

# OrgPlus® Success Story



**City of High Point  
Uses OrgPlus®  
to Reorganize  
into a More  
Efficient  
Municipal  
Government**

**Customer**  
City of High Point

**Industry**  
Municipal  
Government

**Employees**  
1,700

**Solution Focus**  
Intelligent Workforce View  
With Integrated HR Data

**OrgPlus Product**  
OrgPlus Professional

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FORTUNE 500  
COMPANIES**

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## ► City of High Point

High Point, North Carolina is a growing business community with more than 92,000 citizens. Nicknamed the “Furniture Capital of the World,” High Point is home to numerous manufacturing businesses and a world class university. It is important for the municipal process and initiatives to run smoothly in order to keep manufacturing jobs within the city and maintain a tax base of local businesses.

### Challenge

The High Point city council, operating on a \$275 million annual budget, restructured to integrate various departments including finance, billing, payroll and human resources. The new alignment was designed to improve and centralize business processes and organizational data. Additionally, the city wanted to improve its annual budgetary review and planning process. To do so, it needed the ability to perform departmental salary roll-ups and view financial data in a centralized, easily readable format. The High Point human resources department began charting with Microsoft Visio diagramming software. Chart creation was timeconsuming and inaccurate. As management struggled with integrating the various departments, they quickly realized that Visio would not have the flexibility or depth of capabilities needed for the reorganization or budget review.

### Solution

High Point turned to OrgPlus to chart their organization and departments. OrgPlus intelligent organizational charts gave them the ability to visualize and understand resources and structure. Within the charts, management could immediately identify open positions, missing layers of reporting and other structural problems. By communicating these problems to the city’s decision-makers through organizational charts, corrections could quickly be implemented.

For the annual budgetary review, OrgPlus enabled the team to centralize HR metrics and salary information into a single organizational snapshot. City management performed departmental salary roll-ups and reported on time and attendance metrics from their Cybershift system. The city council used this insight to make educated budgeting decisions.

To streamline chart creation and maintenance, the city of High Point automated source feeds into and out of OrgPlus. Charts were automatically updated after any corrections or adjustments were made to the HR data source. With accurate org charts, the city could have an up-to-date view of the workforce and react quickly to departmental changes. Current, accurate HR and budget information was published to the city’s employee intranet to provide an easily-accessible dashboard of city resources, as well as an employee directory.

### Results

OrgPlus’ ease of use and data import functionality translated into huge time savings in chart creation, maintenance and accessibility. By automating data flow, High Point significantly reduced labor hours spent creating and updating organization charts, freeing HR analysts to work on other projects.

High Point now has a clearer picture of its ongoing budgeting and recruiting needs. The management dashboard of resources and HR financial information accelerates the budgetary review process. Management makes informed decisions by analyzing key HR metrics such as salary history, tenure, employee evaluations and expected date of retirement.

OrgPlus relieved the burden of a complex reorganization by enabling management to easily validate the workforce data and concentrate on more important restructuring and budgeting challenges. Additionally, the city council uses OrgPlus to quickly view the organization, perform salary roll-ups and understand the annual budget.

With OrgPlus, the City of High Point achieved its strategic restructuring goals and transformed into a more efficient municipal entity that is both structurally sound and equipped to make more informed decisions with a real-time view of the city’s government and its employees.