

Ferranti uses Unit4 to put people at the heart of the organization



Ferranti



Ferranti is connecting more closely with its people by standardizing on Unit4’s cloud-based Talent Management module. This forward-thinking European technology provider is equipping managers and people with innovative and intuitive tools to boost productivity, engagement, and growth.

- Helps Ferranti identify and address skill gaps and build engaged, high performance teams
- Enables HR to become a strategic partner of the business by using workforce insights to enable leaders to make data-driven decisions
- Schedules and structures simpler, richer, one-on-one conversations
- Creates a strong feedback culture aligned with organizational objectives

Innovative technology for energy and utilities sector

Ferranti is a leading European technology company. Its MECOMS 365 platform provides energy and utility companies with access to the power and flexibility of Microsoft Dynamics 365, tailored to the specific needs of their sector. Ferranti has approximately 200 staff and offices in five countries.

Like so many organizations, Ferranti draws from a highly competitive talent market. The best candidates are often hard to find, hard to acquire, and hard to retain. With business growing fast, it is more important than ever for the company to adopt a modern, people-focused talent management strategy.

Always thinking to the future, Ferranti already had a talent management strategy in place. However, the legacy processes lacked the agility and ease of use to cope with business growth. Anne-Mie Van de Wiele, Chief People Officer at Ferranti, explains the problem.

Industry

Technology

Location

Antwerp, Belgium

Size

Approx. 200 people; offices in five countries

Product

Unit4 Talent Management

Challenges

Leading European technology provider to energy and utilities sector was relying on separate, complex, talent loop systems and processes. People struggled to use the platforms, resulting in an uncoordinated, incomplete feedback process.

Key metrics



TALENT DEVELOPMENT

Provides people with learning and growth opportunities



GROWTH

Enables multinational expansion

“We looked at several providers, but it felt as though Unit4 was made just for us. It is built around our precise talent management needs, it’s easy to use, and we can leverage almost all the functionality straight out of the box without additional configuration.”

Anne-Mie Van de Wiele

Chief People Officer, Ferranti

“To succeed in this highly competitive labor market, we need to present Ferranti as a great place to work – and that means focusing on our employee experience and engagement,” she says. “However, we were relying on different systems to manage our talent loop. The end-to-end process took too much time and was not user friendly, with the result that one-on-one conversations were not sufficiently focused and structured. This ultimately undermined Ferranti’s ability to develop, engage, and retain talent.”

The company’s 360-degree feedback loop was a case in point. Anne-Mie explains, “We developed the tools in house and used one tool for the feedback process and another for the feedback conversations, so managers and employees had to switch between tools. It became too much of a burden instead of facilitating our talent loop. In addition, we did not have access to standard templates to guide conversations and make them focused, efficient, and relevant.”

“Unit4 was made just for us”

So why did Ferranti choose Unit4? Anne-Mie again: “We looked at several providers, but it felt as though Unit4 was made just for us. It is built around our precise talent management needs, it’s easy to use, and we can leverage almost all the functionality straight out of the box without additional configuration.”

Anne-Mie and her team have deployed the engagement-based Performance Management module of Unit4 Talent Management, specifically at this stage to support employee feedback and conversations. The program is named ‘About You,’ and it aims to create a strong feedback culture, put people at the center of the business, and build high-performing teams.

Speed was of the essence for this implementation. The Unit4 Implementation Team collaborated closely with Ferranti — which provided a dedicated IT and HR person — to help implement the Talent Management solution efficiently and quickly. “Also, thanks to the skills and proactive support from Unit4 Customer Success, Ferranti went live on Unit4 Talent Management in just six weeks. This allows the business to reach its future state faster and reduce the time-to-value,” says Anne-Mie.

Ferranti now benefits from continuous, unified feedback. Colleagues are encouraged to request feedback from managers and peers whenever they choose. Once a colleague leaves a project, for example, they can ask for feedback about their performance and how they developed as a person during the project.

“It’s about letting the recipient know what they did well and what areas need improvement. The feedback is given with enough context for them

to know why it’s important for them and the whole company. It also incorporates opportunities to discuss what might happen next,” explains Anne-Mie.

It only takes a few minutes to ask for feedback. People simply click on the individuals they want feedback from and then select the type of feedback from a variety of pre-built templates. Managers can then easily review the history of the feedback for subsequent follow-up. Anne-Mie says, “This unified platform and process automation frees up time for people to focus on adding strategic value to the business.”

She adds, “We are a company that aims for sustainable growth. Unit4 helps drive that growth by empowering people, improving engagement, and making it as easy as possible to manage feedback.”

