

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:





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 Employee experience

HR reporting and analytics Basic reporting / Querying | Operational reporting | Executive analytical reporting | Predictive analysis

1CE 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:

Talent Acquisition



Talent Administration



Talent Development

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

- 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

- 1 Micro learning through videos
- 2 Gamification of learning courses
- 3 Augmented and virtual reality based learning
- 4 lended 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

- 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

Reactive to Pro-active Approach

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

> Zero Distance to Employees

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 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'

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

Measuring HR for Optimization & Forecasting Intelligent digital processes | Predictive & operational analytics

Compliance with Geo & Company Policies 100% compliant processes

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

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

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

Infosys

Navigate your next

For more information, contact infosysbpm@infosys.com

© 2018 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

Infosysbpm.com Stay Connected 🔰 in 🖸 in $_{\odot}$ SlideShare