



Industry

National wireless telecommunications with more than 70 million customers.

Number of Employees

8,000 senior level executives (71,000 total employees).

Number of Countries

Operations in U.S. only.

Challenge

How to manage succession planning for the Company's most senior executives.

Solution

Sapient Succession Planning

Quote

"Sapient conformed to the Verizon Wireless guidelines rather than requiring Verizon to conform to the Sapient format. With flexibility and configurability, Sapient was able to work to the exacting guidelines of Verizon Wireless."

Company Profile

Verizon Wireless, headquartered in Basking Ridge, NJ, built and operates the nation's most reliable wireless network. A joint venture of Verizon Communications (NYSE:VZ), a Dow 30 company, and Vodafone (NYSE and LSE: VOD), Verizon Wireless has the largest number of retail customers in the industry. Leveraging its greatest asset - its network - Verizon Wireless continues to lead the industry by offering the highest quality products and services while introducing innovative technology solutions.

Verizon Wireless was the first customer of Sapient LLC.

Situation

As wireless communication expanded in the U.S. and around the world, Verizon Wireless was at the forefront of the growth curve, adding new customers and new management to help manage and fuel the growth. By 2005, the Company had some 8000 senior level managers and executives whose performance and readiness for advancement needed to be recognized, tracked and managed. With employee data housed on an installed PeopleSoft system, Verizon sought an on-demand partner with a robust Succession Planning framework that was capable of interfacing with the data on its existing system, and that was nimble enough to deliver Success Planning in a format that was sought by Verizon Wireless.

HR Solution Selection Criteria

- Robust Succession Planning module
- Ability to work with HRMS data on existing, installed system
- Ability to customize to exact specifications
- Turnkey system for company; fast implementation

Solution

The Sapient Succession Planning module was configured to enable Verizon Wireless to view data in the Company's grid matrix, aggregating data from 8000 key employees into a usable format and database for decision making. With conduits built to download executive data from the existing PeopleSoft HRMS system, Sapient was able to access all necessary information and format it into the configured Succession Planning system per Verizon Wireless direction.

As a virtual single-tenant system, Sapient had the ability to customize and reconfigure its Succession Planning module without impacting other clients who might share space on an existing server. The system continues to be employed.