

# Co-Sourcing | Case Study

Don't let critical compensation initiatives fall to the wayside



**Improve operational efficiency and reduce the burden on in-house HR and compensation functions with our innovative new co-sourcing solution.**

We combine the insight and operational expertise of SullivanCotter consultants with the capabilities of your organization's in-house professionals.

SullivanCotter recently stepped in to provide support to a client who was not satisfied with their previous co-sourcing relationship – which caused them to fall behind on compensation management.



## Challenges

Due to several issues affecting the organization's in-house compensation team, the client was unable to autonomously administer the compensation program without co-sourcing support.



## Approach

SullivanCotter worked closely with the client to identify and take charge of important initiatives that were falling behind due to lack of internal resources or gaps in expertise.



## Outcomes

Client leveraged SullivanCotter's deep industry expertise to develop a strong co-sourcing partnership – allowing them to more effectively address critical operational needs.



### These issues included:

- **Dissatisfied with previous co-sourcing firm** due to lack of responsiveness, expertise and work quality
- **Under-resourced team** was not equipped with the specialized skills required to administer compensation program
- Trouble filling **vacant compensation manager position**
- **HR leader with minimal compensation experience** was filling in to ease burden

### This support included:

- Providing **strategic insight** into market trends and pay practices
- **Attending leadership meetings** to educate on important **compensation principles**
- **Overhauling market pricing platform** to reflect a more consistent methodology and accurate understanding of pay competitiveness
- Performing **complex cost and impact modeling** to aid leadership in decision-making

### The client now has:

- A **dedicated and reliable co-sourcing partner** to help fill gaps as needed
- The insights needed to **align decision-making** more closely with **compensation philosophy**
- **Operational support** to help ensure effective and ongoing **administration** of the compensation program
- **Accurate market data** to assist with benchmarking, analysis and critical pay decisions

**"We're thrilled with the support we've been receiving. SullivanCotter is highly responsive and demonstrates subject matter expertise every step of the way. We're looking forward to a long partnership."**