



FACT SHEET

Human Capital Management

Is your “people” strategy good enough to make you the trusted business partner that your organization needs?

BOTTOM LINE RESULTS

With our experienced consultants and best practice tools, Major Oak builds the path for HR to be a valued, strategic business partner.

In today’s highly competitive and cost-sensitive environment, Human Resources is expected to lead the way in talent management and ensure HR is efficient and focused on the company mission. This means HR must look beyond transactions and take a more strategic view of the business and the people who make it happen. Major Oak develops a transformation plan that raises your performance and competency level. We guide you through the transition, driving a new, strategic focus that takes HR from being a cost-center, to making HR a competitive advantage for your firm. With our experienced consultants and best practice tools, Major Oak builds the path for HR to be a valued, strategic business partner.

HR Process Excellence and Organizational Development

Our services address the full HR competency spectrum. Major Oak’s HR Process Excellence services focus on transformation and productivity improvements to drive HR functions towards a best practice environment. This means your mission critical transactions (i.e. Payroll, Relocation, Hiring, Terminations, Benefits Administration, Health & Wellness) are accomplished faster and cheaper, your HR systems (i.e. Payroll, HR, Talent) are better leveraged, while your strategic HR activities (i.e. Succession Planning, Vendor Management, Employee Satisfaction, Talent Acquisition, Total Rewards, Learning) focus more on total quality, performance management, employee engagement and depth of expertise. Our Organizational Development services guide you through significant change and ensure you have the right organizational structure based on your strategic intent, guiding principles, required capabilities and needed competencies.

Human Resources Outsourcing Advisory Services

Evaluating Human Resources Outsourcing (HRO) is an important consideration in your HR Service Delivery Model and many companies continue to consider outsourcing non-core activities as a delivery option. The potential benefits of HRO are compelling, including material cost savings and the ability to focus on your core business. More importantly, for many HR leaders outsourcing HR is the driver for shifting HR’s focus from transactions to strategy. The HRO industry has matured over the last few years and the dominant vendors have emerged, each with their own strengths and deliver models. Does HRO make sense for your organization? Should you consider an internal Shared Services model? Major Oak has significant, unbiased HRO experience to bring to your outsourcing strategy and vendor evaluation.

Performance Measurement

At the heart of any organizational strategy or improvement plan are the measures that evaluate your progress. At Major Oak, we build alignment to focus your energies on the right

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FACT SHEET *(continued)*

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HR activities and projects. We identify the process and technology enhancements needed to establish a Human Capital measurement system. This foundation generates valuable metrics that highlight effectiveness like cycle times and transaction costs, as well as employee engagement through tools like employee satisfaction surveys and 360 feedback. We link these measures to the performance management program and your total rewards program to ensure alignment. Finally, leveraging best practice tools such as benchmarking and balanced scorecards, we put your strategy into practice.

Change Management

People react to improvement efforts with resistance - that's human nature. Major Oak knows that helping your employees and stakeholders understand the changes and how they impact them is the key to minimizing the resistance. That's why we integrate Change Management activities into everything we do. Whether it's coaching your leaders, establishing a communication strategy or drafting a comprehensive training plan, our focus is on helping your people adapt and excel.

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