

Workforce planning/HR transformation

Optimizing human resource management and service delivery for higher education institutions

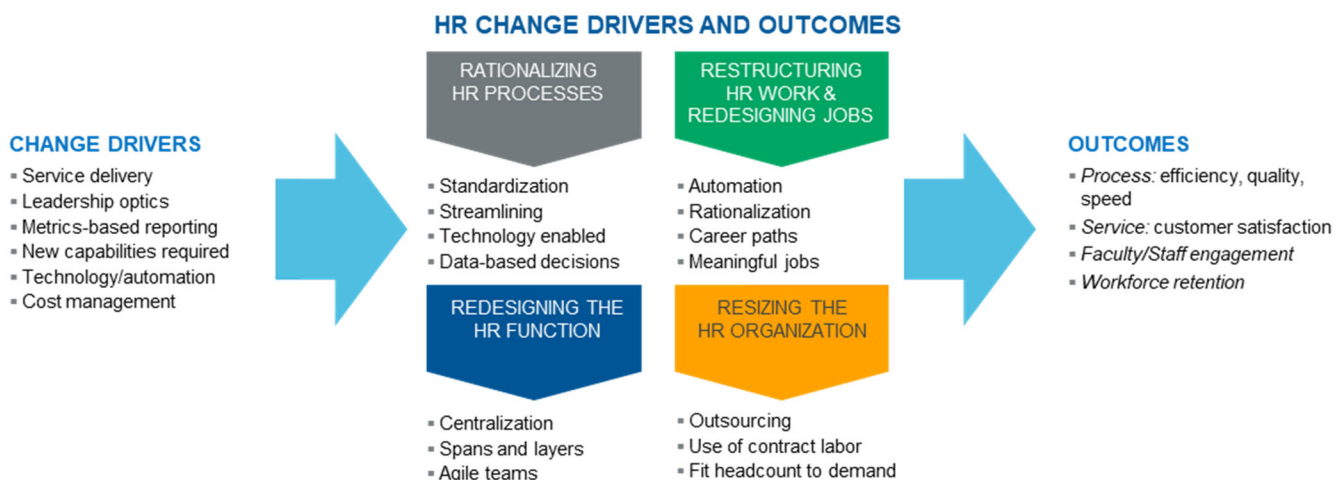
Next generation HR design

Human resources at universities, colleges, and university systems are now more critical than ever to the successful functioning of their institutions. At the same time, they face a diverse number of pressures — and opportunities — to manage costs, improve service delivery, strengthen risk management, and build faculty and staff engagement. They are expected to meet the diverse needs of the various constituencies they serve, and take a participatory consensus-based approach to changes across the HR transformation journey.

Milliman's higher education workforce planning and HR transformation consultants recognize and meet this critical set of needs with holistic, people-sensitive, and rigorously metric-based approaches. We take an agile approach to help our clients optimize costs, manage risks, and create workforce plans that enable sustainable value creation.

Milliman can assist your team to design and implement a technologically enabled, efficient HR operating model. We help your HR team create a robust self-service HR service center, customized to address the high-touch concerns and needs of your faculty and staff. This allows your institution to:

- Reduce costs by realizing economies of scale through centralization and standardization.
- Improve quality and eliminate variance through streamlined processes.
- Enhance the faculty and staff experience with case management protocols that ensure timely resolution of issues, customized to the needs of your specific populations.
- Increase transparency and the ability to identify opportunities for improvement through centralized data collection and analysis.
- Manage HR risks through consistent application of policies and procedures, and appropriate compliance protections.



We understand the risks. We know what leads to success, and we help our clients get there. Successful transformation takes an inclusive, integrated, and long-term view to change management.

It is critical to recognize different needs and perspectives when designing the future. This includes:

- Planning for diversity and with a spirit of inclusion
- Respecting differences which need to be maintained
- Engaging multiple stakeholders
- Creating integrated, realistic, end-to-end change plans.
- Establishing realistic targets that consider the change cycle

A true partnership

We partner with our higher education clients to design and launch Centers of Excellence that provide deep subject matter expertise and services, and position HR partners to appropriately support and service their faculty, leadership, and staff constituencies.

Milliman's workforce planning and HR transformation team has more than three decades of experience helping institutions of higher learning and other organizations through successful change implementation. We are skilled in partnering with staff and faculty working groups and leadership committees to redesign your HR processes, services, and teams to best fit your needs.

Our HR transformation services

- Workforce planning
- HR transformation project management
- HR process, function, and role design
- Talent mapping
- Change impact analysis
- Change management planning and execution
- HR benchmarks and metrics management

Contact Us



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