

# Payroll & HRO Presentation

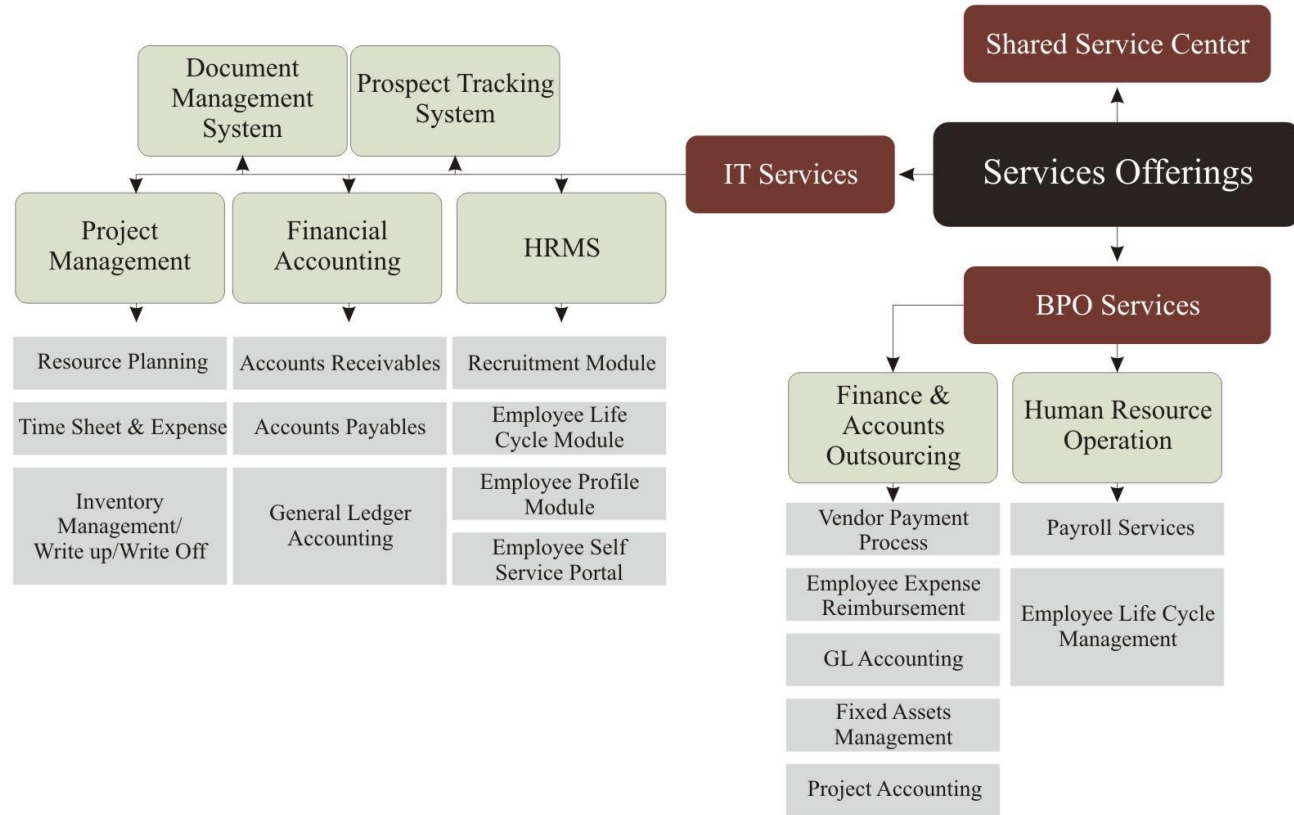
Osource (India) Private Limited – An ISO 9001:2008 Certified Organization

# About Osource

Osource is one of the leading providers of outsourcing and technology solutions. Osource blends its deep process expertise and best practices with optimum technology deliver a comprehensive solution. Owing to strong focus on coupling business processes & technology platforms, Osource has been one of the first organizations to have offered platform-based outsourcing solutions.

The services are offered and seamlessly delivered from multiple delivery centers to meet client's business objectives, process enhancement and cost optimization goals.

Osource provides customized solutions to an eclectic range of industry verticals namely, Banking & Financial Services, Media & Entertainment, Logistics, Hospitality & Health Care, Travel & Foreign Exchange, Legal, Print & Publication, Telecom & Networking, Pharmaceutical, Manufacturing, FMCG, Cosmetics, Mall & Retails companies, Online Retail, Petrochemical, Software & Business Process Outsourcing.



