



Quintiles Transnational provides a broad range of professional services in drug development, information, financial partnering, and commercialization for the pharmaceutical and biotechnology industries.

Industry: Pharmaceutical

Employees: 21,000

Use Case: Organizational Planning



“ The implementation of Saba Planning is having a huge impact across the Quintiles organization. Our people need to see something visual – a representation of what the data really looks like, rather than just a flat Excel spreadsheet – and we’ve never been able to do that before. ”

Ryan Kandel, Associate Director HRIS Quintiles

BUSINESS CHALLENGES

Quintiles management was looking to HR for an accurate, up-to-date snapshot of the organization based on the following objectives:

With offices around the world, Quintiles needed to bring organizational visibility to the employees and further incorporate HR data and company structure into the decision-making process.

Quintiles needed to reduce the time that dozens of administrators across the globe were spending creating and updating organizational charts on a weekly, or even a daily, basis.

They also required a solution that could verify the HR data stored in their PeopleSoft system. This increased data integrity would help to ensure that global and departmental business units are maximizing ROI and are in line with the company’s business goals.

In the highly competitive pharmaceutical services industry, the ability to demonstrate a global presence and capacity to meet customers’ needs around the globe is a key business driver. Quintiles needed a tool that could create presentation-quality organization charts to demonstrate their geographic presence for potential clients.

To reduce cost and implementation time, IT requirements included inherited security and full integration with Quintiles’ ERP system. In order to increase adoption rate, they also required that the solution be web-based, with minimal training required.

BUSINESS RESULTS

After evaluating several products, Quintiles chose Saba Planning. Saba's implementation and rollout across the entire organization has achieved impressive business results.

Quintiles maintains an up-to-date, web-based org chart that includes the company's 21,000 employees across 65 countries. The user interface is completely web-based and is accessible through the company's intranet. It employs inherited security roles and uses single sign-on (SSO) to simplify employee access.

The company's administrative staff has been relieved of the burden of manually creating and maintaining departmental organization charts with Visio and PowerPoint. The chart information is now pulled directly from the company's ERP system and refreshed daily – saving Quintiles hundreds of labor hours annually.

Saba Planning exposed numerous problems with the hierarchy. With accurate data and a sound company structure, workflow management has improved significantly. The always-current view of the organization includes useful employee metrics such as location, title, manager and employee status. This provides management with immediate access to key HR metrics used for planning, budgeting and daily operations.







Saba Planning doubles as a phone directory and changes are automatically updated with the daily refresh from PeopleSoft.

The sales staff uses the new charts for presentations to clients to show company structure and hierarchy. These charts help to demonstrate a strong regional presence to prospective clients, increasing sales and shortening the sales cycle.

Saba Planning has restored management's confidence in the accuracy of company data and the ability to deliver on promises to the customer based on accurate organizational resource information.

Your success starts here!

The Saba Experience:

-  24/7 customer support
-  Regular user group meetings
-  Collaborative online customer community
-  Standard or customized implementation services
-  Value-added strategic services
-  Dedicated customer success rep

Learning

Performance

Engagement

Recruiting

Workforce Planning



Every company says they want to engage, motivate and inspire their people. As we see it, the problem is not that they can't – it's that they don't have the environment that really enables their top talent to thrive. Saba creates that environment, with talent development solutions that put people and teams in the driver's seat of their own experience, while staying aligned to your business goals. And delivering deep performance insights that connect people to business success, like no one else can. [Saba. The Talent Development Company.](#)

© 2019 Saba Software Inc. All rights reserved. Saba, the Saba logo, and the marks relating to Saba products and services referenced herein are either trademarks or registered trademarks of Saba Software, Inc. or its affiliates. All other trademarks are the property of their respective owners.