

Beazley

Creating an intuitive online performance & talent platform

Case study at a glance

1 Challenge
Need for a new approach to manage performance that links with talent planning

2 Solution
Bespoke online system, tailored to Beazley's HR processes and integrated with talent and development programmes

3 Result
Performance data being used strategically and helping them to identify talent

Beazley is a specialist insurer and a global market leader. ETS has been a long term partner to them since 2007. In this time, we've provided Beazley with technology and consultancy for performance, talent and development programmes.

Challenge:

Beazley identified the need for a performance management platform that was culturally aligned and better fitted their wider HR approach.

Previously, they'd used an online form that wasn't aligned with other HR processes. Usage was patchy and inconsistent and employees had a poor user experience.

Laura Ovenden, Head of Talent Development at Beazley, explains:

“ Our previous performance management approach wasn't giving us what we needed and this, coupled with major regulatory changes for our industry, led us to review our whole approach to performance management. We realised very early that we needed something that was bespoke to our business requirements. ”

Beazley also wanted the online performance appraisal to integrate with other talent and developmental initiatives as well as a new Human Resources Information System.

➔ **Solution:**

A system to match business needs now and in the future

ETS created an online platform that allows Beazley to seamlessly manage all performance appraisal processes in one place. This initially included interim and annual performance reviews and we later added 360 degree surveys and management/leadership feedback processes.

Our programme had to match Beazley's strategic needs, both from a people and a capability perspective. This meant building a platform that enabled Beazley to integrate performance management-related activities with their talent planning and career development initiatives.

In addition to creating a more user-friendly and efficient performance appraisal process, we were able to provide an online platform that also accommodates Beazley's other talent and development programmes. The platform allows them to track every employee's training needs, identify learning and development priorities, record career aspirations and report on succession and talent plans.

Design and functionality

We designed the platform to be highly intuitive for employees, using language that's culturally familiar for them. HR 'super-users' and managers are given different access rights allowing them to see all direct reports' data or use other administration and reporting tools.

➔ Result:

Making it easier for employees and managers

Laura Ovenden explains the impact it has had for people in the business:

“ The performance management programme is now well embedded and there's a great level of participation. It's really helped that senior executives are very much 'bought in' to the value it is delivering across the business. We're now able to track and measure performance, talent and succession more effectively and accurately than ever. ”

Employees and managers report being very satisfied with the online system and it has greatly reduced the administration time around appraisals.

Results used to inform strategic decision making

The performance management data is helping Beazley make more informed strategic decisions. It is also allowing them to identify, track and develop talent within the business to build a strong talent pipeline.

➔ Summary:

- Stronger performance management approach made appraisals easier for employees and managers
- Helping the business with employee development, succession planning and building a strong talent pipeline
- Enabling the business to make informed decisions on reward and remuneration.

If you'd like help with performance appraisal or talent management, please contact us:



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