# Quality Framework – Key Elements

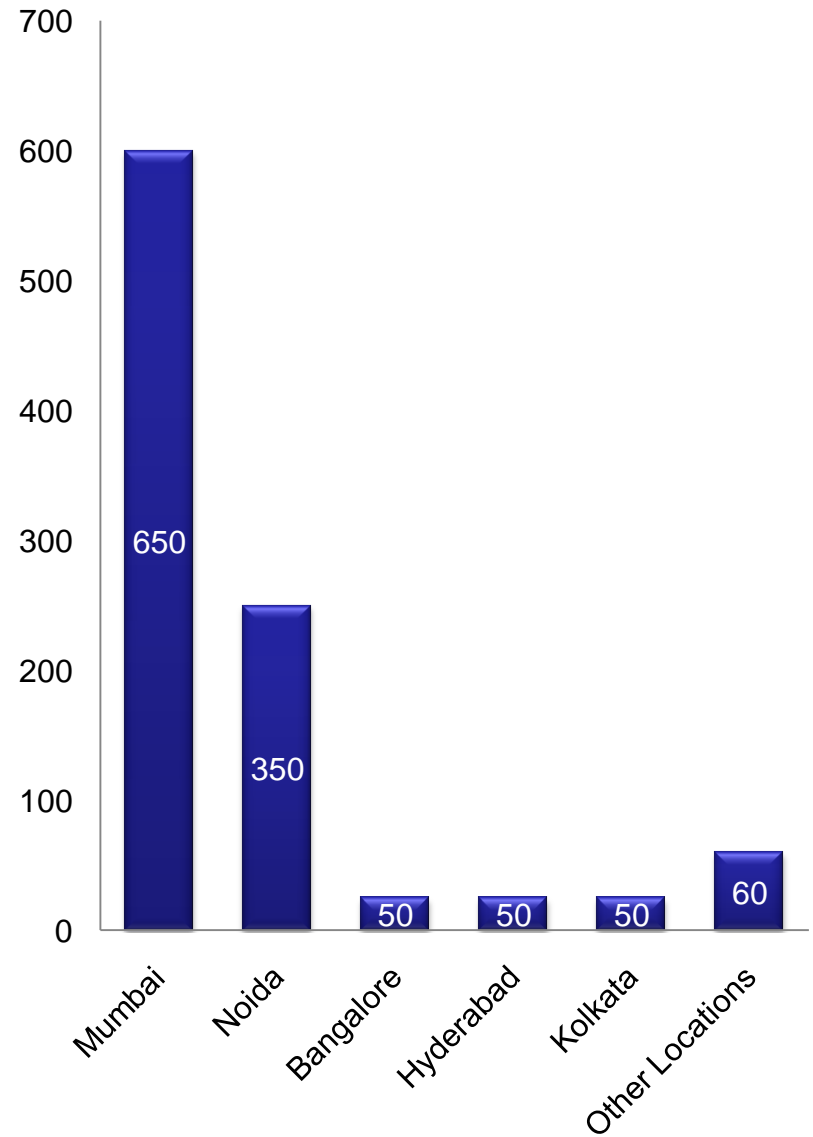
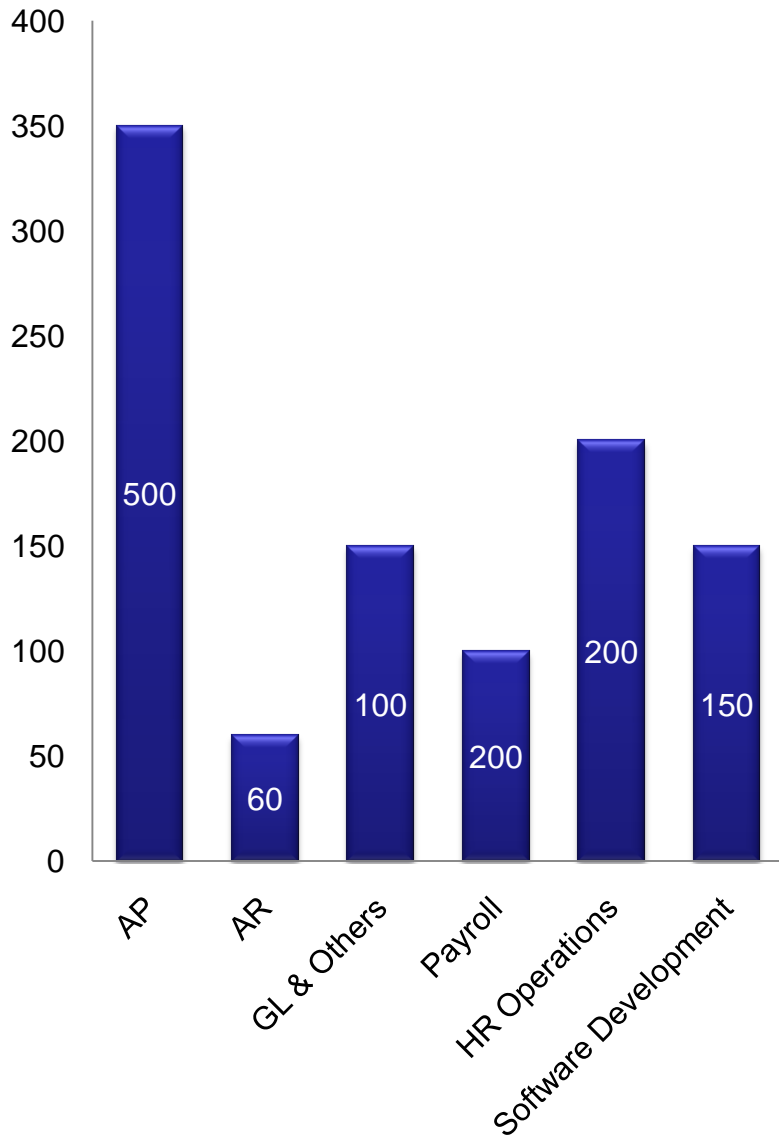
# Osource – ISO 9001:2008 Certified

