

CASE STUDY: LIFE SCIENCES & HEALTH CARE

A prescription to improve exit surveys and the human experience

“The level of knowledge, collaboration, and motivation that the Deloitte team brought was essential for success as we worked to go beyond legacy exit surveys—to truly elevate our business processes and the human experience.”

— Calvin Hewitt, Head of IT, HR Americas, Boehringer Ingelheim

QUICK STATS

- €19 billion net sales (2019)
- 51,000 employees
- Founded in 1885
- 29 production sites worldwide
- 28 R&D sites worldwide
- Notable products: Jardiance®, Frontline®

KINETIC ENTERPRISE PILLARS

- Intelligent
- Clean
- Inclusive
- Responsive ✓

KINETIC ENTERPRISE DRIVERS

- Operations Agility

THE ISSUE

Employee exit surveys can provide important feedback on your business operations and the workforce experience. Unfortunately, the survey process can be inefficient and disconnected from related processes. Response rates and data might not be sufficient for revealing meaningful insights about trends, risks, areas for improvement, and other needs. At German pharmaceutical giant Boehringer Ingelheim, leaders saw a huge opportunity to transform the exit survey process—to make a bigger impact on the business and the employee experience.

THE SOLUTION

Boehringer Ingelheim worked with Deloitte to deploy an integrated platform centered on SAP® solutions and designed to help elevate the employee experience while improving business processes. Capable of generating surveys and delivering analytic insights based on HR data and sentiment/experience data, the solution enables automatic workflows and alerts—supporting proactive capabilities that allow Boehringer Ingelheim to identify issues quickly and more actively manage workforce experience across the organization. The platform also has provided fresh insights based on historical data from previous survey responses and posted reviews on the Glassdoor.com website—enabled through a custom integration.

RISE WITH SAP

- Business Process Intelligence ✓
- SAP Business Network
- SAP Business Technology Platform
- Tools and Services ✓
- SAP S/4HANA Cloud
- Cloud infrastructure by choice

SAP TECHNOLOGIES LEVERAGED

- Qualtrics® Core XM
- Qualtrics® Employee XM
- SAP® SuccessFactors® Human Experience
- Management (HXM) solutions

THE IMPACT

- Improved response rate from departing employees
- Ability to collect more meaningful data on employee experience and business operations
- Integrated platform for more unified processes across HR and employee experience
- Greater control and view into data
- Automated alerts and workflows—tuned to employee relations events and integrated with the compliance function
- Dynamic dashboards for real-time data-driven analytics and insights
- Reduced dependency on external service providers
- For more information contact
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