



Workstream | SUCCESS

INSPIRE YOUR WORKFORCE, TRANSFORM YOUR BUSINESS.

## DUKE ENERGY

Duke Energy is a diversified multinational energy company with an integrated network of energy assets and expertise. The company manages a dynamic portfolio of natural gas and electric supply, delivery and trading businesses – meeting the energy needs of customers throughout North America and in key markets around the world. Duke Energy, headquartered in Charlotte, N.C., is a Fortune 500 company with more than 25,000 employees worldwide.

Paul Boyette, Director of Executive and Organizational Development, was tasked by Duke Energy's CEO, Rick Priory, to implement both process and software solutions to support Duke's talent management initiatives. According to Priory, "No single issue will more clearly determine Duke Energy's success than the depth and breadth of our talent and the wisdom we use in deploying it."

With their CEO's vision in mind, Boyette and his team set out to combat the declining supply of future executives and win Duke's "war for talent" by initially focusing on the following imperatives:

- Create a winning value proposition for top talent
- Elevate talent management to a burning corporate priority
- Source great talent then develop it aggressively

With the objectives defined for the creation of a "great talent pool," the next step in Duke's talent management initiative was implementing a succession planning process by focusing on the following key objectives:

- Identify key positions and develop pools of qualified candidates ready to fill those positions when needed
- Align individual development plans with Duke Energy's business needs

- Develop and retain critical leadership talents
- Develop and implement strategies and initiatives that build leadership bench strength across the enterprise

Boyette's next challenge: successfully integrating the succession planning process with technology. Boyette understood that over time, the process and technology become one in the same - they cannot exist independently - and the success or failure of one largely depends on the success of the other.

### The Solution

After successfully implementing talent management solutions from Workstream at MCI and EDS, Boyette looked again to Workstream to remedy Duke's forecasted senior management talent shortage with Workstream's integrated talent management solution.

The web-enabled system provides a real-time global leadership talent inventory for the enterprise, and is used as a management tool for identifying and tracking key employees and key positions, assessing key employees, and assessing bench strength to identify areas of strength and areas of risk. The system also supports succession planning, staffing, employee development and other HR functions.

Duke's system is sectioned into three distinct parts: Employee Curriculum Vitae, Position Profile, and Employee Talent Profile. Each part contains a series of forms for data entry and reports for data review. The Curriculum Vitae, self-reported by employees, contains personal information, career summary, work history, functional and leadership experience, etc. The two Profile sections have notification screens to mark the completion of the data entry process. This is tailored to the role so a Manager would log in and immediately know how many Development Plans they needed to approve, how many Talent Profiles they needed to complete, etc.

The system's greatest achievement is the highly polished search facility. Duke created a simple to use and undeniably powerful search functionality enabling users to locate Employees and Positions using a wide variety of criteria ranging from specific education history, to a specific accountability level, to minimum competency ratings. For example, having both Employee and Position search criteria set to the same minimum competency ratings, Duke can identify best fit matches between Employees and Positions within their system.

#### About Workstream

Workstream provides on-demand compensation, performance and talent management solutions and services that help companies manage the entire employee lifecycle - from recruitment to retirement. Workstream's TalentCenter provides a unified view of all Workstream products and services including Recruitment, Performance, Compensation, Development and Transition. Access to TalentCenter is offered on a monthly subscription basis under an on-demand software delivery model to help companies build high performing workforces, while controlling costs. With offices across North America, Workstream services customers including Aspen Ski Company, Chevron, EMS SATCOM, Kaiser Permanente, Nordstrom and Wells Fargo.

For more information visit [www.workstreaminc.com](http://www.workstreaminc.com) or call toll free 1-888-221-4005.

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