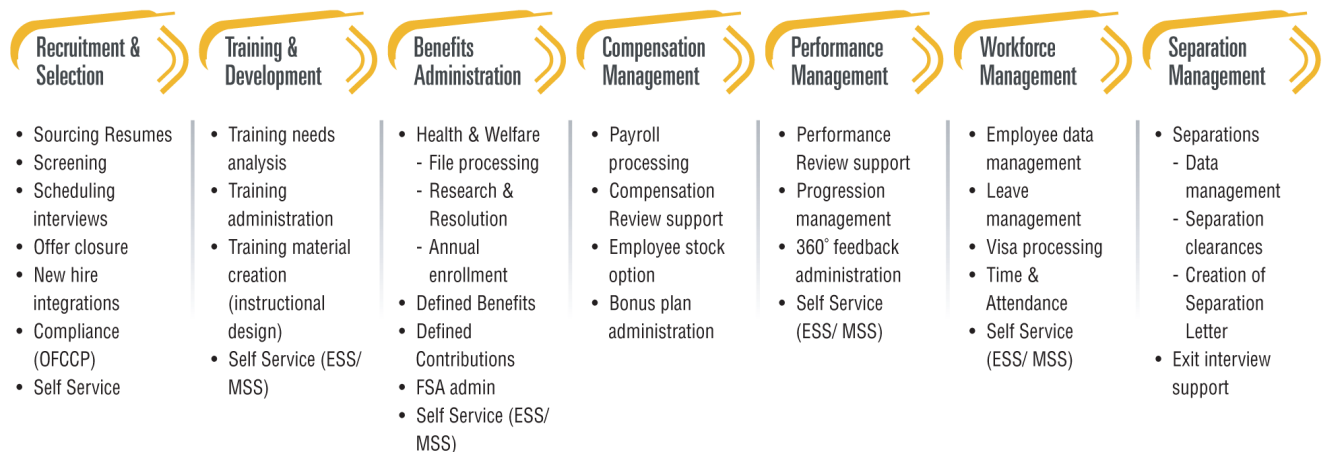


## Human Resources Outsourcing

HR functions globally have undergone a metamorphosis over the last decade. Increasingly, organizations have endeavored to structure an operating model that separates the function into four distinct entities: Line managed HR functions, centers of expertise, business partners and HR operations. While the move to this conceptual construct has been largely successful, organizations have struggled to build the appropriate sourcing model for each of these entities. Significant emphasis has been laid on standardizing, optimizing & reengineering HR processes and structures; however the concept of leveraging global sourcing as an inherent component of the transformation has not been emphasized enough.

Infosys HRO solution are geared to leverage global sourcing at each stage of the transformation journey from process definition, process standardization, consolidation to reengineering. The solutions are designed to provide a robust, scalable and flexible delivery engine that influences global skill and scale economies and that allows organizations to focus on centers of expertise and business partnering.

### Infosys HRO Landscape



#### HR Analytics

- Workforce analytics, Compensation analytics, Performance analytics

#### HR Help Desk & Administrative support

- Voice & email support to employees, vendors & other agencies for queries across compensation, stock admin, payroll, benefits, performance management, HR tools, policies & processes
- One time/ periodic projects e.g. Job description creation support, Contract negotiation support for placement agencies, support during Mergers & acquisition

#### HR Technology (Infosys Business Platform)

- Core HRIS (Information management), ESS/ MSS and other interfaces, Reporting

Transformational HRO model at Infosys	Infosys Differentiators
<p>The Infosys model leverages a business transformation and metric driven approach to build a customized roadmap aimed at achieving business objectives - employee experience, focus on business metrics, operational excellence, working capital efficiency and compliance &amp; control. We deliver these benefits through:</p> <ol style="list-style-type: none"> <li>Business process improvements derived from industry-leading practices, maturity models and benchmarking with industry leading metrics</li> <li>Continuous improvement, process streamlining and technology transformation capabilities</li> <li>Partnering with clients to influence business metrics that include hire to retire cost, open position fill rate, return on training investments etc</li> <li>Breaking the traditional 'value curve barrier' by moving from incremental improvements to quantum changes through analytics, business insight and true partnering of line managers &amp; the HR centers of expertise</li> </ol>	<ul style="list-style-type: none"> <li>Multi-process HRO practice built on a sustainable model for delivering HR services in an offshore centric model</li> <li>Flexible and scalable delivery platform to partner with clients in their organic and inorganic growth</li> <li>Capability to deliver comprehensive seamless solutions through excellent cross service collaboration across our HR Technology, Consulting and outsourcing practices</li> <li>Deep domain understanding acquired and strengthened through Infosys HR transformation</li> <li>Focus on building HR professionals through training and certification programs in collaboration with external organizations like SHRM and IFEBP</li> </ul>

## Customer Benefits

Improving Service Levels	Enhancing Productivity	Impacting HR Metrics
Reduction of cycle time by 20% for a global network equipment manufacturer	Productivity improvement of 20% within 3 years of operations for the employee services arm of a leading investment manager	Enhancing position fill rate by 20% and reduction in recruitment cycle time by 20%
Enabling Transformation	Client Partnership	Differentiated Practice
Defined a joint new client implementation model for a benefits outsourcing client that eliminated the need for a 'project management team' on the client side	Enabling HR functions by partnering with client organizations allowing them to focus on differentiated policies, practices and enhanced connect with employees	Making differentiated but consistent employee experience a reality



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## About Infosys BPO

Global organizations depend on Infosys BPO Ltd, the business process outsourcing subsidiary of Infosys Ltd (NASDAQ: INFY) to deliver measurable business value. Infosys BPO's strong focus on industry solutions, technology and a consulting based approach has created new engagement models to help clients build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit [www.infosysbpo.com](http://www.infosysbpo.com).