

IBM Global Process Services for Human Resources, Learning and Recruitment

*Consolidating human resources, learning and recruitment processes
into a comprehensive, outsourced solution*



Highlights:

- Help reduce the total cost of HR, learning and recruitment processes while providing exemplary service levels
 - Streamline capabilities by standardizing and simplifying global processes
 - Transform HR, learning and recruitment functions to sharpen your focus on strategic HR initiatives
 - Turn data into actionable intelligence to help optimize workforce investments
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Enhancing the efficiency and quality of HR, learning and recruitment

In today's competitive environment, the quality and performance of your workforce can be important differentiators for your organization. Your HR, learning and recruitment organization needs to attract, develop and retain a high-performing workforce. Yet all too often, tactical issues distract such organizations from more strategic roles. Enlisting an outsourcing provider to perform these tactical activities can help your organization deliver more strategic value to your company, develop a world-class workforce, and reduce employee turnover costs.

The more time you spend on tactical HR challenges, the less time you're at the table in strategic discussions with the C-suite. Without a strategic emphasis, you'll continue to lose top talent, compromise the performance of those that you do

retain, and ultimately drive higher costs companywide. Recruitment costs, training expenses for new employees, and intellectual property lost through attrition are just some of the costs driven by a lack of strategic HR focus. Another set of issues arises from storing HR-related information in silos throughout the enterprise. Lack of actionable, accessible data inhibits HR executives' ability to integrate information into comprehensive business decisions.

Innovative companies recognize the critical need to strengthen their HR, learning and recruitment organizations. These companies are integrating HR across the enterprise to break down inefficient data and workforce silos, bringing about strategic business transformation. Some organizations have already turned to service providers to accelerate their journey.

Many service providers can offer more streamlined HR capabilities at a cost lower than the same functions performed in house. IBM's philosophy goes a step further. It's about transforming through a holistic approach to HR, including talent advisors, integrated processes and technology solutions, actionable analytics, and strong governance.

IBM Global Process Services for Human Resources, Learning and Recruitment can help you get to the next level of business transformation. IBM offers a cost-effective HR approach designed to transparently consolidate HR, learning and recruitment services and providers into a single outsourced environment. This integrated approach gives employees easier access to HR functions and services online to help improve their experience, which can lead to higher productivity and lower employee turnover. IBM has thousands of HR experts around the world and technology solutions to help you consolidate virtually all your HR services.

Capabilities	Benefits	Proof Points
Human Resources Outsourcing (HRO) , including payroll, benefits, contact center management, and workforce administration	Offers you the expertise of HR consultants who can provide higher-quality, lower-cost core HR processes to help reduce costs associated with administrative tasks	Our innovative technology helped to transform how employees of a global airline interact with HR so that 30 percent of questions now arrive through chat, increasing employee productivity and satisfaction.
Workforce Analytics, Reporting and Planning	Equips your managers with actionable analytics to support decision making, bringing the right information at the right time to the right audience using the right tools	Leveraging the data we capture through our standard AdviseHR tool suite, we are able to perform analytics to drive enhanced employee experiences. For one global airline, we were able to reduce repeat contacts by 10 percent or more through root cause analysis, taking action on that data and reducing the need for a repeat contact, which ultimately drives an enhanced employee experience.
End-to-end Learning Outsourcing , including learning strategy, administrative operations, content design, content development, delivery, and measurement	Enables you to reduce your learning budget while increasing output and redirecting limited learning dollars to new investments in strategic, high-impact learning initiatives	Through IBM's end-to-end Learning Outsourcing solution, a large communications company achieved more than 30 percent cost savings immediately, while receiving an overall 94 percent positive customer satisfaction rating.
Recruitment Process Outsourcing (RPO) , with end-to-end, customizable services encompassing sourcing, recruitment, selection, due diligence, and onboarding	Allows you to attract, screen and select people with the right skills and aptitude to support your business	By moving to RPO, a global auto manufacturer was able to add over 6,000 passive candidates to their recruitment pipeline in the first month. One requisition that had been open for two years was filled in three weeks. All these occurred while IBM was meeting or exceeding all service level agreements.
Workforce Performance Services which encompasses much of our portfolio, including recruitment, learning, performance management, compensation, and succession management	Creates a comprehensive solution to improve your competitive position through performance, succession, and the reporting and analytics to identify appropriate talent interventions and actions	On a quarterly basis for a global auto manufacturer, we proactively source an average of 22,000 candidates on qualifications that match current openings. This process assures we're getting top talent.

Table 1: Capabilities and benefits of IBM Global Process Services for Human Resources, Learning and Recruitment



Helping to reduce HR, learning and recruitment costs while providing improved services

Global organizations face the growing challenge of providing high-quality, cost-effective HR services to their workforces around the clock. Perhaps you're unable to help employees in Asia with their benefits enrollment during their workday. Maybe you want to offer on-demand training for new employees in Europe. If you're already providing these services, are you certain that they are cost-effective and provide the quality of service and level of accessibility your company requires?

