

# Workplace Analytics and Workforce Efficiency

## Drive Organizational and People Transformations

### Create Workforce Efficiencies and Gain Insights into the business

People are among the most valuable assets in any organization, yet many of the business solutions and tools used in an organization don't have the ability to provide clear insights and analytics related to people. How effective is the sales force? Are internal processes consuming significant time and energy? How well is communication flowing in the business and what specific business units have collaboration and engagement successes that need to be replicated? Hitachi Consulting offers a solution to discover the real people metrics and impacts in the business and then drive the transformations that work toward enabling business results.

## The Power of Workplace Analytics

The foundation of the Hitachi Consulting Workplace Analytics and Workforce Efficiency solution is Microsoft's Workplace Analytics. Workplace Analytics builds on the Microsoft Graph and Office 365 gathering insights and signals across people, documents, tasks, emails, meetings, and conversations establishing a foundation for insights. Hitachi Consulting combines this data with business specific data from ERP, CRM, custom business apps, social media, and other tools to identify additional insights, patterns, and analytics. These insights and analytics integrate into dashboards and reports providing real-time views into people.

Having analytics and reporting is a vital part of the solution, but data alone does not drive the required organizational changes needed to work toward driving business benefit. Measurable change and business improvements are driven through a coordinated and targeted change effort. Hitachi Consulting works with appropriate business leaders to plan, implement, and monitor change programs to help drive behavior change, workforce efficiency and engagement, and business improvements. These programs leverage our organization effectiveness strategies, tools, accelerators to help drive behavior change. We develop targeted options for specific business units and teams and drive alignment of these efforts to work toward your larger transformation goals

## Workforce Efficiency Services and Offerings

Hitachi Consulting's Workplace Analytics and Workforce Efficiency solution can drive measurable and real innovation and transformation in the business. The solution includes the following core services and benefits to work toward driving measurable change and transformation in your organization:

- **Workplace Analytics Onboarding**  
Successful Workplace Analytics and Workforce Efficiency efforts begin with data collection. The Hitachi Consulting solution helps introduce Workplace Analytics, reviews business pain points, identifies initial focus areas, and prepares the business data.

- **Discovery and Reporting**

Once Workplace Analytics is operational, the solution focuses on discovery and reporting processes. These capabilities are focused on identifying the real patterns in the business data, identifying focus areas for business change, and creating live dashboards and reports to provide ongoing views into the people data.

- **Workplace Analytics Solutions**

With known patterns and focus areas identified, Hitachi Consulting works with the identified business areas to build targeted action plans that include processes, strategies and activities to move the needle on behavior change. Our deep experience with adoption, leadership and stakeholder alignment, communications, learning and readiness is paired with measurable insights and analytics that allow us to tailor our approach to the specific target areas while providing measurable progress along the way.

- **Organizational Effectiveness Transformation**

Beyond just practical and tactical behavior changes, Hitachi Consulting bridges the gap between business strategy and employee performance with our broader transformation experience. Our capabilities span Strategy Articulation, M&A Integration, Organizational Design, Skill and Capability Assessments, Cultural Assessments, Tool and Process Adoption and Organizational Change Management. This breadth of insight gives us the ability to work toward

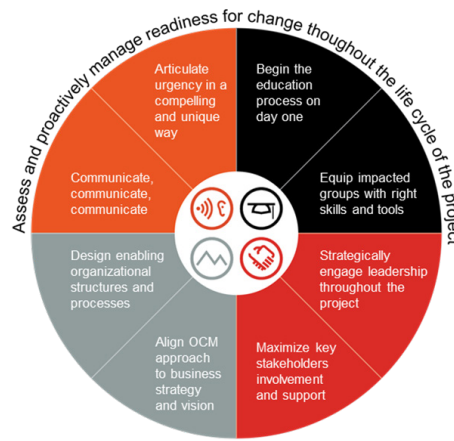
your larger transformation goals in collaboration with Workplace Analytics and Workforce Efficiency.

## Our Approach

Hitachi Consulting's Workplace Analytics and Workforce Efficiency solution builds on Hitachi Consulting's proven Organizational Change Management approach. The approach assesses, designs, communicates and implements change strategies that manage the individual and organizational transitions required to work toward accelerating and sustaining large-scale change.

Paired with data driven insights, our organizational change management approach includes best practices, tools and accelerators to

- Obtain necessary "buy in," commitment and ownership from leadership and impacted employees.
- Instill organizational confidence that the change being implemented will bring about the intended benefits.
- Involve people appropriately and have the right information throughout the process.
- Identify and addressing the true impacts of process and technology changes on individuals and the organization.
- Equip end users with the knowledge and skills to effectively perform at "go live" and beyond.
- Establish processes and structures that will promote communications and knowledge sharing among team members.
- Provide employees with knowledge, tools, and techniques that will help them to effectively lead and implement ongoing improvements and changes.



## Drive Your Transformation with Workplace Analytics and Workforce Efficiency

The Hitachi Consulting Workplace Analytics and Workforce Efficiency solution drives real and measurable analytics on the most important asset in your organization – the people. Pairing tangible data with Hitachi Consulting's Organizational Change Management capabilities gives you the ability to translate organizational insights into actionable plans that drive change and measured improvements in the organization.

For more information on Hitachi Consulting's Workplace Analytics and Workforce Efficiency Solution, please contact [info@hitachiconsulting.com](mailto:info@hitachiconsulting.com)

## QUESTIONS FOR ORGANIZATIONAL CHANGE MANAGEMENT

- How do I quantify behaviors and impacts?
- How do I address collaboration overload?
- What levers can I monitor and manage to drive my sales team productivity?
- How can I drive employee engagement and transform the employee experience?
- How can I accelerate and monitor acquisition integration?
- Where are the organizational silos and how can I break them down?

## About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we strategically collaborate with our clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit [www.hitachiconsulting.com](http://www.hitachiconsulting.com).