



Introduction

Euler Hermes is the global leader in trade credit insurance and a recognized specialist in the areas of bonding, guarantees and collections. With more than 100 years of experience, the company offers business-to-business (B2B) clients financial services to support cash and trade receivables management. Headquartered in Paris, the company is present in over 50 countries with 6,000+ employees. Euler Hermes is a subsidiary of Allianz and listed on Euronext Paris (ELE.PA). The company posted a consolidated turnover of €1.5 billion in 2014.

Challenge

Euler Hermes operates in over 50 countries each with its specific cultures and employs more than 6,000 employees in various age groups and with very diverse backgrounds. Euler Hermes operates in many diverse and changing markets worldwide. In this environment the challenge for Euler Hermes is one of continuous improvement to ensure the organization adapts to serve our clients and remain the global leader.

Our approach

Vital 2 Perform was asked by Euler Hermes to work with them to further develop and improve the HR strategy to deliver a strong engagement and performance culture, strong leadership brand and robust leadership pipeline. Based on the findings of our extensive quantitative and qualitative research, Euler Hermes was able to advance with an integrated programme of activities incorporating existing best practice and introducing new initiatives to target identified gaps.

Results

Vital 2 Perform recommended 5 Big Wins and 5 Quick Wins for further improvements. These recommendations have been integrated into the performance management, employee development and retention strategies. This ensures HR processes are aligned to business needs and that the organization has a robust framework to develop employee capability and management effectiveness. This project continues to evolve with the needs of the business but already a significant amount of improvement is evident.