## Key Elements of Osource's Quality Framework –

- Formation of Steering Committee; Quarterly Review Meet
- Defined Change Management Process
- Monthly Review Meet – Operations Team & Client
- Standardized Processes & Forms
- Creation of SOP/Process Templates
- Continuity Management
- Maker & Checker/4 Eye Principle
- Root Cause Analysis & Continuous Training
- External Audit & Independent Review

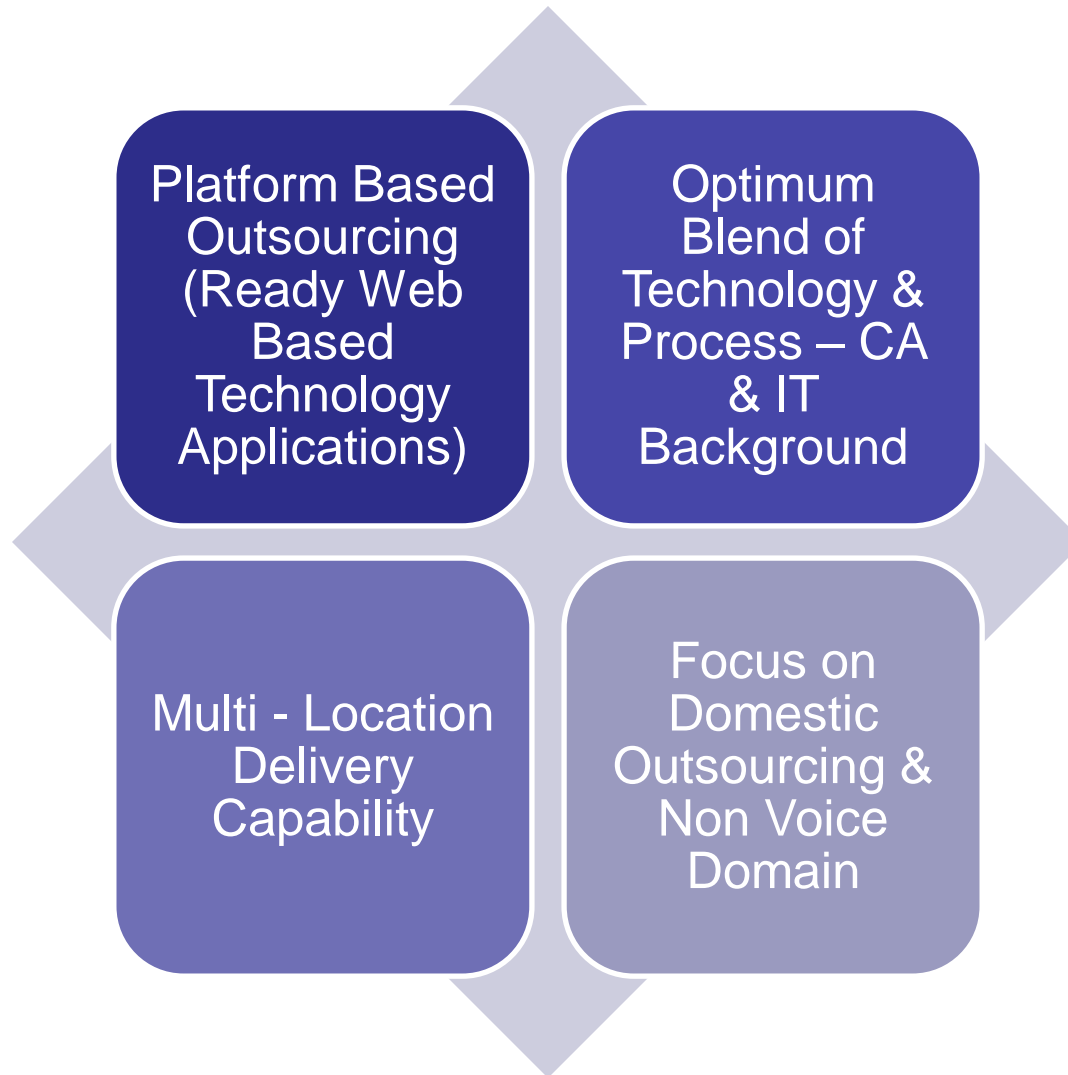


# Employee Mix



# Differentiating Factors

---



# HRO – Service Offerings

---

Recruitment

On-Boarding

Employee Lifecycle Management (Confirmations, Mid Term Changes, Leave Management, Transfers, Appraisals, Relocations)

