



Solvay

Optimizing Global Workforce Management



Solvay – an international chemical company employing 30.000 employees in more than 56 countries – decided to fully revisit their global processes and to build a Global Hire-to-Retire Business Services organization. NGA’s global payroll outsourcing services managed on a single HR platform provided Solvay with a greater HR process optimization and improved HR service delivery efficiencies.

In 2011, Solvay – employing 30.000 employees in more than 56 countries across the globe - decided to reorganize its various business departments. The primary purposes of these changes were to take the group closer to its customers, be more agile and be better equipped to seize opportunities and realize its growth ambitions.

About Solvay™

Solvay is an international chemical company, founded in Belgium in 1863. Their products serve diversified markets worldwide, from consumer goods to energy, with one main aim – to improve quality of life and customer performance.

Headquarters:	Brussels, Belgium
Industry:	Chemicals
2013 Net Sales:	€ 9.94 billion
Population:	29.400+ employees
Presence:	56+ countries

Challenges and Objectives

Solvay fully revisited their global processes and built a Global Business Services organization around the main company processes, among which the Hire-to-Retire process. The main goals of the Hire-to-Retire Business Service are:

- To support Solvay’s 30.000 employees and 10.000 retirees across the globe
- To efficiently manage all HR related matters such as workforce administration, payroll and talent management

Taking into account the global presence and innovative mindset of the Solvay Group, this is a very complex and challenging activity which demands services of the highest quality.

The services provided by the Hire-to-Retire Business Service needed to be more efficient than ever before. Therefore, Solvay decided to move towards a global HR solution, based on a single technology, standardized processes and harmonized tools & procedures at the global level. Automation of both the HR processes and the underlying HR technology was equally important in this context. Solvay’s HR provider needed to have the capacity to manage 40.000 employees and retirees across the globe.

“Every time we had an issue or problem, the spirit of both Solvay and NGA was to find a solution, and not reasons to disagree. We had the freedom to ask NGA what was the best solution for a specific issue, based on their experience. And NGA was always open to it.”

Raul Bustamante
Business Services Process Manager – Hire-to-Retire, Solvay

The main objectives of Solvay’s decision to partner with a single global HR services provider were:

- To improve HR service delivery efficiencies through the optimization of its HR & payroll processes
- To outsource the payroll processing activities, as such freeing up time and internal resources to focus on strategic HR matters
- To evolve towards a single HR technology supporting globally implemented HR processes, tools and procedures
- To increase the satisfaction of Solvay’s HR customers: its global workforce

NGA’s Solution

NGA was selected to respond to Solvay’s global HR needs, with the objective to provide Solvay with qualitative HR services and to offer continuous improvements and efficiency gains.

Therefore, Solvay decided to outsource its global payroll processing activities to NGA. In this collaboration model, NGA manages all operational aspects of the payroll process from A to Z, while Solvay stays in charge of HR data entry and service delivery to the employees.

This enables Solvay to focus on strategic HR matters and to free up time for value-added HR activities.

NGA’s SaaS HR IT solution – euHReka – was chosen as the underlying HR technology to support Solvay’s global workforce. This innovative HR solution covers all geographies and HR processes in scope, and offers the necessary flexibility to meet Solvay’s current as well as future HR needs.

NGA’s proposed solution is truly global, robust and based on proven standards, but is also flexible enough to adapt to technological & market evolutions, as well as to Solvay’s future needs.

Why NGA Human Resources?

Throughout all steps of the collaboration, Solvay perceived NGA as a very customer-centric company. NGA spent a lot of time listening to Solvay’s challenges and did a great job in and trying to understand their needs. Moreover, NGA showed a great willingness to establish a long-term collaboration with Solvay. NGA really acts as a true partner, willing to listen to Solvay’s needs and providing the best solution based on our HR experience and knowledge.

According to Solvay, NGA’s strengths are the following:

- Global HR solutions combined with a flexible approach to match Solvay’s current and future HR needs
- Qualitative HR service delivery models
- Right HR knowledge and experience to support Solvay at the global level
- Customer-centric mindset, truly engaging with Solvay’s stakeholders
- Deep understanding of the customer’s needs
- Willingness to establish a trusted and long-lasting partnership with Solvay, and to evolve towards a more efficient future together

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NGA Human Resources is a global leader in HR and payroll solutions. We combine deep expertise with an innovative approach, enabling you to deliver the next generation of workforce services that engage employees, reduce complexity and provide insights. Our goal is to help you work smarter in managing the employee lifecycle in a globally connected, agile organization.

What sets NGA HR apart are our scalable HR and payroll solutions across all industries and company sizes, and our wide geographic coverage with flexible delivery options, supported by future-proof technology platforms and applications. We have a distinguished track record of advising companies around the globe.

Our mission is simple: we want to be the trusted partner of HR decision makers by continuously innovating workforce services. We partner with you to realize solutions that meet the needs of your people, supporting your workforce strategy wherever you do business and empowering you with strategic, actionable insights that drive growth.

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