

Bringing an HR System Back to Life: Turning a Failed Implementation into a Successful Relaunch

The Challenge

A 200+ employee organisation had invested in an HR system that had remained largely unused for more than three years following an unsuccessful implementation. Despite external consultants and a dedicated System Administrator being appointed, the project had stalled once again.

When I joined as Head of HR, it became clear that the challenges extended far beyond the technology itself. The project lacked clear ownership, HR processes hadn't been fully mapped, stakeholder engagement had broken down, and confidence in the system had been lost.

My Approach

Rather than focusing solely on the technology, I began by rebuilding relationships and trust across the project team. I reviewed the project's history, met with key stakeholders and consultants, and identified where communication and accountability had broken down.

Working collaboratively across HR, Payroll and IT, I:

- Redesigned the system hierarchy to reflect the organisation's actual structure and workflows.
- Reviewed and redesigned HR processes before configuring the system.
- Clarified ownership and accountability across departments.
- Reviewed integrations with other business systems to ensure information flowed effectively.
- Developed a communication and training strategy tailored to different employee groups, recognising the diverse working patterns and learning styles within the organisation.

The Outcome

The HR system was successfully relaunched and adopted across the organisation. Stakeholders who had previously disengaged became active supporters of the project, while senior leaders praised the collaborative approach and renewed momentum.

The tailored communication and learning programme was particularly well received, ensuring employees felt confident using the new system regardless of their role or working pattern.

Most importantly, the project demonstrated that successful HR technology implementation depends on more than software—it requires strong relationships, clear processes and effective communication.

Key Services Demonstrated

- HR Technology
- HR Systems Implementation
- Process Improvement
- Organisational Change
- Stakeholder Management
- Change Communications
- Cross-functional Collaboration