

INNOVATIONS IN TALENT & HR

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Changing demographics of the workforce are triggering a fresh look at maximizing workforce performance and transforming HR services while technology is creating new opportunities for the HR function.

The result? Enhancing the customer experience to attract, engage, and retain talent is now a top priority—forcing organizations to think differently about Talent and Human Resources.

HOW WE SOLVE IT

Talent and HR BPS helps organizations maximize workforce performance—transforming HR to deliver new levels of business value. From strategy to execution, we combine technology, people and processes to deliver outcome-based results.

WHAT WE BRING

We improve workforce performance and productivity

We contractually commit to deliver outcomes related to workforce performance and productivity, leveraging our industry experience, client alignment, and predictive insights.

We build-to-operate talent and HR with platform-specific transformational capabilities

Our combination of people, process and technology supports transformational, long-term operations as well as targeted projects addressing urgent business needs.

We create a consumer-inspired experience

We deliver moments-that-matter, driven by technology, digital engagement and analytic insights. Our consumer-oriented operating model enhances the satisfaction and productivity of employees, contingent workers, candidates, managers and Human Resources.

RESULTS WE ACHIEVE

Talent and HR BPS helps organizations maximize workforce performance—transforming HR to deliver new levels of business value. From strategy to execution, we combine technology, people and processes to deliver outcome-based results.

Increase Revenue

- Increased revenue per new associate by 114 percent

Reduce Workforce Costs

- Increased new hire retention by 50 percent
- Improved time to competency by 40 percent

Reduce Operating Costs

- Improved internal satisfaction rate by 20 percent
- Increased self-service adoption rate by 30 percent
- Decreased time required to fill a position by 40 percent



OUR SERVICES

Talent Acquisition

Acquire new talent

Talent Development

Develop new and existing talent

Employee & HR Services

Support and enable the workforce in their daily jobs.

WHAT MAKES US DIFFERENT

Talent: A strong pool of global Talent and HR BPS professionals with deep functional and industry expertise serving clients worldwide who apply data-driven insights, technology and innovation to deliver a consumer-based and relevant experience—improving talent acquisition, development and performance.

Innovation: Our innovative employee-centered service delivery model is helping leading organizations anticipate employee and managers' spoken and unspoken needs. Our focus on people, processes and technology helps create more complex, higher-touch, modern, differentiated employee experiences.

Market-leading analytics:

Business outcomes are enabled through descriptive and predictive analytics—unlocking critical business insights from client data to help them acquire, develop, retain and support talent.

Agility: Client employees work with our trusted advisors to solve more complicated or sensitive issues managing cases end-to-end. Accenture personal advocates will identify opportunities to streamline support and promote self-service.

Applied Intelligence: We embed automation and Artificial Intelligence into our offering, continuing to automate repeatable rule-based manual transactions, and freeing our team—and our clients' teams—to focus on higher value tasks.

Partnership ecosystem:

Accenture's Partnerships and Alliances with leading Cloud HCM providers enable clients to transform into new and integrated services and technology service delivery models.

HOW TO GET STARTED



FIND OUT MORE

www.accenture.com/TalentHRBPS