

HR Shared Services Center (SSC)

Friday, July 23, 2010

Osource (India) Private Limited

Introduction

SSC

- Enterprise Optimization Tool

Approach

- Organize & Deliver Internal Support Efficiently and Effectively

“Real Heart”

- Beyond Costs, Labor Arbitrage & Efficiencies

**Equal
Emphasis**

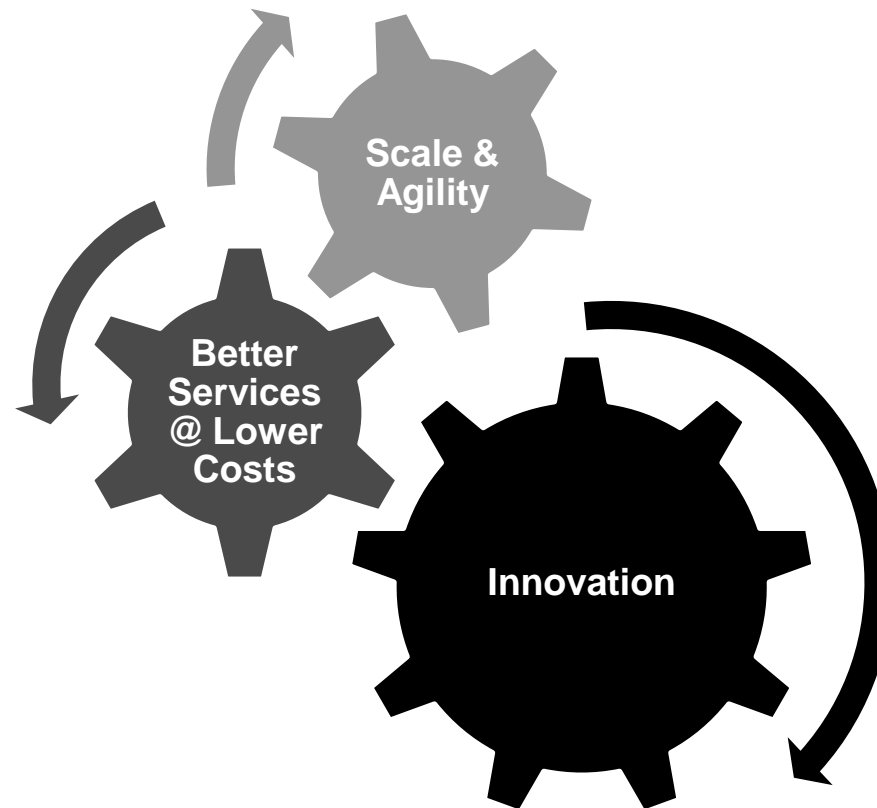
- Values, Processes & Governance

**3 Wave
Approach**

- Build, Stabilize & Optimize

Case for SSC

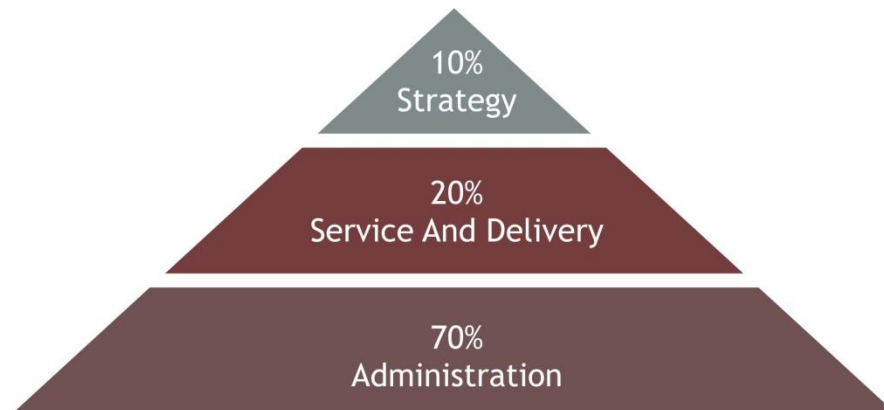
3 Major Reasons



Inverted Pyramid Strategy

HR & PAYROLL NOW

- Transactional & Administrative Focus
- Reactive
- Service Variability
- In General, Informed After the Event
- Growing Complexity & Plethora of HR Initiatives

