

# HUMAN RESOURCE OUTSOURCING PRACTICE



## 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:

### MANAGE TALENT



#### ACQUIRE

##### Administer Recruitment

- Source & Screen
- Administer Scheduling & Logistics
- Co-ordinate Assessment
- Administer Offer Letters
- Perform Background Checks
- Onboard New Employees
- Manage Contingent / Contract Workers



#### ADMINISTER

##### Process Payroll

- Administer Work Events & Absences
- Process Time & Labor
- Process Pay
- Distribute Payments & Monitor Compliance

##### Administer Compensation

##### Administer Employee Benefits

- Administer H&W, COBRA, DB & DC Plans
- Support Reporting & Compliance



#### DEVELOP

##### Learning Content

- Create Content
- Design Content
- Maintain Content

##### Administer Learning

- Administer Training
- Administer Assessments and Surveys

##### Support Performance Management

- Administer Performance Management Programs

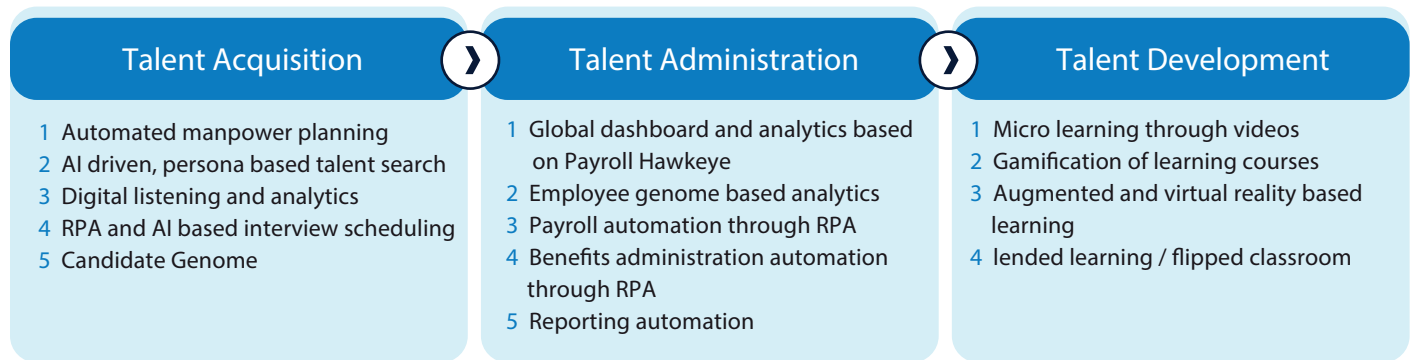
#### HR reporting and analytics

Basic reporting / Querying | Operational reporting | Executive analytical reporting | Predictive analysis

#### Employee experience

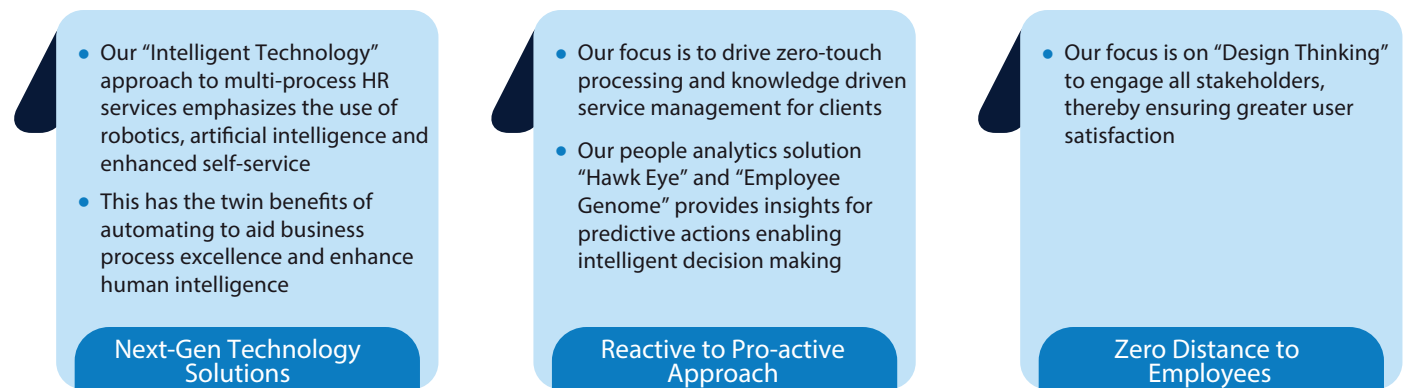
HR helpdesk | Communication center | Employee / Manager self service | HR portal

We also enable our clients to transform their HR organization through our new-age HR solutions. Some of them are listed below:



## 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 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.



## 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

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)



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