

# Re-Imagining HR Services for a Large Global Consumer Goods Company



## Challenges

**HR Processes were outsourced for last 10 years**

### Improvements delivered

- Consolidation & Standardization
- Huge Productivity gains
- Process improvements

### Pain Points

- Employee Experience was adversely impacted due to silos and growing complexities
- Limited personalization options for the employees
- Systems, data, analytics used to their existing limits

### Expectations from the solution

- Client decided to design Next Gen HR processes, focused on their employees
- Personalised, Flexible
- Proactive, Intuitive
- Ease of use
- Whenever I want / Wherever I want- Accessible on the Go
- I feel Assisted, Advised, Guided
- Right outcome
- End to end, integrated



## Solution

Infosys BPM provided a 4 point approach to address the pain points and transform the HR experience:

- **AI Automation:** Automate up to 20% transactional effort
- **Humanization:** Experience centric design – key Employee Moments were targeted
- **Operational Model :** Insource /Outsource key processes. Single point of ownership for an experience instead of a process.~ 25% productivity improvement was expected
- **Analytics & Insights:** Talent Advisor Insights – market and internal insights for Hiring, & Hiring Dashboard
- **Employee Insights:** Reduction of 10-15% of time taken to hire

### Result

- The solution was achieved within a year's time, through a targeted transition schedule.
- Timely go-live, implementation of Insourcing, outsourcing, transformation, automation, insights, dashboards, were key to the successful transition to the new solution.
- 5 Global Delivery Centers were set up, empowering 30 countries.



**1 year**

Time taken for new business to go-live



**40-60%**

Efficiencies, controls and compliance