

HR TRANSFORMATION FOR ROYAL MAIL GROUP

CASE STUDY



CLIENT ISSUES

Royal Mail Group (RMG) was going through a significant HR transformation project and an extensive business change management programme.

Our client was looking for a resource with commercial experience and SAP expertise to bolster their IT department. DNASTREAM were appointed to help manage this important project from finding the right SAP implementation partner and creating the Programme Blueprint, through to point of programme testing, training and data migration.

DNASTREAM were brought in to provide a disciplined and rigorous approach. Our job was to ensure that the programme was run in a professional manner and to keep diversions to a minimum, ensuring good control of costs, timescales and risks.

We were also tasked with managing a range of third parties including both onshore and offshore delivery partners.

DEFINING THE PROJECT

Client:	Royal Mail Group
Business Division:	HR and Payroll
Location:	UK
Industry:	Logistics
Employees:	200,000

Project summary:

DNASTREAM were engaged to support Royal Mail Group with a significant HR transformation programme.

This involved the introduction of SAP HR and Payroll across the group covering over 200,000 employees, together with an extensive business change management programme.

WHAT WE DID

DNASTREAM worked alongside the RMG IT department and with other business representatives. We were able to support the entire programme from completing the Programme Blueprint and throughout delivery.

We provided advisory and specialist domain expertise throughout the selection process for the SAP implementation partner, in accordance with EU procurement regulations.

DNASTREAM managed the project on behalf of RMG IT to undertake the initial migration of employees from the legacy systems onto a new SAP HR and Payroll platform.

We also managed the implementation of Nakisa Org Modeller, on behalf of RMG IT, in order to underpin the overall transformation programme and provide improved organisational modelling and management capabilities.

OUTCOMES

DNASTREAM were able to support RMG with the programme change management, stakeholder management and training activities, ensuring readiness of IT and the business to adopt the new processes and systems being introduced as a result of the programme.

We supported RMG with programme testing, in particular the business functions, and developed a robust testing framework to assure the success of the programme.

TESTIMONIALS

“DNASTREAM staff had a breadth and depth of experience which resulted in extra benefit to the Royal Mail project as they contributed to many other business and IT tasks in addition to their specific project roles. One particular area of strength DNASTREAM brought to RMG was their business knowledge, which gave them the ability to manage partners and ensure RMG retained a position of knowledge throughout partner project discussions. I believe this client side advisory role is worth the investment to ensure you retain control of key project decisions throughout the project lifecycle”

Programme Leader, Royal Mail Group