advantage.



Visibility & Accountability through Real time reporting & data driven decisions. These are key to understanding how investments are made, by whom & expectations on those investments.



Mitigation of Risk is paramount to maintaining a competitive position. Fiduciary Compliance, regulatory compliance & general Business rules & governance all promote competitive positioning & Corporate Responsibility.



Sustainability is a key factor in being competitive. Managing workforce Segmentation to address the ebb & flow of the corporate experiment to grow & expand is a discipline that comes from pragmatic Sustainable Practices.

Unilever Case study / Financial Windfall

Table 3
Project Savings

Savings

As a result of the Client Services outsourcing agreement, total End User Services (EUS) costs will be reduced by \$3 million in 2006. Expected savings over the three-year life of the contract is \$12.6 million and is primarily a result of the supplier's lower operational cost per seat, including a complete replacement of the existing services solution and a 50% EUS full time equivalent head count reduction.

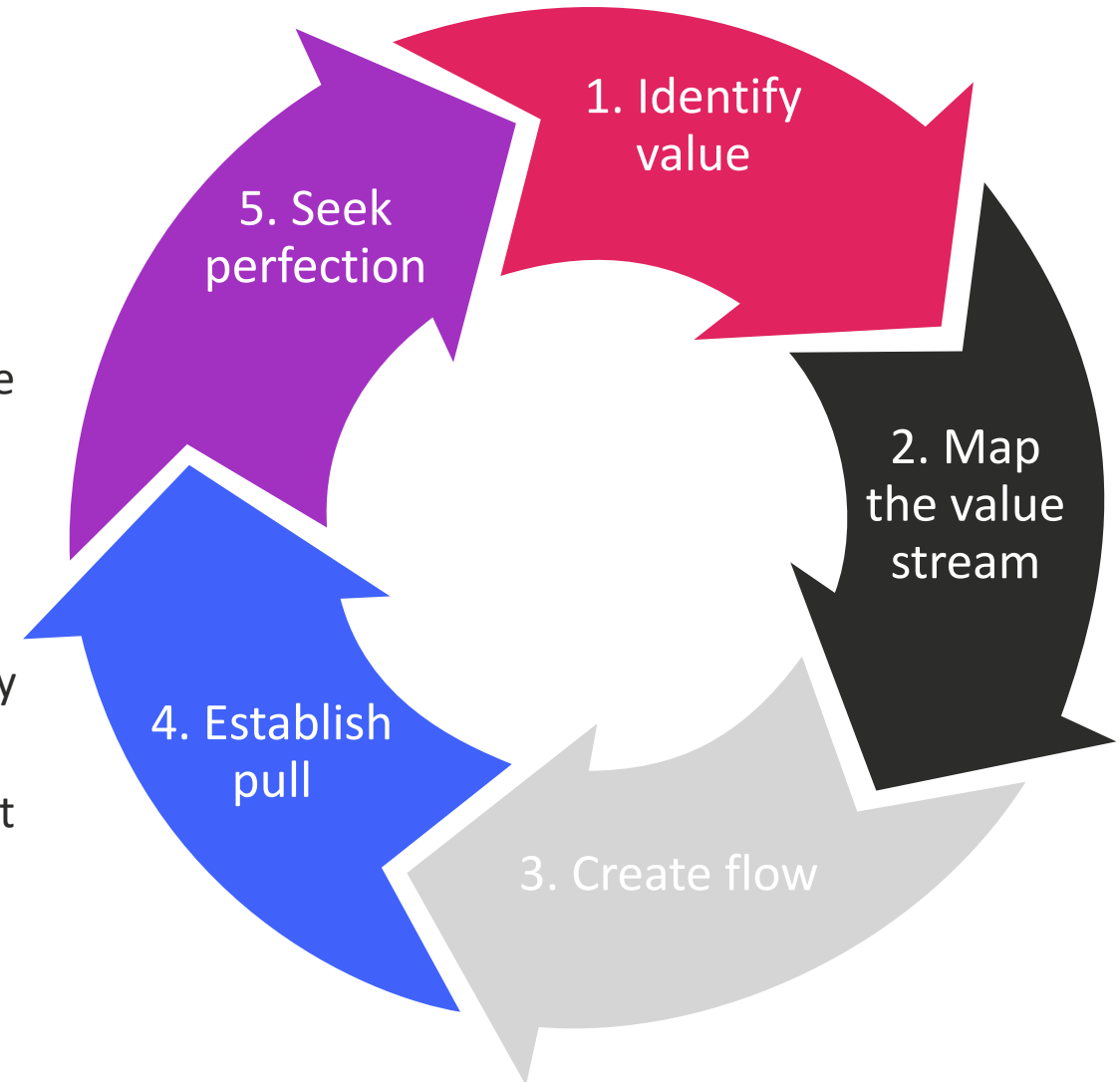
Following is a table outlining the key components of the program savings:

\$ Millions		2006	2007	2008	2009	Total
Current Service Model:	Employee related costs	6.0	6.2	6.3	6.5	25.0
	Telecommunications and related costs	4.0	4.1	4.2	4.3	16.6
	Lab to script applications to run in					
Unilever's environment	1.0	1.0	1.1	1.1	4.2	
	Total Costs	11.0	11.3	11.6	11.9	45.8
Service Provider Costs Per Seat:*		8.0	8.2	8.4	8.6	33.2
Savings:		3.0	3.1	3.2	3.3	12.6

*The pricing is based on an agreed upon seat price per quarter. The agreement allows for some flexibility in number of seats with no change in pricing structure. The seat count will be reviewed on a quarterly basis.

5 key principles

- **Value** Always defined by the customer's needs.
- **Value stream** This mapping is sometimes referred to as process re-engineering. The objective here is an acute understanding of the entire business operations.
- **Flow** This can be extremely controversial and it is where advisors and SME's of LEAN suggest that you should make the value –creating steps occur in tight sequence so that the product or service will flow smoothly toward the customer. Numerous studies show that this will also lead to huge gains in productivity & efficiency.
- **Pull** Time to market (or time to customer) can be dramatically improved.
- **Perfection** LEAN is not static & it requires constant practice. It will be a competitive part of your arsenal when it becomes incorporated into your culture.



Thank you



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