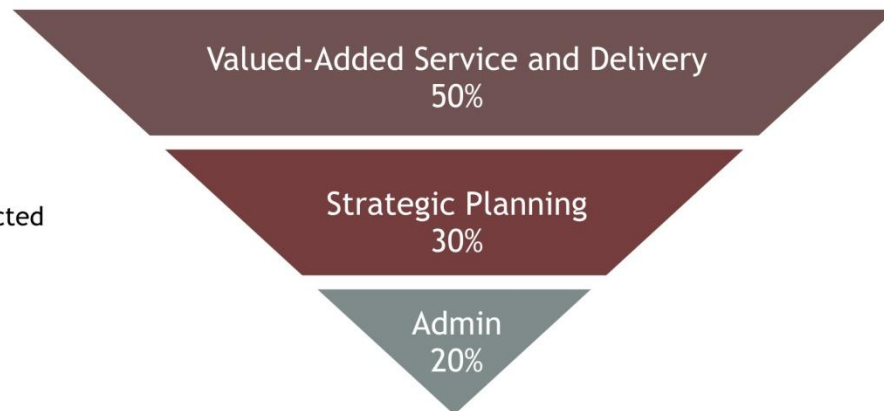


Traditional Emphasis of the HR Function

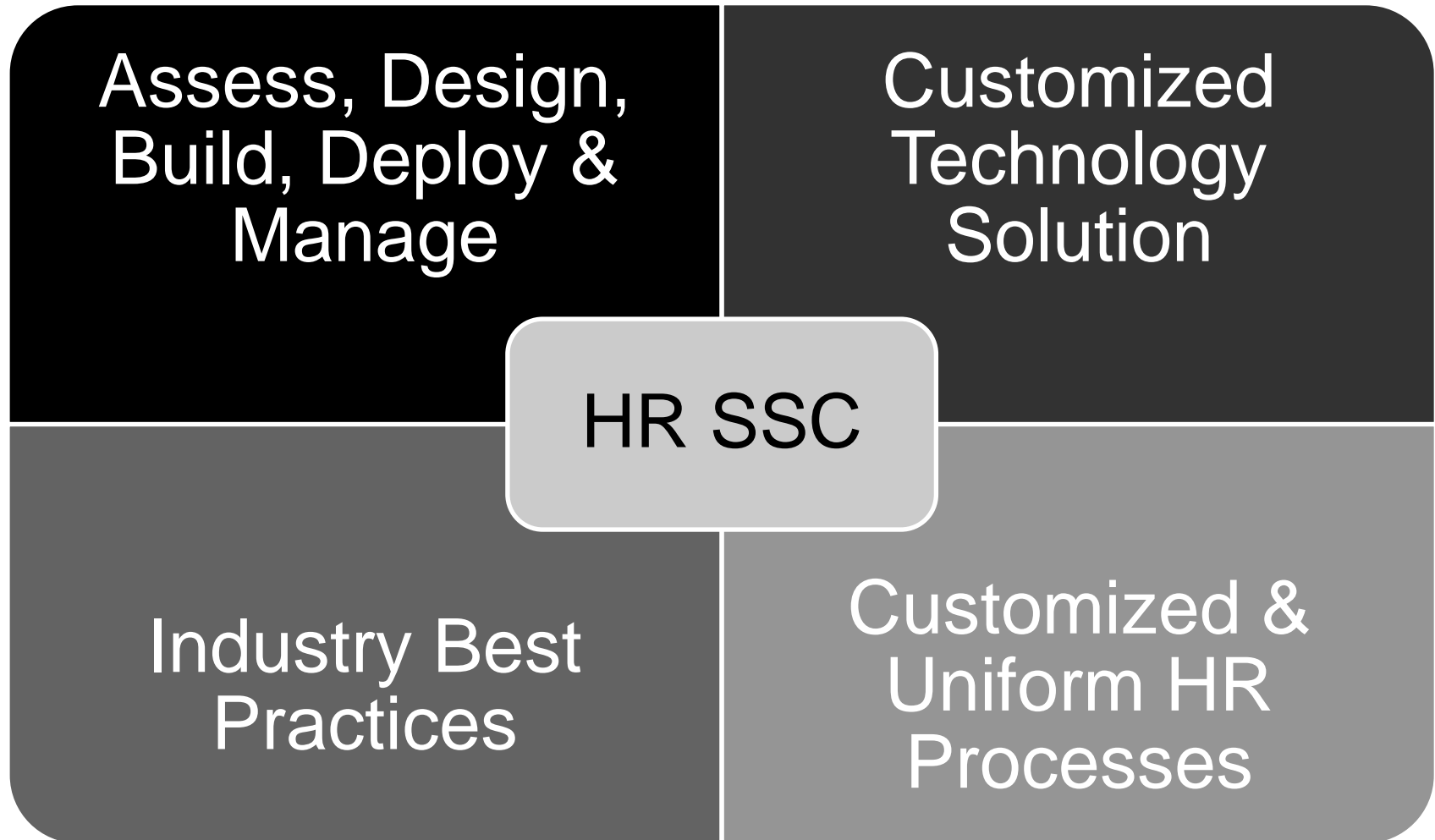
Traditional Emphasis of the HR Function

HR & PAYROLL FUTURE

- Value-Add Focus
- Proactive
- Service Consistency
- Involved As Business Partners Integrated And Connected
- Streamlined And Simplified Processes
- Increased Flexibility And Efficiency Shared Services



