

Delivering insight to drive better decisions around organisational design, fulfilment, and retention in a single integrated framework.

SAS® Workforce Analytics on G-Cloud

Government HR leaders are at a crossroad. Behind them lie legacy methods of managing resources – reacting to change rather than planning for it. Ahead lie opportunities to help departments create the perfect blend of skills and experience, whilst ensuring workplace inclusion and equality, staff wellbeing and supporting hybrid working in digital world. Taking the route ahead will position HR leaders as powerful enablers of government transformation – the question is: how can HR leaders optimise the next generation workforce?

SAS helps HR leaders to work more effectively with business budget holders by delivering data driven insight. This insight ranges from analysing ‘what if?’ scenarios to forecasting demand for skills, predicting employee churn, driving more value from training budgets and a great deal more. We have moved beyond the hype around this discipline and delivered transformative results for our customers already, as demonstrated by our references.

Why is SAS Workforce Analytics important?

Given the Public Sector is taxpayer funded, it is crucial that leaders can demonstrate that their workforce is as efficient as possible, and that skills are remunerated at appropriate levels in line with budgetary and economic considerations. This is becoming ever more difficult if you consider key influencing factors such as the demographics of the traditional public sector workforce, and the competition in the face of ‘the great resignation’ for key skills in an increasingly fluid jobs market.

What does SAS Workforce Analytics do?

SAS Workforce Analytics drives better strategic decisions across all aspects of workforce planning, through integration and sophisticated analysis of data using the very latest machine learning and AI techniques. It provides a framework that can be scaled and customised based on workforce population and bespoke requirements to help organisations understand the impact of historic workforce decisions, forecast requirements and optimise for the future.

For whom is SAS Workforce Analytics designed?

SAS Workforce Analytics brings together HR leaders, workforce budget holders and those responsible for providing analytical support to these key stakeholders to transform the way in which workforce decisions are made.

Benefits

- Create an aerial view of teams, departments, and organisations. Using core HR data alongside data from the wider business to drive more accurate and timely strategic decisions based on accurate forecasts, and a better understanding of what drives demand.
- Maintain performance and conformance. Using HR and operational data together to ensure that key KPIs, rules and targets are adhered to at all organisational levels.
- Use insights to inform new HR strategies. Using analytical models to predict issues and deliver timely and optimised strategic interventions from an operational and financial perspective, whilst minimising risk.
- Ensure diversity, equality, and inclusivity. Identifying groups that are underrepresented and developing plans that accelerate DEI that also deliver the many associated benefits that this brings to an organisation.
- Retain key individuals. Uncovering and mitigating triggers to leave in order to optimise the existing workforce, in the form of customised roles, incentives and working patterns.
- Engage with the right candidates. Using predictive tools to identify what will make an employee successful in each role by building talent profiles that are created using a broad array of data.

- Optimise your talent. Understanding training requirements and optimising training budgets by understanding what training and experiences employees have received historically versus those skills that they now require that will have the greatest impact on performance.

Overview

SAS Workforce Analytics offers a tiered, customisable framework from which each customer can align, scope and build their own service based on their workforce use case(s). Customers pay for only those specific capabilities required to meet their challenges and choose how they would like their service customised. Customers can build external applications on top of SAS Workforce Analytics that use data and models held within the service, and push insights out into operational systems through REST API interfaces.

The capabilities that underpin SAS Workforce Analytics are designed to deliver insights fast and accelerate time to value. Regardless of whether you chose a fully customised option from SAS or build upon our framework internally – you can be assured of fast results, and a rapid return on investment.

Our service also includes ongoing access to SAS Workforce Analytics expertise, providing thought leadership around expanded service use and scope, either remotely, or at your premises for targeted review workshops as required to support you in your workforce analytics journey. The strategic benefits of expanded use cases over time are potentially significant, and SAS is committed to helping you evolve and continually do more, from whatever use case(s) you choose to begin.

Key Features

A customisable framework to answer key questions such as:

- What should our key KPIs be to understand workforce performance?
- Is my organisation compliant and performing well?
- What is our return on workforce investment?
- How can I optimise my people strategy from a financial and operational perspective and reduce operational risk?
- Forward forecasting based on demand – how is demand defined or understood?
- What are the key personal skills and characteristics required per role?
- Are there areas of my business that require targeted interventions to increase DEI?
- Which key skills and other characteristics do successful hires demonstrate?
- Which training investments improve productivity, profitability, and delivery of broader strategy across levels/career stages/length of service?
- What are predictive indicators for turnover?
- How do you differentiate between 'positive' and 'negative' turnover – at any point who do you want to lose, and who do you need to keep?
- Could you offer compensation and benefits that both cost less and engage/retain employees better?

Key Benefits

Bringing the best of SAS to meet your workforce challenges:

- An integrated view of the data and rules you need in place for collaboration and decision making
- Interactive dashboards, reports, BI and visualisations – and the ability to create/edit new outputs yourselves
- Easy-to-use analytics to help anyone get extra insights
- Interactive data exploration and discovery combined with the ability to easily build and adjust huge numbers of predictive models on the fly
- End-to-end support for data mining and machine learning
- Quickly produce reliable forecasts
- Identify those actions that will successfully produce the best results in terms of optimising your workforce

- Ability to handle large volumes of data to get the broadest view
- Broad range of algorithms – maximise model and results accuracy when looking at operational and financial business questions

Service Model

SAS is provided as Managed Cloud Software and includes software, hardware, and hosting services for a contracted period. This is an advantageous way to help Public Sector organisations get started with analytics and alleviate implementation problems. You load your data onto the SAS cloud environment or through the option of a SAS/ACCESS engine. SAS/ACCESS engines provide an automated way to seamlessly read, write and update access to data before building your analytics.

