

THE CLIENT

The AfroCentric Group is the most diversified healthcare company in Southern Africa, with more than 4 million lives covered in the region. The Group is the most transformed entity listed in the healthcare sector of the Johannesburg Stock Exchange, with a focus on health administration, health risk management, pharmaceuticals, wellness and disease management as well as health-centric information and communications technology-based solutions.



SUCCESS STORY

The Hire

- To partner with AfroCentric to find a dynamic and user-friendly tool to display a customisable organogram, as well as customised views such as leave and vacant positions amongst others which allows the organisation to be more strategic
- To assist AfroCentric in their search for an EAP viewing tool that would allow the organisation to make informed decisions and ensure compliance

The Challenges

- With the world of healthcare evolving, AfroCentric is consistently needing to maintain compliance, and allow visibility throughout the organisation, whilst promoting departmental autonomy from a reporting perspective
- The Org Planning tool enables AfroCentric to measure, track and meet their EAP and B-BBEE targets by having the ability to view and adapt their reporting to real-time and mitigate risk as the needs and goals of the organisation change
- Dependency on the Organisational Design team has been minimised, by giving access to other divisions through role specification, allowing them to view and manage the organisational structure and draw their own reports as required

The Solution

- We implemented The Org Planning tool which ensured that the company could visualise the relevant data, in order to identify and mitigate business risk and help manage compliance risk
- Our approach was geared towards understanding the business needs and getting the administrators self-sufficient, in that they were upskilled and involved in every phase of the implementation, to better transfer skills to additional administrators and end users
- We continue to drive the roll out of features as the client becomes more accustomed to the tool, bringing about breaking down of silos between departments and encouraging the use of the tool across the business

Outcomes & Value Delivered

Better collaboration was realised between the unique silos

Ethnicity views and dashboards allowed for the organisation to better manage grading and remuneration structures

HR Business Partners are able to see breakdown of staff at a granular level

With OrgView, leave and vacancies are now visible with quick reports, reducing risk and giving clarity to business and ensure alignment

The Plan and Model feature has enabled business to have a visual representation of 'what if' scenarios

Impact

The administrative burden and time is reduced in adopting an automated process

The OrgView tool has assisted the organisation in achieving its business goals and becoming more strategic around projects

The OrgView tool has assisted the business in reducing risks, managing compliance and adhering to the DOL targets, by moving away from traditional reporting, thereby creating good visibility across the business

Client Feedback

"LRMG's service delivery, professionalism and products supplied have allowed and enabled us to work more efficiently. Their customer experience is the best out of existing suppliers."

– **Marcel Buys, Head of Reward & Benefits Management**

