

Infosys HR Outsourcing Practice



There is an increasing pressure on HR leadership to become true business partners and deliver value. However, increasing globalization is posing new challenges for HR leaders. Finding the right talent for sustained growth in emerging economies, managing career expectations of generation Y, and designing attractive benefit packages amidst changing regulations – these are just a few of the challenges. Emerging technologies such

as cloud, analytics, and social media are also posing challenges as new ways of delivering superior HR services emerge.

The Human Resource Outsourcing (HRO) practice in Infosys pushes the traditional transformation paradigm bar. Infosys HR services enable HR functions of global clients to achieve cost savings, build efficiencies, scale, and enhance quality of delivery.

Our 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		DEVELOP
Administer Recruitment <ul style="list-style-type: none"> Source & Screen Administer Scheduling & Logistics Co-ordinate Assessment Administer Offer Letters Perform Background Checks Onboard New Employees Manage Contingent / Contract Workers 		Process Payroll <ul style="list-style-type: none"> Administer Work Events & Absences Process Time & Labor Process Pay Distribute Payments & Monitor Compliance <hr/> Administer Compensation <hr/> Administer Employee Benefits <ul style="list-style-type: none"> Administer H&W, COBRA, DB & DC Plans Support Reporting & Compliance 		Learning Content <ul style="list-style-type: none"> Create Content Design Content Maintain Content <hr/> Administer Learning <ul style="list-style-type: none"> Administer Training Administer Assessments and Surveys <hr/> Support Performance Management <ul style="list-style-type: none"> 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

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. Key features of our model are explained below:



OUR VALUE PROPOSITION

- 1** **Multi-process HR Services** across entire talent management cycle
- 2** **Value Aggregator** by delivering solutions across HR Technology, Consulting, and Outsourcing
- 3** **Technology agnostic** and **Technology friendly** solutions
- 4** Pool of **HR Practitioners trained and certified** through external organizations like SHRM, TAPS, and ASPPA
- 5** **Strong alliances network** to augment local, regulatory, and compliance capabilities

CUSTOMER BENEFITS

- Impacting HR Metrics**
Reduced cost per hire by 35% and improved candidate joining predictability
- Augmenting Learning Landscape**
Consolidated 7 different LMS and managed over 300,000 certifications globally per annum
- Operational Optimization**
15% savings by re-negotiation of contracts and vendor rationalization

About Infosys

Infosys is a global leader in consulting, technology, outsourcing and next-generation services. We enable clients, in more than 50 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-creating breakthrough solutions that combine strategic insights and execution excellence. Visit www.infosys.com to see how Infosys (NYSE: INFY), with US\$8.25 B in annual revenues and 165,000+ employees, is helping enterprises renew themselves while also creating new avenues to generate value.

Infosys BPO, the business process management subsidiary of Infosys, provides a broad range of enterprise and industry-specific services. We deliver transformational benefits to clients through our proprietary Process Progression Model™ (PPM). These benefits include cost reduction, ongoing productivity improvements and process reengineering.



For more information, contact infosysbpo@infosys.com

www.infosysbpo.com

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