

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



IBM Business Process Services for Human Resources and Learning



Outsourcing to enhance the efficiency and quality of HR and learning

In today's competitive environment, the quality and performance of your workforce can be important differentiators for your organization. Your HR and learning organization needs to attract, develop and retain a high-performing workforce. Yet all too often, HR and learning is distracted by tactical issues and is unable to take on a more strategic role. Shifting these tactical activities to an outsourcing provider can help your HR and learning 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. And without a strategic emphasis, you'll continue to lose top talent, compromise the performance of those that you do retain, increase regulatory compliance issues and ultimately drive higher costs companywide. Recruitment costs, training expense 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

Highlights

- ***Helps reduce the total cost of HR and learning processes while providing high quality and service levels***
- ***Streamlines HR and learning functions by standardizing and simplifying global processes***
- ***Automates HR and learning functions to help you focus on strategic HR initiatives***
- ***Frees internal resources to focus on activities that help build a world-class workforce***
- ***Turns data into actionable intelligence to help optimize workforce investments***

issues arises from storing HR-related information in silos throughout the enterprise. Lack of actionable data inhibits HR executives' ability to use information to make business decisions.

Innovative companies recognize the critical need to strengthen their HR and learning 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 outside service providers to accelerate the journey through these HR changes.

Many service providers can offer more streamlined HR capabilities at a cost lower than the same functions performed in house. But IBM's philosophy goes a step further. It's not only about taking things out; it's about bringing in a holistic approach to HR, including talent advisors, integrated processes and technology solutions, actionable analytics and strong governance.

IBM Business Process Services for Human Resources and Learning can help you get to the next level of business transformation through HR outsourcing. IBM offers a cost-effective HR approach

designed to consolidate HR and learning services and providers transparently into a single outsourced environment. This integrated approach gives employees easier access to HR functions and services online to help improve the customer 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: payroll, benefits, recruiting, learning and more. Capabilities and benefits of IBM Business Process Services for Human Resources and Learning include the following:

Capabilities	Benefits
Human resources administration , including payroll, benefits, contact center management, travel and relocation expenses, and expatriate services	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
Talent management , including recruiting, learning, performance management, compensation and succession management	Helps you cultivate a highly qualified, loyal workforce within your organization by integrating strategic talent management processes and providing insights and tools to drive company performance
Employee productivity management , including total absence management (integrated with disability and workers' compensation) and health/life management (healthcare and disease management)	Speeds dissemination of data to decision makers to help them make the best decisions for higher productivity

Helping to reduce HR and learning costs while providing improved services

A growing challenge that global organizations face is the need to provide high-quality, cost-effective HR services to their workforces around the clock. Perhaps you are 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 are already providing these services, are you certain that they are cost-effective and provide the quality of service your company requires?

IBM Business Process Services for Human Resources and Learning 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. IBM Business Process Services for Human Resources and Learning helps provide managers and employees with affordable, comprehensive support.

Standardizing and simplifying processes to help increase HR and learning 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, hiring and learning. When core HR functions are provided by separate organizations and supported by a diverse set of applications in a siloed approach, it may be difficult to access critical global HR data. And, you may 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 and learning functions can deliver greater efficiency, which can help lower HR costs.

When you engage IBM Business Process Services for Human Resources and Learning, you gain access to people, processes and technology that can help you drive global consistency and expansion, which can give you an edge in highly competitive marketplaces. Consolidating HR and learning processes with IBM helps you tap in to synergies 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 and learning vision to help your organization move toward unified business objectives.

Automating HR processes so you can focus on important priorities

Today's HR and learning processes, such as payroll and online training, depend on leading-edge technology to give companies the most value. Outsourcing HR and learning 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 Business Process Services for Human Resources and Learning gives your organization access to technology solutions designed to automate HR processes and put transactions at your employees' fingertips. Using a self-service portal, employees and managers can enter contact information, travel and expense reports, time sheets, annual reviews and compensation information. The wizards and checklists are designed for ease of use and 24x7 availability to enhance your employees' HR services experience. The self-service portal helps speed HR processes so your workforce can focus on strategic projects, which can lead to increased productivity.



Supplying actionable analytics to help you maximize productivity and ROI

If you're working with siloed HR applications and service delivery, you might not be getting a comprehensive view of global HR performance statistics. For example, 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 somewhere. 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.

IBM Business Process Services for Human Resources and Learning provides 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 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 vendor can offer expertise to help you steer HR toward more productive and revenue-generating activities.

Why IBM?

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

For more information

For more information about IBM Business Process Services for Human Resources and Learning, please contact your IBM sales representative or visit:

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