

Payroll Storm Support Project | ERP Implementation



Situation

For more than a year our Client, an electricity and gas utility company, worked to develop a new ERP system to consolidate a patchwork of human resource, supply chain and finance programs it inherited from the handful of acquired U.S. utilities. The company's new system went live in the hectic aftermath of a major hurricane, and proved incapable of accounting for all facets of pay and expenses for many of the over 18,000 workers who spent 16-hour days on the restoration.

Solution

A Big Four firm was hired to assist the company in rectifying the pay matters and to support further programming by SAP to permanently fix the system issues; however, it quickly became apparent that the pay issues were vast and required a massive team to ensure that each worker was paid appropriately. SolomonEdwards deployed a team of over 100 accountants and related payroll and SAP experienced personnel within 2 weeks, which happened to coincide with the Christmas holiday.

Results

- SolomonEdwards answered the call by immediately deploying its own project management infrastructure to work closely with the Client's PMO, designing pre-deployment training and on-boarding programs, and leveraging its best-in-class travel team to ensure that all SolomonEdwards' employees were immediately productive.
- Over the next 10 months, the team collectively worked to meet critical deadlines imposed by the Attorneys General of 2 states to ensure that more than 10,000 payroll issues were resolved.
- SolomonEdwards enabled the Client to complete the overall payroll stabilization process within a single quarter, and was recognized as an overwhelming success by the executive sponsors and the company as a whole.



INDUSTRY:
Energy



DEPLOYMENT:
Team of over 100

SERVICES:



Business Transformation

*Project, Program &
Portfolio Management*

*Business Process Redesign-
Improvement*

*Business Analysis &
Analytics*