

Case Study



Customer



Australia's leading telecommunications and technology company

Solution Spotlight

Support efficient global expansion with Topia Manage and Plan

The Situation and Challenges

- Massive transformation in the HR team and broader business with a focus on leveraging technology for efficiency and global expansion for new business.
- Inconsistent global talent mobility processes and policies led to duplication of effort and confusion for both employees and Business Units in relation to who did what on the global services team.
- “Lumpiness” in the speed and quality of service to internal customers and stakeholders - some were served quickly while others had to “wait”.
- No automation and a heavy reliance on manual data input between systems and people resulted in a lack of reporting and transparency into program performance and their mobile population.
- Relocation vendors authorized and managed manually, making it hard to track total spend with service providers.

Results with Topia



700+ hours saved per year in initiation times alone thanks to process automation.

Elimination of duplicate work and confusion by managing the entire process end-to-end in one centralized cloud platform.



Cost-estimates generated for every move provides cost control and budgeting insight to the business, all while saving 2 hours per estimate.

Trusted tax logic built-in to cost estimates without needing to spend on third parties.



Instant access to centralized data saved 2 days of prep time to generate a single report.

Reduced the number of employees working on global talent mobility administration from 7 to 3, repurposing employees to other strategic activities.



Self-service access by Business Unit stakeholders to view the status of assignment initiations, approve cost estimates, and view reports.

Automated vendor initiation and management with workflow tracking, decreased issues reported from mobile employees and instant, self-service reporting at the click of the button.



“The Topia solution allows everyone to access exactly what they need, when they need it. It's decreased the time we spend on operational tasks and enabled our global mobility team to become a valued partner to the business. The implementation process was extremely thorough and helped Telstra map out best practice processes, despite a complex set of requirements and stakeholders involved.”

Tom Cooper – Head of Performance & Reward,
Global Business Solutions.

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