



Nationwide Building Society
Swindon, United Kingdom
www.nationwide.co.uk

Industry:

Financial Services

Annual Revenue:

US\$3.7 billion

Employees:

19,000

Oracle Products & Services:

PeopleSoft Enterprise
Human Resources
Absence Management
User Productivity Kit

Oracle Partner:



SolidNet Solutions
www.solidnetsolutions.co.uk

“With PeopleSoft Enterprise Human Resources v 9.0, we have streamlined our processes and improved our ability to respond to change. Managers and employees are better informed, and we now have the flexibility and adaptability to meet the Society’s needs into the future.” – James Saunders, Head of Human Resources Infrastructure, Nationwide Building Society

Nationwide Building Society Saves US\$2.1 Million in Five Years with Streamlined Business Processes

Nationwide Building Society is the world’s largest building society, with approximately 720 branches and almost 15 million members across the United Kingdom and Ireland. It is also the United Kingdom’s second largest savings provider.

Challenges

- Simplify processes, increase efficiency, and reduce costs across all human resources (HR) processes
- Eliminate the risk and costs associated with running an unsupported, heavily customized HR system
- Enable the HR department to easily manage changes in size, diversity, and complexity of the workforce in a consolidating and increasingly competitive financial services industry
- Gain an accurate view of the effect of employee absence on the business and improve management reporting overall
- Improve flexibility and adaptability to enable faster response to change in the internal and external business environment

Solution

- Worked with Oracle partner SolidNet Solutions to upgrade to PeopleSoft Enterprise Human Resources version 9.0 and implement PeopleSoft Enterprise Absence Management
- Increased efficiency across all HR processes to easily manage variations in workforce size as the company grows and flexes to meet changing customer demand for financial services
- Reduced the number of customizations in the system by 60%, simplifying IT management moving forward
- Automated or deleted more than 500 manually produced reports and improved more than 86 processes
- Streamlined the recruitment process and eliminated double-keying data, improving data quality and productivity
- Saved US\$660,000 in IT costs and an estimated US\$2.1 million in overall efficiency over a period of five years
- Improved management reporting, including information on absences, with the development of the portal as a central hub
- Enabled Nationwide to accurately manage ‘non-employee’ information and best practice processes, eliminating any ambiguity about the temporary and contract workforce
- Delivered a comprehensive training program using PeopleSoft Enterprise User Productivity Kit and anticipate future savings