

Contact us

For more information on any of our offerings or to discuss your specific requirements in more detail, please contact Accenture HR Services at:

www.accentureHRservices.com
Email: accentureHRservices.info@accenture.com

Kents Hill, Timbold Drive, Kents Hill Park, Milton Keynes, MK7 6TT, United Kingdom
Telephone: +44 (0)1908 358798

Suite 1100, 233 North Michigan Avenue, Chicago, IL 60601, United States
Telephone: +1 312 233 4000

360 Elizabeth Street, Melbourne, Victoria 3000, Australia
Telephone: +61 3 9838 8338

Accenture HR Services Spa, Via di Valleranello 9, 00128 Roma, Italy
Telephone: +39 0650 756 Fax: +39 0650 756330

Ramírez de Arellano, 35, 28043 Madrid, Spain
Telephone: +34 91 596 7300

The Accenture logo features a stylized greater-than sign (>) above the word "accenture" in a lowercase, sans-serif font.

High performance. Delivered.

About Accenture HR Services

Accenture HR Services provides people-management services on an outsourced basis. Employing advanced technology and best-of-breed human resources practices, Accenture HR Services works in close collaboration with its clients to accommodate the unique needs and characteristics of their business operations and people. In this way, Accenture HR Services enables organizations to concentrate on optimizing their core business activities while reducing their costs and realizing the greatest possible value from all of their assets.

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 110,000 people in 48 countries, the company generated net revenues of US\$13.67 billion for the fiscal year ended Aug. 31, 2004. Its home page is www.accenture.com.

Copyright ©2005 Accenture.
All rights reserved.

Accenture, its logo, and High Performance Delivered are trademarks of Accenture.



12453147

Enabling High Performance through HR BPO

The Accenture logo features a stylized greater-than sign (>) above the word "accenture" in a lowercase, sans-serif font.

HR Services

• Consulting • Technology • Outsourcing



Accenture HR Services transforms people management with a comprehensive set of outsourcing services that dramatically reduces costs and improves capabilities at scale and at speed.

Our offerings cover the entire employee lifecycle — from attracting potential applicants, managing their performance and rewarding their hard work, to facilitating a smooth exit from service and assisting them with their post-employment needs.

Our self-service applications allow employees and managers to perform most HR administrative tasks themselves. But our solution goes beyond web portals and call centers. Our world-class HR Service Centers provide first-line support and a strong team of professional HR caseworkers who apply a hands-on approach and bring detailed knowledge to all HR matters. And, when appropriate, we provide on-site support and assistance at our clients' facilities.

In addition to enjoying dramatically lower HR costs, organizations employing Accenture HR Services' solutions will find that their employees' HR experience significantly improves. Our high-quality services are delivered rapidly, with employees gaining a single point of contact for all inquiries.

Accenture HR Services creates the right HR solution for large and mid-sized organizations, anywhere on the globe.

Transformational HR BPO: A customized, integrated HR solution for large companies and government agencies, focused on redesigning legacy HR processes and service delivery practices to accelerate business performance and reduce cost.

Enhanced HR BPO: A solution that involves taking over an organization's existing processes, improving productivity and customer focus by leveraging multi-tenant platforms to simplify and standardize HR service delivery wherever appropriate.

Single Point Solutions: Our individual services – resourcing, performance, learning, pay and benefits, managed HR, exit & alumni, and HR information – offered à la carte.

What we offer

Resourcing Services

We offer a variety of resourcing services, ranging from talent acquisition to relocation administration, for all workforce types including internal, salaried and hourly, temporary and contract, campus/graduate and executive. Our clients receive access to highly scalable and cost-effective services, a talented global workforce, world-class processes and leading technologies to deliver the right resourcing outcomes.

Services include:

- Sourcing
- Selecting
- Hiring
- Induction
- Channel management
- Resourcing administration
- Vendor management
- Strategy development
- Solution design
- Outplacement/exit program management
- Alumni program management
- Relocation administration

Learning Services

In concert with Accenture Learning, we provide a variety of professional development and technical training-related services. Our company-wide learning strategies help you target training programs at those who need them most while easy-to-use tools make vital information available and accessible to all. Clients who take advantage of this offering know how important it is to retain and utilize the collective knowledge of their people.

Services include:

- Event and program design
- Event and program delivery
- Event and program administration
- Training evaluation management
- Knowledge management

Performance Services

Accenture HR Services can help you manage the performance and strengthen the effectiveness of your teams and individuals, enabling your organization to achieve its overall objectives. We work with you to define your relevant strategy and associated policies and processes, set goals and behavioral standards and evaluate employees. Through the utilization of our coaching, mentoring and career management programs, you will enhance the motivation and performance of your workforce while improving the retention of your most talented people.