Osource's SSC Offering



Generalized Scope of Work

- Sourcing
- Screening
- Interview Scheduling
- Offer Management

Recruitment

- Joining Management Kit
- Personal File Creation
- Joining Documents Management
- Appointment Letter

On-Boarding

- Reminders for Confirmation Process
- Coordination with Stakeholders
- Issuance of Confirmation Letters

Confirmations

- Changes Employee/Entity Trigger
- Document/Information Validation
- Issuance of Revision Letters

Mid-Year/Adhoc Changes

- Receipt of Resignation Letters & Approvals
- Coordination for NOC
- Payroll Input Process
- Exit Interviews

Employee Exit

- Input Compilation
- Payroll Processing
- CTC Expense Reimbursement
- Full & Final Settlements

Payroll Management

- Employee Support
- Documentation – Exp Certificates/Address Proofs
- Transfer/Relocation Support

Help Desk

- Process & Sub-Process MIS/Analytics
- Consolidated Group, Entity-Level & Location-Level Reporting

MIS & Analytics

Technology Solution Overview

- **Complete HR Suite**
- **Tried & Tested Technology Tool**
- **Suited for Indian Businesses**
- **Database – Oracle 10G, .NET Development Framework – Web Based Portal**
- **Customizable Work Flow**
- **Interface with Core HRMS, if any**
- **In-built DMS Capability**
- **SMS Engine Capability**
- **Online Query Builder**
- **Issue Tracker**

