

Outsourcing

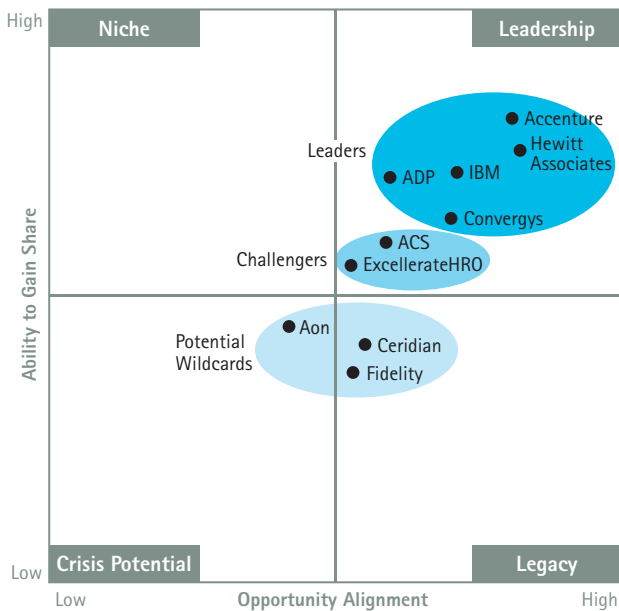
Accenture HR BPO Services Fact sheet

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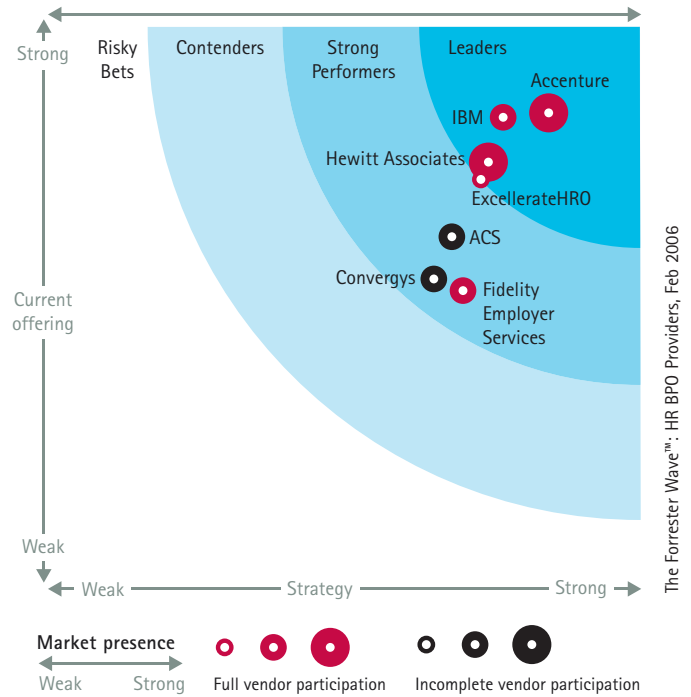
High performance. Delivered.

• Consulting • Technology • Outsourcing





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The Forrester Wave™: HR BPO Providers, Feb 2006

Market leadership

Accenture leads the field in the most recent Forrester Wave HR BPO Report and IDC's Worldwide and U.S. HR BPO 2006 Vendor Analysis.

We provide outsourced human resources services that span the entire employee lifecycle.

We serve over 50 clients from both the commercial and government sectors, providing services to all workforce types.

We have an unmatched global footprint, leveraging Accenture's global delivery network across countries and continents.

Our strong team of professional HR case workers applies a hands-on approach and brings detailed knowledge to our clients' HR matters.

Our services reach more than one million active and retired client employees.

We have extensive capabilities in supporting ERP technology platforms, including SAP and Oracle "Fusion", allowing maximum flexibility for our clients.

We offer unparalleled consulting and human capital management skills, bringing transformation to HR services and to the workforce at large.

We collaborate with Accenture's other BPO businesses to deliver bundled processes where required.

We help our clients achieve high performance

Recognized as a global leader among HR BPO providers¹, Accenture transforms HR service delivery at scale and speed, unlocking the capabilities of HR to help businesses and governments achieve high performance. By outsourcing to Accenture, clients realize significant and sustainable benefits in their HR operations and across their business. Outsourcing HR improves employee service and satisfaction, and enables retained HR staff to focus on critical human capital issues that drive long-term business value.

