

HR Technology Guidance that You Can Take to the Bank

About the Client:

As an intermediary between global capital markets and local lenders, FHLBank Pittsburgh provides readily available liquidity, as well as affordable housing and community development opportunities, to member financial institutions of all sizes in Delaware, Pennsylvania and West Virginia. The Bank is one of 11 banks in the Federal Home Loan Bank System, which was established by Congress in 1932 and serves as a reliable source of funds for housing, jobs and economic growth in all economic cycles.

The Situation:

Technology Selections Impeded HR Transformation

FHLBank was undertaking a comprehensive HR transformation--a turnaround initiative that required changes in staffing, policies and procedures, service delivery and technology systems to improve employee engagement and enable strategic workforce planning.

At early stages of the initiative, FHLBank decided to craft their own HR technology ecosystem made up of three separate HR point solutions. While undertaking the significant task of implementing the selected new tools, they began to suspect that the platforms they had contracted with may not be able to meet business needs.

Problematic technology choices caused FHLBank's implementation to stall before it was completed, having far-reaching effects on their larger people transformation effort.

The Need:

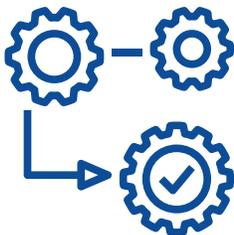
Objective Decision Making: Fix or Start Over?

To put their stalled HR transformation initiative back into motion, FHLBank needed to regain confidence in how they made HR technology decisions. They engaged BusinessForward to determine whether their recent technology purchases could be fixed and ultimately implemented.

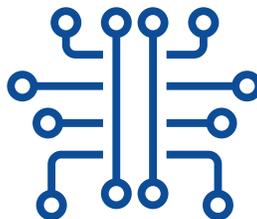
This required an objective re-evaluation of current platforms and processes--one that took the company's stringent compliance needs into account and that enabled FHLBank to take HR to the next level. Additionally, depending on the "fix or start over?" decision, a more comprehensive view into the rapidly changing HR technology market could be needed, to find a solution that didn't simply check the requirements boxes that go along with being a leading financial institution, but that also allowed the bank to develop engaged employees and drive sustained organizational excellence.

The Results:

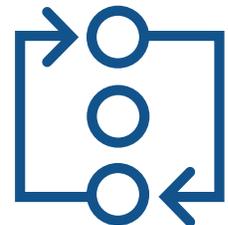
Faster, Better, Greater Confidence



BusinessForward cut FHLBank's HCM selection process in half.



FHLBank's new HCM software meets current and future needs in a single, integrated platform.



The bank now has defined processes that ensure that

The Solution:

From Three Separate Point Solutions to One Right-Sized HCM Platform

After designing new HR services and processes to provide a better understanding of functional requirements, BusinessForward gave FHLBank the insight they needed to assess the feasibility of their current point solutions. Based on a detailed requirements analysis and Total Cost of Ownership calculation, FHLBank decided to halt their current implementation and undertake a formal selection process to pick a more appropriate HR technology platform.

Following FHLBank's decision, BusinessForward provided objective insight into 36 HR technology providers and supported the bank as they selected one single source Human Capital Management solution. As part of this process, we also:

- ▶ Built comfort and buy-in with the Federal Home Loan Bank Team by including them in the process and taking an empathetic approach to their concerns
- ▶ Leveraged our market perspective to cut through technical sales speak and deliver what FHLB wanted and needed
- ▶ Considered quantitative aspects that drive fit and qualitative aspects that drive partnership

How We Did It:

What BusinessForward does and how we deliver our solutions is shaped by 12 years of success combined with HR-focused experience in service design, technology selection, and implementation services. Our solution for FHLBank tapped each of our proven disciplines:

- ▶ **Service Design:** Excellent service design is the foundation of every successful technology investment. Not even the best platforms "come with" a plug-and-play process that's right for you, right out of the box.
- ▶ **Technology Selection:** Buying more platform than needed erodes confidence and puts credibility at risk. For FHLBank, we conducted an end-to-end vendor selection including RFP, product demos, proof of concept, and final selection.
- ▶ **Implementation Services:** Our approach to implementation change management ensures that adoption occurs and that your entire team is trained and prepared. FHLBank ended up with an implementation strategy they could execute.

Take the Next Step with BusinessForward

In today's world, the right investment in technology has an unprecedented opportunity to drive better business outcomes. Let us deliver smart solutions to your technology challenges and together drive your business forward.