

Situation: The client was a multibillion dollar global Company having multiple technical supports teams for the services it use to provide for its clients, these teams were distributed around the globe and company was considering adopting a FWS (Flexible Workforce Solution) for these teams. Client asked Knowledgefaber to look prepare a document explaining how exactly FWS are implemented, prepare some relevant case studies and explain to him what kind of benefits can be achieved because of this i.e. if any such benefits are possible.

Process, Insight and Advice:

A team of HR consultants identified and defined all different kind of FWS systems used in various industries. Companies in same industry and allied industry were identified who use to provide FWS scheme for their employees and this followed by a detailed discussion with the Hr teams of these companies as well as other industry experts to understand various issues, pitfalls, and benefits associated with the FWS scheme.

An in-depth study of various benefits (like Organisational impact, Operational impact, Employee impact, Environmental impact, and social impact) associated with FWS was done in order to understand their effectiveness and feasibility for the client. An impact analysis was performed with the help of a modeller to understand and quantify what are the kinds of benefits in terms of cost saving, reduced attrition, improved health, and less carbon emission company will achieve.

Finally a modeller was prepared showing benefits achieved taking into consideration total teams brought under FWS scheme, number of FTEs, there average salary, there work function, etc.

Output: Client brought two remote infrastructure support team located in two different continents, and one BPO team under the program, in six months time client achieved several million dollars in terms of cost saving reduced attrition rate as well as green office certificate because of reduced carbon emission, improving company's reputation as an environment friendly.