¹ The Forrester Wave™: HR BPO Providers, Q1, Feb 2006



Proven results

We've helped global organizations with their HR outsourcing needs:

BT

Saved \$18 million in HR-related costs in fiscal year 2003

Reduced retained HR employees by 15 percent, resulting in a current retained HR-to-employee ratio of 1 to 100

Recovered \$2.85 million in third-party claims over three years

Saved \$5.9 million per year by reducing absence rates

Reduced employee grievance cases by 44 percent over two years.

Accenture

Saved \$29.7million in HR costs in fiscal year 2004.*

Best Buy

Estimated millions of savings from increased efficiencies and effectiveness

Risk mitigation savings resulted from reduced risk of employee claims and risk of class action

Consistent HR services with web services available via a portal 24 hours a day.

Victoria State Government

One of the world's longest running true HR BPO contracts

Cost savings in the region of 30 percent

Standardization of HR processes while delivering to different employee terms and conditions through multiple Departments.

U.S. Transportation Security Administration

Established one of largest federal human resources outsourcing operations in just six weeks after contract start

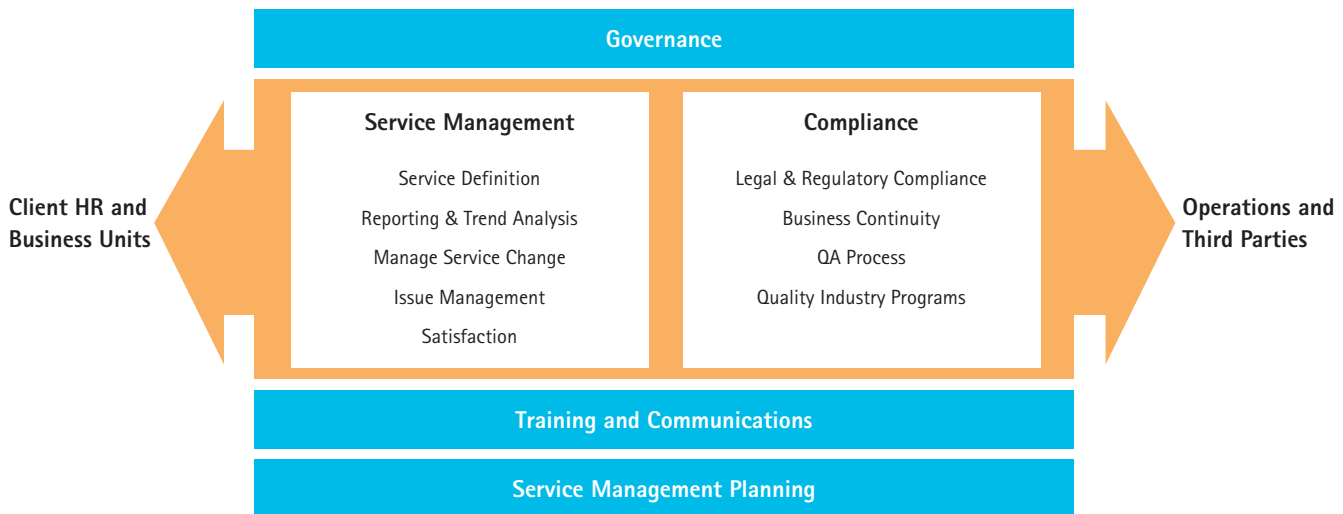
Achieved scale at speed by hiring and deploying more than 150 skilled human resources support in just three weeks

Delivering an estimated 20 percent savings over an in-house delivery approach

Demonstrating best-in-government metrics and ratios for HR processing.

*Based on Accenture Value Add calculation, adjusting original baseline for scope and volume changes.

A robust governance framework is critical to ensuring service consistency and customer satisfaction.



An HR solution to enable high performance

What we achieve

By outsourcing HR services to Accenture, clients achieve high performance with true measurable business results:

Cost reduction

- Reduced HR operating cost per FTE
- Reduced cost per hire
- Reduced total cost to serve, including hidden HR cost.

Workforce enablement

- Decreased manager time per HR transaction
- Decreased cycle time per HR transaction
- Decreased person-to-person inquiries
- Faster time to proficiency

- Increased employee satisfaction
- Increased retention of key talent
- Improved workforce performance
- Reduced voluntary turnover.

High performance in HR

- Increased HR control
- Increased ability of HR to focus on strategic tasks (e.g., organizational change, talent acquisition and management, and employee productivity)
- A more nimble and scalable HR organization.

How we deliver

Accenture achieves these client benefits through a rigorous service management framework. The foundation of our approach is a

disciplined governance structure that not only ensures consistent and superior service delivery to our clients, but also ensures the quality and continuity of our operations. This proven governance model rests on a foundation of continuous training, open communications between client and provider, and joint service management planning.

