Infosys HR Outsourcing Practice

Today’s organization faces immense external pressures – technological advancements that are evolving at an exponential pace, increasing globalization, growing competition, and complex changing regulations. These are coupled with internal challenges like constantly evolving employee demographics, and a changing workplace arising out of organizational evolution through alliances, M&A, new structures & hierarchies. There is heightened expectation from HR to play an active role in improving organizational competitive edge by not only navigating through these challenges, but also strategically empowering business to build the organization for the future.

We, at Infosys Human Resource Outsourcing (HRO) practice, enable HR functions of global clients to take this journey from being an enabling function to being a strategic partner, and increasing its real and perceived value. We bring in a host of artificial intelligence (AI), analytics and robotics process automation (RPA) engraved solutions to help achieve this transformation, in addition to providing business process management services for your HR functions.

Service Offerings

Infosys HR services combine capabilities across business process management, technology and process consulting, to create end-to-end HR solutions. These solutions help customers realize business value through operational effectiveness, technology leverage, global delivery capability and efficiencies of scale and size. Our HR services across the employee management cycle are depicted below:
We also enable our clients to transform their HR organization through our new-age HR solutions. Some of them are listed below:

**Talent Acquisition**
1. Automated manpower planning
2. AI driven, persona based talent search
3. Digital listening and analytics
4. RPA and AI based interview scheduling
5. Candidate Genome

**Talent Administration**
1. Global dashboard and analytics based on Payroll Hawkeye
2. Employee genome based analytics
3. Payroll automation through RPA
4. Benefits administration automation through RPA
5. Reporting automation

**Talent Development**
1. Micro learning through videos
2. Gamification of learning courses
3. Augmented and virtual reality based learning
4. Flipped learning / flipped classroom

**Delivering Business Value**

Our solutions and operating model aim to achieve client's business objectives such as augmenting employee experience, operational excellence and business metrics. The key features of our model are explained below:

- **Our “Intelligent Technology”** approach to multi-process HR services emphasizes the use of robotics, artificial intelligence and enhanced self-service
- This has the twin benefits of automating to aid business process excellence and enhance human intelligence

**Next-Gen Technology Solutions**

- **Reactive to Pro-active Approach**
  - Our focus is to drive zero-touch processing and knowledge driven service management for clients
  - Our people analytics solution “Hawk Eye” and “Employee Genome” provides insights for predictive actions enabling intelligent decision making

**Zero Distance to Employees**

- Our focus is on “Design Thinking” to engage all stakeholders, thereby ensuring greater user satisfaction

**Our Value Proposition**

Value realization is increasingly being linked by the customers to their business & organizational transformation. Instead of mere efficiency, successful organizations must be designed for speed, agility, and adaptability to enable them to compete and win in today's global business environment. Our value proposition empowers organizations on their transformation journey.

1. **Customer Centric Models for Better Engagement**
   - Bringing customer into the ‘Design Cycle’ to understand the problem areas from people who are also the end users |
   - Creating ‘Key Employee Moments’

2. **Improved Business Performance by Impacting Cost & Functional Performance**
   - Reduction in total cost of ownership (TCO) by 30% - 40% through streamlined & automated processes, improved controls, and transparent operations |
   - Enhanced customer experience |
   - Reduced risk

3. **Measuring HR for Optimization & Forecasting**
   - Intelligent digital processes |
   - Predictive & operational analytics

4. **Compliance with Geo & Company Policies**
   - 100% compliant processes

5. **Agile & Scalable Delivery Models**
   - Choice of the correct models – GBS, Regional / local SSC

6. **Digitization for Increased Efficiency**
   - Automation to provide ~ 40-50% productivity |
   - Social / Mobile / Interactive Solutions for better Engagement

7. **Process Quality for Service Excellence**
   - PPM Model to optimize & transform processes: ~ 15-20% productivity
## Customer Benefits

**Design Thinking to Create a Future Ready HR Organization for the World’s Leading Consumer Goods Company**
45-50% reduction in TCO through simplification, hyper-personalization & driving efficiency through the use of technology, automation, and AI | Elimination of 20-35% NVA transactions and automation of 10-30% tasks

**Next Gen HR Helpdesk for a Leading Audit Firm**
20-25% productivity gain for the agents and 35% overall reduction in total cost of ownership | Automation based chat bots solution to eliminate case volumes

**Transforming HR for a Leading Client in Insurance**
50% reduction in operating costs, with minimal disruption through a smooth transition | Further, process streamlining, automation, controls and constant monitoring has helped achieve operational excellence and ‘paper free’ operations with 100% turnaround time, 99.95% accuracy, ‘Zero’ compliance misses, and 10% improvement in productivity

**Transforming the training landscape for a Leading Client in Insurance**
Overall reduction in training time by 50% with reduction in classroom time amounting to 75% | Conversion of the existing classroom program to a blended model helped agents to be market ready with 50% reduction in trainer involvement | Users were more equipped and confident to take hands-on exercises and cover additional scenarios in the classroom sessions

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