Global Insurance Organization Chooses HRchitect for 30+ System Support Projects

The Client

This HRchitect client is a global insurance organization with over 30,000 employees worldwide. This client has been working with HRchitect for the past 7+ years. Initially, this client engaged HRchitect in 2014 for a phased global rollout of a recruiting and onboarding system. Since the completion of that successful project, this client has contracted with HRchitect over 30 times for a variety of ongoing recruiting and onboarding system support projects.

Ongoing System Support Project Sampling

HRchitect's longstanding relationship with this client has enabled our team to develop an incredibly thorough understanding of the client's complex workflows for recruiting and onboarding processes which vary across the client's multiple business entities. This results in streamlined communications and incredibly fast response times to this client's support requests, helping to ensure optimal processes and management of over 2 million applicants and several thousand annual new hires. A sampling of the projects the HRchitect team has supported this client with are outlined below.

Streamlining Systems and Processes in Support of Growth by Acquisition

HRchitect has supported this client through three acquisitions, including the acquisition of a global brand that required all global operations transition to the client's existing recruiting and onboarding system. This included:

- Configuration changes and data migration for the US entity that was acquired to consolidate systems
- Front-end and back-end recruiting system translation for the business unit in Mexico, which utilized a separate recruiting workflow
- Configuration of the recruiting and onboarding system in the APAC region, in four different languages in line with decentralized recruiting processes that varied by country

Career Architecture Updates

In order to create a better candidate experience and allow our client to be set up to successfully use their existing PeopleSoft HCM system for years to come, HRchitect proactively recommended and executed updates to job code structure and job function family structure. This involved updating job codes on all

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templates and both open and closed requisitions, which resulted in candidates being able to be moved from the new hire stage to the employee stage in the client's HCM system without experiencing any downstream issues.

System Integration

HRchitect has led multiple system integration projects for this client to ensure the client's recruiting and onboarding solution are correctly integrated with other systems in the client's HR technology stack, including PeopleSoft HCM, Phenom Talent Management, background screening vendors, passport integration, and LinkedIn.

Advisory Work for Best Practice Process Design and Utilization of New Functionality

- Advising on reporting best practices and report creation
- Documenting processes including onboarding processes and data workflows
- Revamped careers sections to make application process more efficient and more mobile compliant
- Updated candidate selection workflow process
- Revamped offer letters and message templates
- Handling errors or mass updates on the client's behalf
- Providing training sessions to the client's HR team to answer questions and teach the client team to self-configure the recruiting and onboarding system
- Conducted Fluid Recruiting updates/migration concurrent with Adobe Flash end of life
- Running service pack updates for the client to deploy functionality available in new releases and advising the client on how to best utilize the new features and functionality in line with the client's business processes

Client Feedback

"Every project that we work on with HRchitect is not only successful, but a pleasurable experience."

"It has been an absolute joy working with [our HRchitect consultant]. He really is an asset to your team. He does awesome work, he is responsive, he clearly is a SME who knows [the recruiting and onboarding system] inside and out, and really goes out of his way to service our account well."