



- ❖ Our customer is a leader in SAP IT Services in India and an SAP Partner
- ❖ Started in 2010, the enterprise has grown with hundreds of consultants and created a niche for a specific industry vertical
- ❖ In 2015, with US investments the enterprise grown further with business & projects from the US
- ❖ As the organization grown more managers and leaders have joined
- ❖ The enterprise became more formal
- ❖ Coincidentally, the enterprise experienced employee attrition

The Challenge

- ❑ When the enterprise was relatively small, it was a small team. Informal setup. Flexible policies. Every employee had connected with all founders
- ❑ As organization grew new leaders were brought in to manage the business, management layers were introduced
- ❑ New system process and structures coupled with new engagement of new leaders in the enterprise, the workforce that enjoyed informal, personal and flexible organization were uncomfortable
- ❑ Critical human resources with long association departed



Sagessa Abundance
Strategy | IT | Learning

Incorporated and incepted in 2010, our customer, IT Services enterprise specialized in SAP ERP services, had successful business in India and grown, with investment from US and expansion of business in the US, grown further.

As part of organizational development life cycle, the enterprise set up system and processes to manage growth.

This has transformed the organization from small informal flexible enterprise to mid size, formal structured organization.

This had resulted in a bit of adverse situation.

Customer Challenges

- As part of growth our client enterprise had to set up system, processes, policies and procedures, which resulted in loss of flexibilities that were enjoyed by the workforce
- When the organization was small, every employee had access to high offices of the enterprise, that has changed, as organization had new leaders and management layers
- There were friction in the enterprise, as employees associated for a long period, used to informal and flexible work culture as they were uncomfortable.
- Newly joined middle management team had discomfort as employees who had access to high offices directly escalating
- Eventually, there were voluntary separation initiated by some of the critical human resources.

Project Objectives

- Strategic Leadership team of the enterprise wanted to know the pulse of the organization
- What are employees' expectations and sentiments
- Analysis of the situation, based on facts, data and information
- Recommendation for corrective action.

Methodology Highlights

- Deployed Sagessa Abundance Strategy Consulting methodology with blend of –
 - ✓ Floating a survey titled “Employee Connect”
 - ✓ Survey questions to obtain employees feedback on “Engagement”, “Leadership”, “Enablement”, “Alignment”, “Development” themes.
 - ✓ In addition there was a section for “Free expression” of employees, to understand the sentiments
 - ✓ Results were systematically and scientifically analyzed, and recommendations were made to Strategic management teams.

Customer Benefits

- Enabled customer to get pulse of workforce
- Helped to plan necessary organizational development strategies and Leadership Development strategies
- Enabled communication to workforce that “Management care for them”
- Enabled to evolve strategies for transformation of workforce