Payroll & CTC Expense Reimbursement

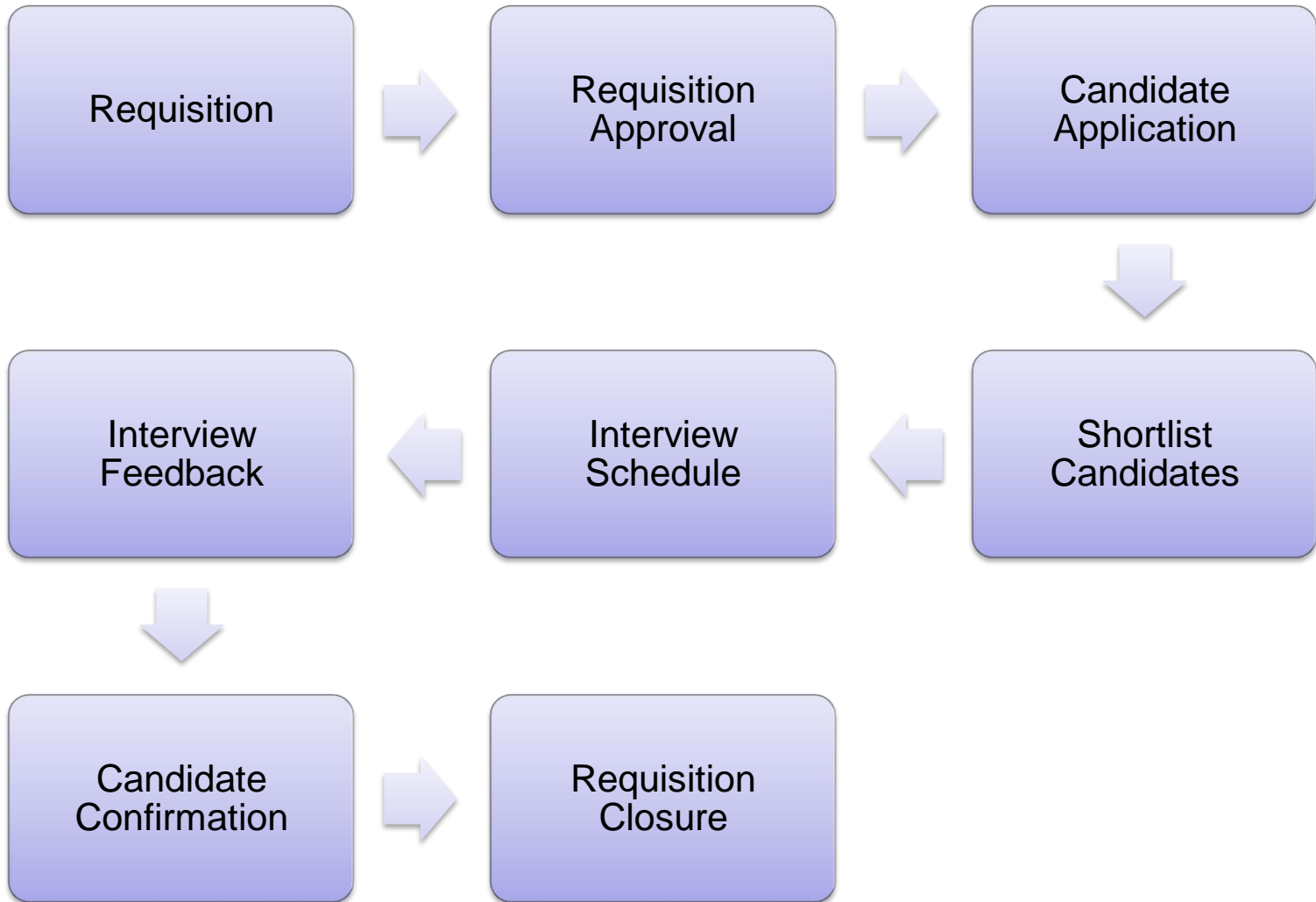
Exit

---

# **RECRUITMENT**

# Recruitment