Accenture HR BPO Services' delivery centers are located in all key regions of the world.



Global service delivery

Accenture's HR BPO solutions are delivered consistently on a global basis, creating a single virtual HR delivery environment that uses common platforms, tools, methods, processes, and quality metrics. This ensures:

- a standard HR operating environment
- strategic service backup and redundancy
- cost-effective distribution of work
- capacity for managing unplanned demand.

Strategically located cross Americas, Asia Pacific and Europe, our regional delivery centers, such as those in Czech Republic, India, and the United States, provide customer contact and

a wide range of HR services to multiple clients. Accenture operates through local HR service centers. These are client-specific operations designed to meet local requirements, offering case work, local language capability and subject matter expertise with onsite presence during client working hours. Typically, a combination of delivery centers is developed according to each client's needs to maximize the benefits.

Accenture HR BPO Services' delivery centers bring talents together to work in multi-disciplinary teams and HR functions, drawing on resources from around the globe to speed production, lower cost and deliver business continuity to clients.



What they say about us

Our clients

"Accenture has a proven track record of consistently high-quality service and a true partnership approach. These were key factors in its [contract renewal] selection, along with its unmatched ability to deliver HR services on a global basis. This agreement will allow our staff to concentrate even more on the strategic role of HR management to our growing global business."

[Alex Wilson, Group HR Director, BT](#)

"We and Accenture have an opportunity to pioneer a new model of partnership, in which our respective employees function as one cohesive team that creates greater value from their respective strengths."

[John Walden, Executive Vice President, Customer Business Group, Best Buy](#)

"Originally, there were no roadmaps to follow. We were lucky to work with people [contractors, one of them Accenture] who were willing to design, execute and improve processes in a groundbreaking area."*

[Gale Rossides, Chief Support Systems Operator, U.S. Transportation Security Administration](#)

"We bounce ideas off its strategic HR leaders before we plan the implementation of a new program. Accenture has a lot of experience to bring to the table; it has become a trusted advisor in this regard."

[Laurinda Gardner, Deputy Secretary, Strategic Management Division, Department of Treasury and Finance, Victoria State Government](#)

*Featured in "Mission Possible" by Margo Alderton, *HRO Today*, March 2004

Our employees

"Within a client environment, HR is often considered part of a 'back-office overhead' function; within Accenture HR BPO Services, HR service delivery is our core strategic business. This shift in focus has allowed me to leverage my HR experience in new, exciting ways. Having worked for BT for over 15 years, I have a deep understanding of HR service delivery. Over the last seven years, I have used that experience on Accenture's Transition & Transformation and Operations team, where we actively work to build strategic, global service delivery solutions that enable our clients to focus on their strategic business and people agendas."

[Steve Ranaghan, UK \(Former BT employee\)](#)

"HR is the area I want to work in and I can't think of anything better than working for an HR specialist outsourcing company. Where I was before, yes I worked in an HR department but it was an HR department of a big company. Now I'm working in an HR specialist focused company; we do work for various different clients, BT being one of them and the opportunities I now have to expand my area of work, to move across different areas within HR, is vastly greater than it ever was where I was working before."

[Chloe Altham, UK \(Former BT employee\)](#)

"With any big career change there is a level of uncertainty. At first my feelings were mixed about changing companies, but after joining Accenture I was excited about becoming part of an innovative company that was leading the transformation of human resources. The HR field was evolving, and now I was too! My role as a recruiter went from feeling like an overhead position to being empowered to make strategic contributions to my company's success and bottom line. I became a revenue generator! Accenture has a strong and positive company culture. It's rewarding to work with leading-edge people, processes and technologies in the HR field."

[Michelle Howard, US \(Former Cable & Wireless employee\)](#)

"What is exciting about this is that I get to work with Best Buy as a client to understand their needs and provide services the way they see fit, using world-class technology and processes with a much larger staff. At Best Buy, HR was a cost center that had a difficult time competing for resources against other parts of the organization that bring a return to the company, such as the supply chain. At Accenture, HR is the sole focus and the core competency. It's a profit center, not a cost center. This is our business."

[Melanie Douglas, US \(Former Best Buy employee\)](#)

Industry analysts

"Based on global reach, recent momentum, market awareness, employees served, and transformational capabilities, Accenture has emerged atop the leader board."

