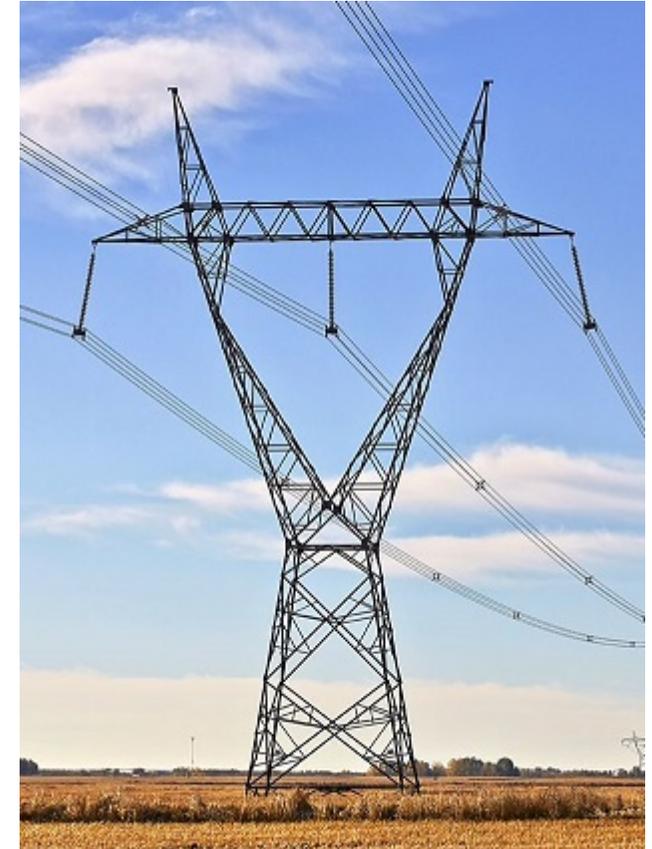


# AESO: Aligning HR and Business Strategy with SAP SuccessFactors® Solutions

Communities across Alberta, Canada, rely on Alberta Electric System Operator (AESO) to keep the lights on. With just 425 employees, the not-for-profit was seeing a huge increase in electricity demand. This meant it needed to grow quickly at a time when the war for talent was at its peak in Alberta, making it extremely important for AESO to attract, engage, and retain talent with highly specialized skill sets.

After careful analysis, AESO chose SAP SuccessFactors® solutions to support its corporate strategy to increase talent maturity and better integrate business objectives and HR. Now individual, ad hoc, and inconsistent talent processes have been standardized, providing a solid foundation to meet future needs. The results have been 30% growth in headcount, a dramatic increase to 90% leadership hires from within, and a 50% reduction in attrition – showing better workforce attraction, retention, and engagement to support growth and help provide the very best service to customers.



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# Reducing turnover costs by US\$6 million in three years

## Company

Alberta Electric System Operator (AESO)

## Headquarters

Alberta, Canada

## Industry

Utilities

## Products and Services

Open access to Alberta's interconnected power grid for generation and distribution companies and large industrial consumers of electricity

## Employees

425

## Web Site

www.aeso.ca

## Partner

HRIZONS LLC

www.hrizons.com

## Objectives

- Attract, engage, and retain highly skilled talent following massive growth
- Increase talent maturity and IT integration for more-agile HR that can respond flexibly to changes in strategy and shifts in operational planning

## Why SuccessFactors, an SAP company

- Comprehensive software evaluation process to examine technology, processes, and organizational impact that showed SAP SuccessFactors® solutions satisfied requirements better than the competition
- Partnership with HRIZONS for its HR and IT implementation expertise and its ability to optimize SAP SuccessFactors solutions to help ensure customers realize the full value of their investment and their potential

## Resolution

- Deployed the complete SAP SuccessFactors HCM Suite, including the SAP SuccessFactors Employee Central, SAP SuccessFactors Workforce Analytics, and SAP SuccessFactors Workforce Planning solutions, and SAP SuccessFactors Talent Management Suite
- Aligned business priorities and HR by integrating processes
- Increased lateral communication across HR, enhancing teamwork
- Accelerated implementation using a blueprint to guide design decisions
- Eased adoption with a change management strategy to orchestrate communications consistently for each program work stream

## Future plans

- Integrate SuccessFactors solutions with solutions from ADP
- Enhance internal expertise with the SuccessFactors HCM Suite solution to help ensure clients have the best possible experience

“HRIZONS has been very adaptable, flexible, and responsive through our SuccessFactors solution configurations. We now have integrated, holistic information about our talent and capabilities within the organization as well as meaningful data and analytics that help us make better business decisions.”

Lisa Nadeau, Chief Human Resources Officer, Independent System Operator, Alberta Electric System Operator

**50%** reduction in attrition (from 18% in 2011 to 9% in 2014)

**27%** greater learning management savings

**50%** more new hires who retain employment past the probationary period

**Greater** ability to attract top talent through more-efficient, -effective, and -targeted recruiting

**Higher** productivity through greater employee engagement with individual and corporate goals

**Greater** agility in workforce planning to meet future talent needs

**Stronger** manager focus on strategic talent initiatives by automating admin tasks

**Faster** time to productivity through proactive and personalized sourcing and development

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