Phased Road Map

PHASE – I

As is understanding
&
Recommendations

PHASE - II

Activity Analysis &
Capacity Utilization

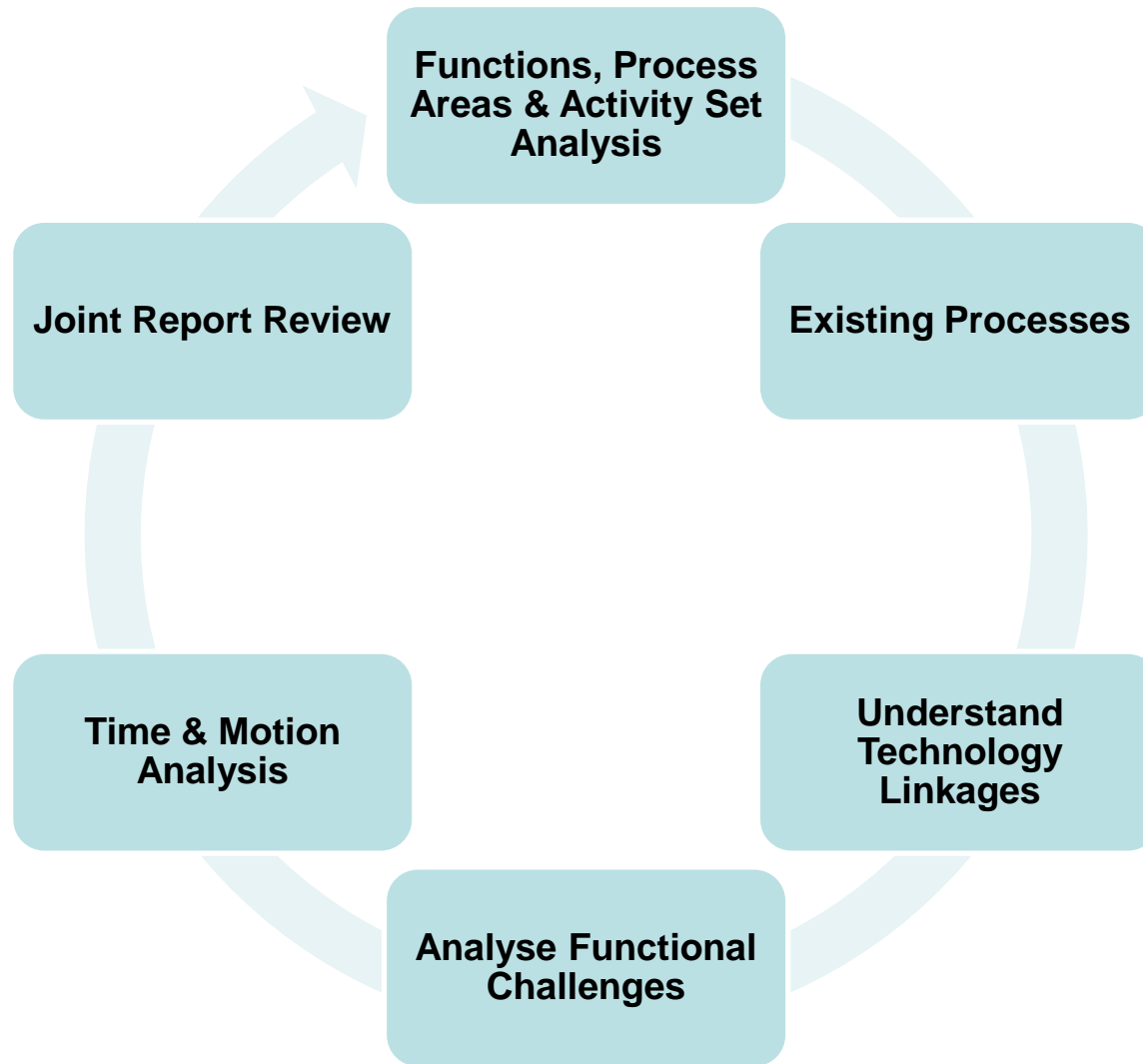
PHASE - III

Pre-implementation

PHASE – IV

Final Go - Live

Phase I : As-Is understanding & Recommendations



Phase II : Activity | Volume | Capacity analysis

- **Activity Level mapping** under each sub-function.
- **HRSSC feasibility for the activity**, signed off from Stakeholders
- **Broad Level Volume Analysis** signed from stakeholders (current & projected)
 - Manpower
 - Hiring
 - Exits
 - Org Reassignments
- **Activity Level Time Analysis**
 - Based on Recommendations
 - Based on Best Practices
- **Manning Requirements for the HRSSC** estimated
- **Impact** over the existing team estimated

Phase III : Pre-Implementation

Process Track

- Documenting the new techno-functional process framework
- Micro Level evaluation parameters of the process.
- Key Performance Indicator (KPIs) at the process level
- SLAs and TATs at activity level

Technology Track

- Designing the Functional framework | capturing UGR (user Group requirements) for technology integration
- Merging of different technology media like SMS | web | email with back end ERP system.

People Track

- Skill Mapping of the existing manpower for optimum activity allocation.
- Managing quality assessment and training framework for the HRSSC agents.
- Shift Allocation
- Key Rating Indicators at the individual level

- Overall program management framework
 - Integration with the overall Group Framework
 - Quality Parameters / Process Audit Areas
 - Knowledge base Management and Training
 - Change Management & HRSSC governance
 - Risk and Business Continuity Planning

Phase IV – Rollout & Go Live

Project Governance & Management

Training

Training man-days for SSC agents

Change and communicating change in policies / processes overall HRSSC implementation