"Due to its consultative approach, Accenture focuses on the transformational aspects of HR outsourcing rather than just transference of the processes to the provider. Accenture has a long list of partners with which it works to support the client's current ERP platform."

[Copyright IDC. Source: IDC, Worldwide and U.S. HR BPO 2006 Vendor Analysis: The Answer Is in the Margin, Doc #204137, Nov 2006](#)

"Accenture is a leading HR BPO Provider."

"Accenture has been active in BPO longer than most suppliers in our evaluation. Its HR BPO capability is well established and augmented by a range of complementary capabilities, including significant depth in consulting and applications management as well as additional categories of BPO service. The company is particularly well established in Europe, where its global reach provides an additional advantage."

[The Forrester Wave™ Vendor Summary, Q1 2006, by William Martorelli with Christine Ferrusi Ross and Olivia Ester](#)

"This agreement (between Accenture and Unilever) supports IDC's view that more and more global companies are fast realizing that outsourcing can be an important part of an HR program that seeks to provide not only efficient but also effective ways to maximize the performance of their global workforces. In terms of the global reach, scope of services delivered, number of employees served and business value to both Unilever and Accenture, this contract is a new benchmark for HR outsourcing engagements."

[Lisa Rowan, IDC, 2006](#)

"[Accenture's] Solutions are rich in process and technology. Clients pay Accenture for transformation of IT and business process rather than just 'lift and shift' outsourcing."

[The Delve Group, Inc - "The Changing Faces of HRO," The Delve Brand Index*™ - Human Resources. November 2005](#)

"Accenture aims to transform the HR Function of its clients, leveraging its own technology, process and change management expertise to manage a broad range of its clients HR and payroll processes. By reducing costs, improving payroll service quality and better aligning the HR Function with corporate goals, Accenture seeks to generate a measurable and sustainable return on investment."

[IDC - Plenty of Scope for Multinational Payroll Delivery in the Multi-Local European Payroll Market: An IDC Analysis of the European Payroll Outsourcing Market; Mike Friend; January 2005](#)

"Accenture remains one of a few HR outsourcing providers with the global consulting, technology and outsourcing scale required to tackle the end-to-end full service HR BPO requirements of the large multi-national enterprise client."

[IDC - Accenture Continues Northern European Expansion with Sandvik HR BPO Contract. Author: Mike Friend. November 2004.](#)

"Accenture draws on more than 15 years of business process outsourcing experience in the financial, procurement and IT space where tried and tested business process outsourcing methodologies and models can be applied to the HR case. With this depth and breadth of offerings and HRO expertise, Accenture is uniquely positioned in the marketplace."

[Yankee Group - Human Resources business process outsourcing: Market Analysis, Forecast and Competitive Landscape 2003-2008. April 2004.](#)

Awards & recognition

2005

Twelve Accenture executives and client executives were named to *HRO Today's* "2005 HRO Superstars" list.

Human Resources Outsourcing Association (HROA) Awards:

HRO Customer Relationship of the Year (BT)

HRO Customer Relationship of the Year – Middle Market (Levi Strauss & Co)

HRO Customer Executive of the Year – Margaret Savage, Former Director of HR Strategy & Systems, BT

HRO Provider Executive of the Year – David Clinton, Former Managing Director, Accenture HR BPO Services

2006

Eleven Accenture executives and client executives were named to *HRO Today's* "2006 HRO Superstars" list.

Human Resources Outsourcing Association (HROA) Awards:

HRO Large Market Provider of the Year

The Outsourcing Center Outsourcing Excellence Award:

Best Partnership with BT

Human Resources Outsourcing Association (HROA) Europe Awards:

HRO Provider of the Year

HRO Buyer of the Year - Unilever

2007

Seven Accenture executives and client executives were named to *HRO Today's* "2007 HRO Superstars" list.

Human Resources Outsourcing Association (HROA) Awards:

HRO Large Market Provider of the Year

HRO Buyer Executive of the Year - Sue Gooch, Former HR Outsourcing Manager, BT

HRO Provider Executive of the Year - Michelle Adelman, Former Global Strategy, Sales and Solutions lead, Accenture HR BPO Services

HRO Customer Relationship of the Year, Middle Market - Accenture BPO Services, Solutions for the Middle Market & Catalina Restaurants



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To learn more about Accenture HR BPO
Services, visit www.accenture.com/hrbpo

About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilize the right people, skills and technologies to help clients improve their performance. With more than 158,000 people in 49 countries, the company generated net revenues of US\$16.65 billion for the fiscal year ended Aug. 31, 2006. Its home page is www.accenture.com.

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