Clifford Chance

The Challenge

Clifford Chance, like many firms within the legal sector, found that the annual compensation review process was becoming more complex to manage each year. The process had been heavily reliant on spread sheets, e-mails and continual intervention by HR staff to ensure successful completion. These manual processes increased the risk of error, generated multiple queries, extended the overall planning period, and as a result were costly to administer.

There are two main review populations at Clifford Chance (c. 2,000 employees in total) that support different data, business rules and approval processes. The objective for Clifford Chance was to move away from spread sheets and to manage both salary and bonus reviews on a single technology application that was capable of consolidating, and reporting against, compensation data for their entire UK employee base.

Clifford Chance issued an RFP to select a best in class vendor to address these challenges. Selection was based on:

- Technology capability;
- Expertise and experience in compensation planning;
- Price;

Curo was successful in this process.

> "We are delighted with the new compensation solution delivered by Curo for our UK employee base. The combination of specialist compensation software and streamlined processes, delivered by an organization with a deep and practical understanding of compensation review challenges continues to bring value to our UK business. We expect to derive further value from Curo in coming years, both in the UK and where feasible other markets in which we operate."

Andy Darlison

Head of Reward & Benefits,
Clifford Chance Excellence,
London

CLIFFORD CHANCE

The Solution

CURO Compensation Management software was configured to reflect and accommodate the different requirements of the business support service and fee earner populations to manage the many complex rules required to support both processes. Using standard import mechanisms, the software was also populated with market data blended from external sources. Clifford Chance utilizes this market data in the review cycle to help inform salary recommendations.

Taking Care of Compensation

The solution that was delivered to Clifford Chance contained a number of standard and configured reports and dashboards. The combination of the reporting and modelling functionality within the application, and the consolidation of all compensation and related data (performance management, market benchmark and employee demographic) enabled the Clifford Chance team to calibrate budgets, scenario plan and model forecasted costs throughout the review cycle.

The Reward Team at Clifford Chance truly values the expertise and experience of Curo's team – both in terms of delivery expertise and, critically, as corporate compensation practitioners. This is central to the on-going success of this engagement as Curo has been able to truly understand the requirements of Clifford Chance's Reward team, therefore delivering a solution which meets their needs. The outcome was:

- Streamlined processes;
- Enhanced transparency and governance;
- Single platform for two populations;
- Powerful reporting for both HR and Finance;
- Quantifiable ROI.

About Curo

Designed and developed by compensation experts, Curo's Compensation Management Software enables organizations to achieve the biggest impact, through compensation, to drive business performance and employee engagement while ensuring pay transparency, equity and compliance.

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