IBM Global Process Services for Human Resources, Learning and Recruitment can help you reduce HR costs by providing an efficient HR contact center. IBM contact centers employ HR specialists enabled by knowledge-based technologies who can make changes to your back-office Human Resource Information System (HRIS) and Learning Management System (LMS) installations from remote locations 24x7. This helps ensure that your HR data is always up to date and accurate. Our global shared services model virtually eliminates the need for your HR administrative staff to make these changes, helping to save them time while providing improved HR services. By outsourcing talent management and development to IBM, you can more cost-effectively attract and maintain a skilled workforce. Our solutions help provide managers and employees with affordable, comprehensive support.

Standardizing and simplifying processes to help increase HR, learning and recruitment efficiencies

Are disparate HR processes and technologies causing you HR inefficiencies? Perhaps a combination of internal business line organizations and external niche providers manage your payroll, benefits, recruitment, and learning. When core HR functions are provided by separate organizations and supported by a diverse set of siloed applications, it may be difficult to access critical global HR data. You may also find it tough to achieve HR process redesign that can lead to true business transformation. These limitations inhibit your organization from identifying and cultivating talent across the enterprise. Standardizing and consolidating HR, learning and recruitment functions can deliver greater efficiency, which can help lower HR costs.

When you engage IBM Global Process Services for Human Resources, Learning and Recruitment, you gain access to people, processes and technology that can help you drive global consistency and expansion, giving you an edge in highly competitive marketplaces. Consolidating HR, learning and recruitment processes with IBM helps you tap into synergies and best practices across HR functions. The result is enhanced HR processes that, in turn, help improve HR service levels to your workforce. IBM works with you to create an overall strategic HR, learning and recruitment vision to help your organization move toward unified business objectives.

Automating HR processes so you can focus on important priorities

Today's HR, learning and recruitment processes depend on leading-edge technology to give companies the most value. Outsourcing these services to IBM can provide you with access to the technology you need to enhance and automate virtually all your HR services. Standardized and integrated processes help reduce your need to perform many administrative tasks,



allowing you to concentrate on workforce enablement and effectiveness through strategic HR initiatives such as policy advancement, workforce optimization, and professional culture and values development.

IBM Global Process Services for Human Resources, Learning and Recruitment gives your organization access to technology solutions designed to automate HR, learning and recruitment processes and put transactions at your employees' fingertips. For example, using AdviseHR, our self-service portal and tool suite, employees and managers can enter contact information, travel and expense reports, time sheets, annual reviews, and compensation information. This tool suite is designed for ease of use and 24x7 availability to enhance your employees' HR, learning and recruitment services experience. The self-service portal helps speed HR, learning and recruitment processes so your workforce can focus on strategic projects, which can lead to increased productivity.

Supplying actionable analytics to help you maximize productivity and return on investment

If you're working with siloed HR, learning and recruitment applications and service delivery, you might not be getting a comprehensive view of global HR performance statistics. For instance, you may want to know how many employees were promoted last year, or how many employees went to training last month, or how many employees left your company and from which departments and locations. Chances are that the information exists in someone's head or on a spreadsheet hidden on someone's laptop. If you had insight into this information, you could plan and adapt. For example, delivering the right training to the right audience could result in higher productivity. Making changes to a department or location may increase employee retention, which could lower operational costs.



Our workforce analytics, reporting and planning capabilities provide visibility into your HR data to help you base business decisions on the most accurate and up-to-date information. Our analytic solutions help speed the dissemination of data to decision makers to help them make the best decisions for higher productivity. For example, IBM's business intelligence can help you understand what factors contribute to employees leaving the company so you can take action and potentially reduce costly turnover. It enables you to obtain HR information that is on par with data that chief financial officers (CFOs) expect from their finance organizations. The workforce analytics tool helps you configure the system to alert you to specific workforce scenarios, such as an exact level of employee turnover or employee retention. You can then make modifications. A single outsourcing provider can offer expertise to help you steer HR toward more productive and revenue-generating activities.



Why IBM?

The potential benefits of outsourcing your HR, learning and recruitment functions to IBM include savings from leveraging a shared, flexible infrastructure and operating model for HR costs; more dynamic and responsive systems; and the risk reduction that often comes with standard process and automation improvements. IBM Global Process Services for Human Resources, Learning and Recruitment, available through self-service portals and global delivery locations, offers deep consulting and implementation skills. At IBM, we offer the people, processes and technology you need to help transform your HR, learning and recruitment environment, helping you provide your enterprise with strategic HR.

For more information

For more information about IBM Global Process Services for Human Resources, Learning and Recruitment, please contact your IBM representative, email: hro@us.ibm.com, or visit: ibm.com/services/hroutsourcing



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