



Teleca AB

www.teleca.com



At A Glance:

- **Company:**
Teleca provides tailored solutions and software applications for the mobile telecommunications industry.
- **Location:** Malmö, Sweden
- **Industry:** Computer Software, Telecommunications
- **Challenges:**
 - Globalize a growing business with a single Human Resources platform
 - Standardize employee assessment processes across multiple geographies
 - Track and plan growth of employee skill sets
- **Results with NetSuite OneWorld:**
 - Implemented global HR in under four months with NetSuite CRM+
 - Implemented consistent assessment processes between local and functional managers
 - Achieving visibility in skills development and new hire planning

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*— Lisbeth Hald, Senior Vice President of Global HR
Teleca AB*

The Results:

Teleca AB deployed an innovative global HR system to manage its 2,000 employees in under four months using the NetSuite CRM+ platform. "Knowing the capacity and capabilities of our people is most important, so it was extremely important to have a global view of our resources," says Lisbeth Hald, senior vice president of global HR at Teleca. "NetSuite gives our organization immediate insight into our engineering resources, allowing us to operate as a truly global organization."

Will its HR processes streamlined, Teleca very soon will have the insight needed to ensure an optimal resource management, engaging in new business proposals which best suit the company's available skill sets. "Our NetSuite-based employee appraisal process allows us to fit an individual's skills to our business objectives, provides a universal tool for providing feedback on the performance of our staff, and provides a way to plan development and training activities for the upcoming year," she says.

NetSuite CRM+ provided a natural mix of flexibility and ease-of-use, and its on-demand availability made it a natural choice for the distributed Teleca workforce. "We found that NetSuite provided the most user-friendly system to meet our needs, and offered the fastest implementation," she says.

As Teleca grows and expands its engineering resources, the company no longer need worry about its ability to track and evaluate its key contributors. "NetSuite is becoming our trusted source of information to provide the necessary infrastructure for all of our resource planning," Hald says. "We have been impressed with how quickly NetSuite was able to provide us a global tool to meet our needs, and we now have an excellent overview of the performance of our staff, and of the development plans we need to ensure top performance in the future."

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The Challenges:

Teleca AB develops software solutions for leading players in the mobile telecommunications industry. To maximize its client relationships and its command of technologies, the company operates several offices in 11 different countries, but the disconnect between locations was limiting the company's ability to grow efficiently. "About 18 months ago, we began to move to treat our operations as a true global organization," Hald says. "That included globalizing our HR, and we knew that we would need a global data system."

With over 1,700 engineers on Teleca's payroll, accurate insight into skills, development plans, performance and other relevant employee data makes it possible to proactively and quickly analyse its resource situation and make decisions "on-demand" based on accurate data. "That is what made having a good global employee data system so important to us," says Hald.

The Solution:

After a rapid deployment, NetSuite CRM+ brought order and consistency to the company's global HR processes. "We needed a HR system which could credibly manage our entire worldwide matrix, supporting both functional and local managers," Hald says. "NetSuite's ability to quickly analyze our staff and the product's ability to provide data on personnel met all of Teleca's demands and has been very important to us."

NetSuite's ease of integration with other systems is proving invaluable to Teleca, as the company adopts a new ERP and sales system which will share data with the NetSuite human resources database. Teleca also plans to expand the NetSuite-based HR system to include full skills ratings and detailed CVs for each of Teleca's 2,000 employees, who will use the NetSuite interface to enter and update their own information. Traditionally only 80 of Teleca's managers and HR professionals have administered this function.

Because NetSuite CRM+ is equipped to manage sophisticated layers of permissions and data access, managers and leaders can easily be authorized to view only the records of their subordinates and other employees relevant to their duties. "Having this information will enable us to do gap analysis of required resources against our current staff, making it easier to see which skills we need to develop and which people we need to recruit."

Teleca has already begun integrating the skills and performance assessment data with its compensation system, which will allow the company to pay bonuses with greater consistency and adhere to corporate goals. "NetSuite CRM+ has helped us very quickly transform from a company with different, inconsistent processes from country to country into an organization with a clear, global view of our resources and performance," Hald says. "We have eliminated our human resources fragmentation."



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