

 **Overview**

The international law firm located in Richmond, Virginia with 21 offices in the USA and international offices in London, U.K., and Singapore was looking for a replacement for their current HCM system. At the time of our engagement with them, they had a total of 1800 full-time employees, 65 part-time employees, 12 interns, and 230 contractors. Having spent ten years on their current HCM system they were discouraged by their vendor's lack of support and ability to configure the system for their needs. It was time to review the marketplace and see how they could improve the functions within their HR department. They chose HRchitect to help guide them with a comprehensive process to find the best fit for them moving forward.

 **The Challenge**

Law firms like many highly specialized industries require their HCM system to provide the utmost in usability and system configuration. The incumbent was a contender in the HCM field but unfortunately had let this client slip through with poor customer service and support. As a large investment of time and money, for any company, it is unfortunate when a company does not feel like they have any choice but to move to a different vendor.

 **Solutions: HRchitect**

After the creation of a project charter, the HRchitect team launched a discovery process to develop a comprehensive understanding of the client's current state and current processes, as well as the client's desired future state.

Using our Secure Selection Methodology, our approach to this engagement was to first learn about the needs of our client, match those needs to the best options currently available in the market and identify a "short list" of vendors to participate in an RFI (request for information) and in person or virtual system demonstrations. The goal of this exercise is to determine which vendor application suite would be the best fit for the requirements articulated by the client team. The client was poised for success as they had a fully engaged team of stakeholders involved in documenting their needs.

The findings from this discovery process would then be used to help the client rank priorities and decision drivers for the desired future state for HR technology while ensuring alignment with the client organization's larger strategic goals and priorities.



 **The Benefits of Expertise**

The strategic services team was able to provide the client with a list of HCM vendors that would be able to provide the functionality and features that were key to the needs of a law office. With our support, the team remained focused on industry-specific features and the success drivers they had determined through the project charter development process.

The HRchitect team also provided support on the creation of the demo scripts to ensure when comparing the vendors, they were looking at the usability from their perspective and the functions they need, not just the latest features of the software that Vendor sales teams often like to focus on.

 **The Results**

As a result of this engagement with our Strategies team, this legal firm was able to purchase the HCM software that would best fit their needs and their budget. The implementation is underway.