SAS runs a secure, cloud-based service on your behalf, giving you the benefits of our most advanced software and scalable platform architecture – managed and supported by our own experts.

- Each dedicated cloud software instance running SAS uses a predefined storage allowance to manage your data requirements and keep them secure and backed up. This solution is supported with ongoing management and administration. All these elements are backed by a 99 percent uptime warranty.
- SAS services are regularly reviewed and audited to ensure your data is secure and maintained according to national and international privacy legislation
- Our teams know how to get the most from the SAS Platform. With experience acquired across public, financial, health care and commercial sectors, they are familiar with common regulatory compliance requirements

Deployment options

This is primarily delivered as a SAS Managed Cloud service. In addition to the commercial bundles listed, non-standard offers are an option to meet specific customer requirements and to align to customer Cloud deployment strategies not met through SAS Managed Cloud. All non-standard options will be priced on application based on an equivalent pricing methodology. Further delivery options include:

- **On-site deployments** – Including distributed servers to meet growing data, increasing workloads and scalability requirements.
- **Alternative Cloud deployments** – Enterprise hosting; private or public cloud (e.g., BYOL in Amazon, Azure, or Google Cloud) or Platform as a Service such as Red Hat OpenShift.

In addition, our REST API provides customers an option to build or integrate external applications around SAS Viya.

Service Deliverables

The managed offerings include the following service deliverables:

- Commissioning and provisioning of the predefined hosted infrastructure, including compute, network, and storage
- Preconfigured security and connectivity for users and data (based on the limits per tier)
- Pre-installed software
- Ongoing support of any up-front service customisation that is implemented by SAS
- Ongoing support with software administration and management
- 99 percent uptime SLA
- 30-minute incident response time for software availability issues
- Data protection warranties and a documented data classification and handling process
- Regularly scheduled backups
- Patching and updates applied as part of the agreed SAS software release cadence

Open to other programming languages

While SAS Viya is designed primarily for business users who prefer a visual interface, it does include a programming interface for those who want to write their own SAS code.

And if your programmers prefer to work in other languages, like Python, R, Lua, or Java, that is OK too. They can call SAS Viya capabilities from their preferred programming environment. In addition, public REST APIs enable developers to easily add content created with SAS Viya to other applications.

SAS Workload Management

SAS Workload Management Provides a web-based tool for monitoring and managing resources, users, and jobs and serves as an interface for configuring and managing high-availability services and defining alerts when thresholds are exceeded.

SAS Job Flow Scheduler

The Job Flow Scheduling Service enables you to monitor and schedule jobs from a variety of sources in SAS Viya and to create and schedule job flows, which can contain multiple jobs and conditions.

SAS Cloud Data Exchange

SAS Cloud Data Exchange allows SAS Viya users to connect a database which could be either co-located at SAS Viya platform, other cloud environment or located at an on-premises data centre. SAS Cloud Data Exchange enables user to securely exchange on-premises data from behind a firewall to the SAS Viya platform in the cloud. All data transfer/exchange occurs on secured standard-based communications along with sophisticated authentication and authorisation.

Pricing

SAS Workforce Analytics drives better strategic decisions across all aspects of workforce planning, through integration and sophisticated analysis of data using the very latest machine learning and AI techniques. It provides a framework that can be scaled and customised based on workforce population and bespoke requirements to help organisations understand the impact of historic workforce decisions, forecast requirements and optimise for the future.

SAS Workforce Analytics is priced through a customisable framework that fits your organisation's needs. The tiered commercial model allows you to select only those workforce analytics capabilities required for your organisation.

1. Base level capability package supports workforce planning using structured data, visual analytics, base forecasting, visual data mining and machine learning
2. The second capability tier adds the ability to use unstructured data inputs, natural language processing and visual text analytics for sentiment analysis, topic discovery and categorisations
3. A third capability tier brings in advanced multi-dimensional forecasting and optimisation for use cases that require deeper analytics and insights

These capabilities based on selection are provided as managed Cloud Software. This is an advantageous way to help get you started and quickly set up to work with SAS offerings that include software, hardware, and hosting services for a contracted period. SAS will run a secure, cloud-based service on your behalf, giving you the benefit of our most advanced software and scalable platform architecture – managed and supported by our own experts.

SAS' framework acknowledges that not all organisations are the same size, and that larger organisations will not wish to run SAS Workforce Analytics for their entire population. Across those three capability tiers, SAS provides a commercial tiering based on the size of workforce for which analytics are to be applied.

Our teams know how to get the most from the SAS Platform. With experience acquired across public, financial, health care and commercial sectors, they are familiar with common regulatory compliance requirements.

Similarly, each of our Public Sector customers is different, and will have differing requirements for analysis and reporting. Analysis and reporting capabilities are not provided out of the box and require customisation. This can be done by the customer themselves based upon training by SAS.

Alternatively, SAS offers tiered customisation service bundles to build capabilities into your delivery based on your requirements. A blend of SAS and internal customisation can also be supported.

These Service bundles are tiered by complexity and requirement – our engagement manager will work with you to arrive at the correct service bundle to meet your requirements. If customer capability, capacity and customisation requirements cannot be met via one of our pre-defined commercial bundles, SAS can of course price on application for any non-standard service required. Additional analytics service such as model development, analysis, data engineering or reporting services are available via the SAS Cloud Support Service which is also available on G Cloud.

Learn More

To learn more please visit https://www.sas.com/en_gb/industry/government/hr-analytics.html