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Relying on the best of breed solutions to steer transformational initiatives within your organization

The existing business scenario has posed many challenges to the infrastructure industry and Lanco not being an exception has taken several steps while responding to these challenges. The focus has been on business consolidation, right sizing leading to merger of some business verticals and rationalisation of manpower. In the entire transition process HR has truly played role of business partner by strengthening the process of redeployment of workforce, engaging talent and creating platform for competency development.

Using HR solutions to improve effectiveness

We are in the process of automating HR Processes through SAP across the group companies. Further, we have an internal knowledge management portal. We have also just introduced skill inventory software to capture technical skills of all the employees across group. This will help in optimum utilization of resources in the group.

HR solutions should not be only for mere automation of the process. Before implementing any HR solution one should be very clear about the objectives that are to be achieved by it. Also before implementing any HR solutions one should be sure about the maturity of the process.

The areas in business environment where solutions do not yet exist or not up to the mark, and which if existed, would've made job easier

Though HR solutions are readily available for HR - Operations and T & D, there is a dearth of good solutions for Talent Management, Succession Planning, Talent Pipeline, OD and Change Management.

The key expectations from HR solutions are customization. Every organization has unique needs and a 'one size fits all' approach will not work.

The HR solution provider should be flexible to the business needs and deliver the product accordingly.

Companies are concentrating on developing specific social media strategies. It is easier to monitor the general sentiment towards a company by knowing about it directly through the source.

Technology trends impacting enterprise business environment

Social media is becoming a critical part of the recruitment and employee engagement tool kit as major organizations adapt to the digital age.

A good cloud computing HR system will e-enable the entire recruitment process. It will give access to anyone

in the company, give different levels of access to different people, allow online applications, allow automatic cost comparisons of the best way to recruit, keep a track of the entire recruitment process, give you reminders, and store any information online as well as give you detailed reports and searches.

Roles and responsibilities as a CHRO

The role has evolved from being a functional expert to a Human Capital Developer with HR being a Strategic partner in the business. A robust human resource management leads to effective and motivated employee which further leads to strong achievement of business goals.

HR Directors today serve on company management teams and participate in strategic planning of the organization.

Lessons learned and advice to fellow HRs

We must know why we need solutions. The why is important..... Must ensure the Maturity of organization to accept change in terms of HR solutions.... Be Simple in providing solutions..... Be Flexible in approach..... Be Fair, Friendly and firm when it comes to implementation of HR solutions impacting human being.... Seek feedback/pulse check periodically for continuous improvement.