

HR Services for Cloud Applications from IBM

Optimize the delivery of HR SaaS with business process services from IBM



Highlights

- Optimizes the value of HR cloud software as a service (SaaS) with business process expertise in a more flexible HR service model
- Provides access to essential HR and HR SaaS skills through the shared resources and infrastructure of a global multitenant delivery structure
- Enables more agile response to changes in HR strategy and the release roadmaps of HR SaaS applications
- Helps transform HR organizational design and delivery into a more streamlined, efficient model powered by analytic insights

Human resource (HR) organizations must find new ways to support the business in today's fast-changing and competitive world. Software as a service (SaaS) is transforming HR technology and the way HR is delivered, with many companies moving their HR applications to the cloud. To effectively support business leaders and employees in a cloud SaaS environment, HR executives must rethink their organization design and operations. An HR SaaS delivery model promises many benefits—including reduced cost of ownership, greater self-service, more access to analytic insights and increased responsiveness to business conditions. To fully realize these benefits, you must transform your HR processes and change the way HR services are delivered for your organization. However, your HR staff may not have the time, skills or expertise to execute in an HR SaaS environment. In such situations, you can benefit from partnering with a service provider who is able to support you in delivering the right structure and services to complement your HR cloud technologies.

The HR Services for Cloud solution from IBM can help your company optimize its investment in HR SaaS during initial transformation and beyond. Our solution gives you access to IBM services and professionals with HR SaaS and process optimization expertise to help you realize the full value of your HR SaaS technologies. Our HR Services for Cloud offering integrates industry-leading cloud-based HR applications with IBM's world-class delivery infrastructure and experienced HR and HR SaaS specialists to help transform your HR model. The result is improved HR operations that can deliver measurable value to your organization.

Providing more flexible services to unlock the value in HR cloud SaaS technologies

With our deep HR expertise we can efficiently operate in your SaaS-enabled HR cloud environment. Our HR consultants, process specialists and application configuration specialists can support and help you realize your HR strategy, which optimizes your return on investment (ROI) in HR cloud technologies. Our global delivery infrastructure and leading position in human resources outsourcing (HRO) makes us a preeminent partner for companies moving their HR to a cloud SaaS platform. In addition, we can provide data transformation and organizational design services along with ongoing application support and management to help you optimize application features and functions for each new release of software. Our established delivery centers and specialized Centers of Competence provide end-user support to your employees, HR generalists and line managers to help your organization optimize the benefits received from HR. We also monitor the delivery environment, identifying opportunities to extend the automation and self-service features of your HR SaaS applications and improve efficiency throughout their lifecycle. We help optimize ROI and application investment by reducing cycle times, improving accuracy and increasing employee satisfaction.



Applying advanced analytics to HR data, processes and operations to gain insights

Our HR Services for Cloud solution provides an on-demand team of analytics specialists to help organize, present and interpret the massive amount of data in your HR ecosystem and provide you with valuable insights. By using customized predictive analytics, we can help you attract, develop and retain employees in ways that contribute directly to business results. We also apply analytics to your HR processes to help you make more informed decisions and optimize your HR operations. This combination can increase the effectiveness of your HR programs and help increase the value of your HR investment. Our HR domain specialists and business process analysts can provide recommendations that address your specific business pain points, and our specialists can also assist you with the implementation of these data-driven insights.

Helping your HR organization deliver more strategic value

By leveraging IBM's expertise in consulting, HR SaaS operations, HR processes and HR support, you can increase the strategic capabilities of your HR organization. Our solution combines strategic thinking, business process expertise, big data analytics and leading-edge technology tools. We provide solutions from our global delivery centers and Centers of Competence, making it possible to meet the needs of our clients in all markets and geographies.

Using our flexible HR SaaS support model, IBM works with you in true partnership to assist with planning and executing your strategic vision and mission. In addition, we provide a "grow as you go" service capability that allows you to add service features only when needed, helping you reduce operational costs.

Benefits

- HR specialists who can provide business process and technology support for companies utilizing HR technologies in the cloud
- HR SaaS expertise in a more cost-effective and flexible multitenant model
- On-demand analytics services to help organize, interpret and implement insights from HR big data
- Proprietary technologies that can enhance the employee experience delivered by HR cloud applications, with:
 - Employee and technical inquiry management
 - Access to HR policies
 - Application and reporting dashboards
- Change management and consulting services to help optimize the effectiveness of HR cloud application updates and more accurately measure return on investment (ROI)

Why IBM?

With our leading technologies and tools, deep HR and SaaS business process expertise, IBM is well positioned to help organizations transform their HR processes and leverage the benefits of cloud-based HR applications. IBM is recognized by analysts including IDC¹ and Gartner² as a leading provider of HR process services. We have the global scale and breadth of expertise to provide end-to-end services including implementation, post-go-live support and strategic consulting for your HR organization.

For more information

To learn more about HR Services for Cloud from IBM, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/services/hroutsourcing



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¹ IDC MarketScape: Worldwide HR BPO 2012 Vendor Analysis, November 2012

² Gartner Vendor Rating: IBM, September 2013



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