

CASE STUDY

Restoring Credibility and Capacity Through Co-Sourcing

Your trusted compensation partner

See how SullivanCotter worked alongside the in-house HR team at a **large pediatric health system** to regain control of critical compensation and HR processes



CHALLENGES

Leadership Gaps

An HR leadership void left the compensation team with limited experienced oversight

Operational Breakdown

Unclear workflows with no defined compensation strategy and multiple data integrity issues

Credibility Concerns

Slow decision-making caused by lack of confidence in compensation function

Capacity Shortfalls

Team unable to handle day-to-day operations due to staff departures

Widespread Inefficiencies

HR technology investments were underutilized due to low adoption



APPROACH

Embedded Expertise

Advisors with in-house compensation leadership experience provided guidance on strategy and execution

Process Improvements

Redesigned workflows and introduced a centralized inbox to improve stakeholder experience

Technology Optimization

Identified dormant platforms and implemented solutions that enhanced efficiency without added cost

Vacancy Support

Designed interview guides, screened candidates, and onboarded staff to help fill critical gaps

Strategic Alignment

Participated in executive-level planning sessions on fiscal management, workforce design, and more

What were the outcomes?

By consolidating multiple projects into a more streamlined and flexible co-sourcing arrangement,

SullivanCotter was able to deliver innovative solutions and insights as an embedded extension of the health system's internal team.



Operational Improvements

Established a shared compensation inbox, streamlining processes and improving the customer experience

Delivered technology solutions that enabled faster offer turnaround times and lowered candidate declination rates.



Strategic Value

Restored credibility with executive leadership, helping to guide and inform decision-making at the highest levels

Partnered with business leaders beyond HR to assess current state of compensation practices and develop strategies for improvement



Talent Support

Recruited and onboarded critical compensation staff to enhance team capacity and engagement

Strengthened internal capability and team resiliency through training and process improvements



Business Impact

Built lasting capabilities and optimized processes to reposition the compensation function

Partnership was extended into the following year, underscoring its long-term strategic importance

See how co-sourcing can work for your organization!



[Contact us to get started.](#)



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