Services include:

- Performance strategy development
- Competency management
- Employee assessment and development planning
- Coaching and mentoring
- Talent and career management
- Performance improvement management
- Discipline management
- Absence management
- Employee survey management

Pay & Benefits Services

Accenture HR Services can help you implement and administer pay and benefits programs using existing platforms or by creating new solutions. We provide a full-service payroll and benefits transaction service that can significantly reduce your costs. By employing technology and specialist processes, we can provide accurate and timely updates to employee databases for pay and benefits changes, from payroll processing to exit administration. Our services provide a 15 to 20 percent savings over in-house HR reward services programs.

Services include:

- Compensation strategy
- Base and variable pay administration
- Compensation notifications
- Benefits administration
- Payroll processing

HR Advisory Services

Since there are many HR-related issues that can be quite complex, we help our clients by evaluating and assessing their current ways of working and then recommending appropriate improvements. The focus is on developing HR tools that work harmoniously with a client's culture and strategy.

Services include:

- Employee assistance programs
- Safety consultancy
- Grievance management
- Low-cost HR transactional services
- Expert practice solutions

Exit Services

Accenture HR Services offers a full range of outplacement services, career advice, counselling services and full pension administration. Our cost-effective programs not only provide your retirees and alumni with the best possible post-employment experience, they leverage the full business consulting expertise of Accenture. Through our exit services, you can turn difficult issues like employee redundancy into compassionate, innovative workforce solutions. Our ability to craft and deliver exit solutions allows you to focus on retaining your best employees and making your workforce more productive.

Services include:

- Exit strategy
- Exit management
- Redundancy management
- Redeployment administration
- Outplacement programs
- Reference requests
- Alumni data administration
- Pension administration
- Pensioner payroll

Information Services

Accenture HR Services manages client data with experienced specialist personnel, who are highly skilled to focus on information recording, reporting and validation to ensure data integrity. They can help you implement best practices, free your IT department to make investments in strategic technology and shift IT professionals to these tasks. Our goals, in the provision of these services to clients, are to: Meet the operational and strategic needs for information; deliver the most comprehensive, accurate and appropriate information available; and to add value to increase completeness, timeliness and integrity.

Services include:

- Leveraging employee data
- Data integration
- Data enablement
- Reduced reporting costs
- Assistance with regulatory compliance

What we achieve

- Total cost of HR has been reduced.
- Employees' productivity and job satisfaction have improved.
- Need for additional investment in HR operations has been significantly reduced if not eliminated altogether.
- Control over HR has been increased and their retained/retrained HR professionals are better able to focus on strategic human capital issues.
- HR organization is more nimble and scalable and can, therefore, better support strategic initiatives.
- Transition to a new HR environment has been managed in such a way that any and all risks have been minimized.

How we achieve it

- **Standardization:** We tailor our client solutions from a standard platform of assets and capabilities, implement client-wide processes and systems and converge our client's service to a 'standard model' over time.
- **Integration:** We join up HR processes with simple and effective workflow, provide services using a 'one-stop' HR contact center and establish a single point of management for services provided by third parties.
- **Centralization:** We deliver the majority of our services through specialized HR service centers, reduce the dependency on local HR representatives and deploy regional teams to conduct high-touch activities.
- **Technology:** We implement tools that enable employees and managers to serve themselves, use workflow technology to support fast and efficient service provision and eliminate non-integrated technology.
- **Labor:** We use targeted internal HR processes to increase workforce productivity while leveraging our global network of service delivery centers to lower labor costs.
- **Discipline:** We utilize service management and quality practices throughout the operation, establish transparent financial charges for all HR services and manage a business case with the client that addresses the total cost of HR.

Managing the service

By outsourcing to Accenture HR Services, clients can achieve enhanced levels of control, compliance and transparency over the HR services that they receive. We use an integrated set of capabilities to help our clients set their requirements and help us to ensure that we meet our service commitments, all within a flexible governance framework.

HR Information Technology – By supporting all of our service lines, our information technology (IT) experts enable you to implement best practices while freeing up your IT organization's resources for other strategic priorities. Being part of Accenture, one of the world's most successful technology companies, means we are uniquely positioned to provide a high-quality, cost-effective technology support service that fits each of our clients' needs. And, because of our technology-agnostic approach, clients gain a strategic advantage by leveraging our experience with a variety of platforms. By using common components in a robust, low-cost platform, we give our client HR information that is accurate, complete and easily accessible, thus enhancing their ability to make informed decisions.

Third Party Management Services – One of the biggest advantages of outsourcing to Accenture HR Services is that we provide a means for more effectively managing the various other HR vendors that clients will continue to utilize. For certain specialized areas we may recommend specific companies that have a commitment to quality and service that is equal to our own. This day-to-day vendor management and leveraging of our strong relationships with the leading third-party service providers, is a key component in our ability to provide seamless HR solutions for all of our clients.

Customer Contact Services – We handle a wide range of HR issues for the people within our clients' organization, who are our true customers. To meet this challenge, we have created three distinct levels of service: self service, Peopleline and service teams.

