



WHAT MADE THE DIFFERENCE?

HDA and its alliance OIGP Supports Career Transition Needs of Employees globally

Background

The company was involved in one of the most high-profile acquisition ever in the music industry. One of the top priorities for the Acquirer was to ensure that all affected employees are supported effectively and fairly across various countries across the globe; from the UK, Europe, various states in the US including Canada, Australia as well as South Africa during the transition period; in both English and local languages accordingly.

HDA (working in conjunction with its global partners, OIGP) was engaged to partner with the Acquirer for its vast global presence as well the ability to deliver a support which combines core component of the programme regardless of geography enhanced and made relevant with local knowledge.

HDA Solution

- 3 levels programme for 3 different employee populations based on seniority, length of service and job levels.
- Programmes were designed to share some core structures with flexibility to enable regional input to ensure support delivered were content and context relevant for the respective countries
- All programme related information was held on an intranet site specifically designed for the HR community to ensure all relevant information was held in one place
- Each country was briefed as to client expectations of the nature of support provided
- One point of contact via HDA, UK to manage and co-ordinate support requirements globally; operationally, financially and delivery

Challenges

- Quality control across – a global programme with regional variance
- Logistics – operational & back-office
- Communication – timely and accuracy
- Project management vs delivery vs commercial viability
- Complexity of supporting different terms of employment for different employees for different regions as exits were ore ad hoc rather than volume

Learnings

- Planning - detailed workflow, ownership & accountability
- Managing expectations – client & partners
- Communication
- Quality control
- Contingency plan