Linking with Quality / incentives

Quality

Quality process and standards

Project Reporting and MIS to the CORE Team

Highlight Quality Audit Mechanisms

Linking with Training and Improvement recommendations / awards

Linking with the audit processes of the client company

Security Guidelines

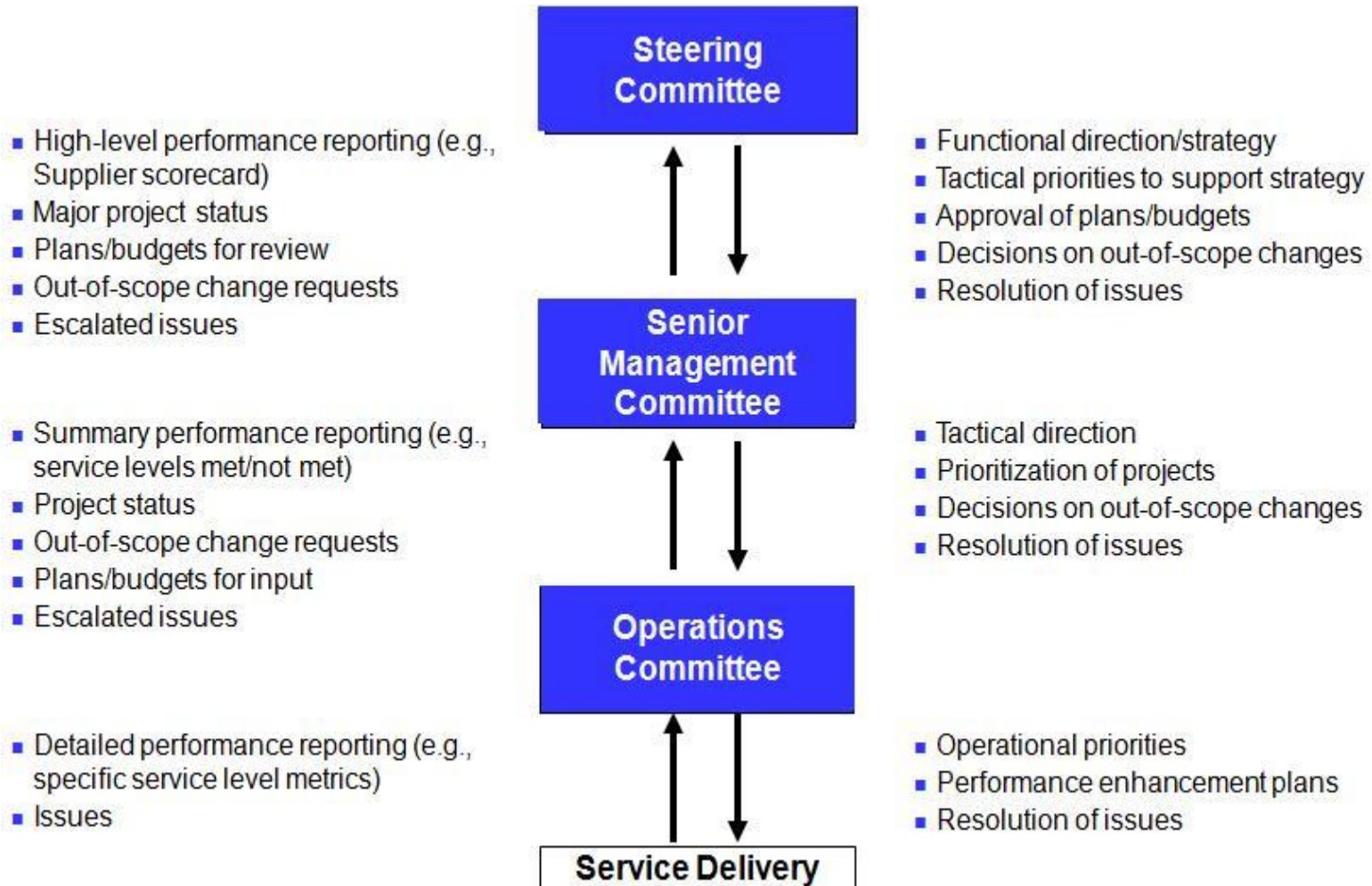
Non disclosure agreements

Working Environment for the Client

SLA Overview

Components	Sub-components	Description
Description	<ul style="list-style-type: none"> ■ Objective ■ Definition 	<ul style="list-style-type: none"> ■ Provides the business reason for the Service Level (e.g., customer satisfaction) ■ Describes the concept of what is to be measured and defines key terms and concepts (e.g., when an item is settled, time to answer)
Method	<ul style="list-style-type: none"> ■ Data capture <ul style="list-style-type: none"> ● Data collection ● Calculation method ■ Measurement interval 	<ul style="list-style-type: none"> ■ Describes how the data is collected and by what processes. Additionally, defines how the performance level is calculated ■ Describes the time frame over which the performance level is calculated
Responsibility	<ul style="list-style-type: none"> ■ Reporting period ■ Hours of support ■ Resource range 	<ul style="list-style-type: none"> ■ Describes the frequency at which performance is reported ■ Sets out the time window within which performance against the Service Level will be measured ■ Sets a boundary on the conditions under which the performance Metric can be applied (e.g., less than 1 million calls per month).
Service Metrics	<ul style="list-style-type: none"> ■ Minimum service level ■ Increased impact 	<ul style="list-style-type: none"> ■ The value below which the buyer is unsatisfied with performance and service credits are paid ■ Below this level, the supplier is providing services that have a severe impact on the buyer. Increased service credits accrue for missing this service level

Governance Framework



Questions or Comments?



Osource (India) Private Limited
Unit No. 4, 5th Floor, 'B' Wing,
Phoenix House, High Street Phoenix,
462 S. B. Marg, Lower Parel (W)
Mumbai - 400 013
Tel: 91 22 6155 1600
Fax: 91 22 2491 1908
Website: www.osourceindia.com

Creating Optimum Outsourcing Solutions

Mumbai NCR Bangalore Hyderabad Kolkata



FAO

HRO

IT

Consulting