- **Self service** – The goal of our self service offerings is to provide a quick, informative and easy-to-understand system. We offer a variety of online options to handle many different tasks – from managing bank account details for direct deposit programs, to booking vacation time and filling out expense reports. By making sure these items are handled quickly and correctly, our customers can focus on their core responsibilities, which will go a long way to ensuring our clients' continuing success.
- **Peopleline** – A single point of contact for a client's managers, retained HR, employees and former employees, is always available through e-mail and telephone. We call this service Peopleline and staff it with professionals who are trained to address issues in a wide range of areas, including pensions, training administration and attendance management. By utilizing Peopleline, our customers will encounter a one-stop shop that eliminates the usual confusion that exists when trying to figure out who to call to resolve a particular issue.

- **Service teams** – Occasionally, an issue or inquiry requires a higher level of support than can be provided through our self service and Peopleline delivery options. In these instances, a case worker who is part of the client's designated service team is assigned to the matter. This high-touch specialist typically works with client line managers, HR managers and/or client employees throughout the life of the case. This could include documenting key occurrences or events, providing advice on process and legislative requirements or attending a hearing. This personalized care is just another way we provide the best possible service to each of our valued customers.



Client examples

Accenture HR Services provides a broad range of people-management services on an outsourced basis to over 50 clients from both the commercial and government sectors, providing HR services to all workforce types. Among our clients are:

Best Buy – We provide a wide array of HR services to the 90,000 people who work for North America's number-one specialty retailer of consumer electronics. In addition to HR BPO, Best Buy has agreements with other Accenture business process outsourcing units, minimizing its vendor relationships while it utilizes Accenture's breadth of expertise.

Borden Chemical – Our solution for this privately-held producer of industrial chemicals includes benefits administration, claims adjudication, payroll and employee data management.

BT – We provide a full end-to-end global HR solution that covers the typical employee lifecycle, with services in resourcing, learning, performance, pay and benefits, employee relations, safety, health and exit, delivered in over 40 countries worldwide.

Caja Madrid – NetPersonas – Accenture HR Services' Spanish affiliate – is providing one of the largest retail banks in Spain with leading-edge innovative services such as eLearning and employee portal management for its 12,500 employees. Caja Madrid has recently received an award by the European Commission for best-of-breed practices in management and development of people in Europe.

Levi Strauss & Co. – We provide HR support for this well-known apparel manufacturer's 4,200 active employees and 8,700 retirees in Canada, Mexico and the United States. Among the services included within the scope of this effort are benefits administration, resourcing, salary administration, application management and Peopleline.

Telecom Italia – We provide HR administrative services, including payroll, to more than 80,000 employees belonging to the 30 companies of this multi-national group.

U.S. Transportation Security Administration (TSA) – We provide HR services to more than 50,000 full-time employees working at 450 airports across the U.S. and its territories.

Victorian State Government – Now in the ninth year of service delivery, we are providing a range of HR services to the Departments of Premier and Cabinet, Treasury and Finance and Victorian Communities. These offerings include: resourcing, performance, learning, health management, exit, information and payroll services.

Client Account Management and Service Control – Each of our clients is assigned an individual account director. This is the most visible role within the client-service relationship, because it has overall responsibility for client satisfaction. To fully achieve our mission of customer satisfaction, the account directors are supported by account management teams that help manage the relationship with a client's business units.

A fundamental part of this role is meeting regularly with the client to monitor service, proactively manage existing issues and plan for future requirements. We handle our client management responsibilities using a partnership approach so we can provide a seamless and high-quality service to our customers.

Client Implementation – Our Client Implementation work focuses on both transition and transformation projects and starts even before a contract is in effect. It is critical to ensure a smooth transfer of responsibility for service delivery and as a result we adhere to several guiding principles:

- Develop proactive partnerships with the client's HR leadership and union representatives, where applicable.
- Ensure that those who are transferred from the client to Accenture HR Services are aware of our commitment to successfully developing their career.

- Generate momentum and enthusiasm for change within the client's workforce.
- Focus on the identification and management of risk.
- Analyze the HR operations to determine what we want to put in place to transform the service.

Service Planning – Our approach to service planning ensures that we are able to manage the transformation and ongoing continuous improvement of clients' HR services in an orderly and controlled manner. Each client has a Service Development Plan that is updated and agreed during regular joint planning activities. These plans are consolidated into an overall service development plan for the business which is used to schedule and prioritise work on a multi-client basis.



Key locations

Americas

Chicago
Curitiba
Houston
Minneapolis
Reston

Europe

Barcelona
Bilbao
Bologna
Copenhagen
Chesterfield
London
Madrid
Milan
Milton Keynes
Naples
Newcastle-
upon-Tyne

Palermo

Prague
Rome
Sandviken
Stafford
Turin
Venice
Wolverhampton

Asia Pacific

Bangalore
Melbourne