Process

---

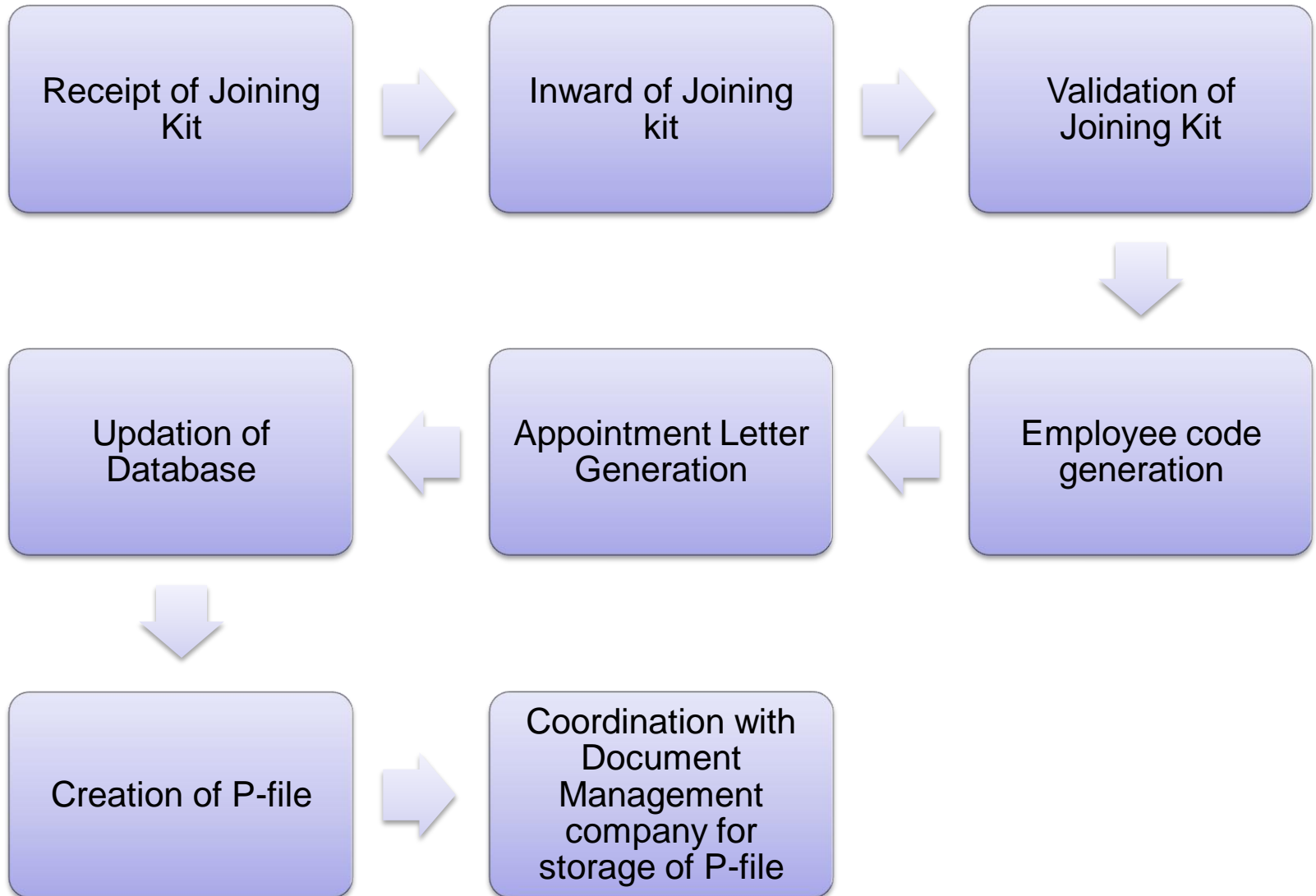


---

# **ON BOARDING**

# On Boarding Process

---

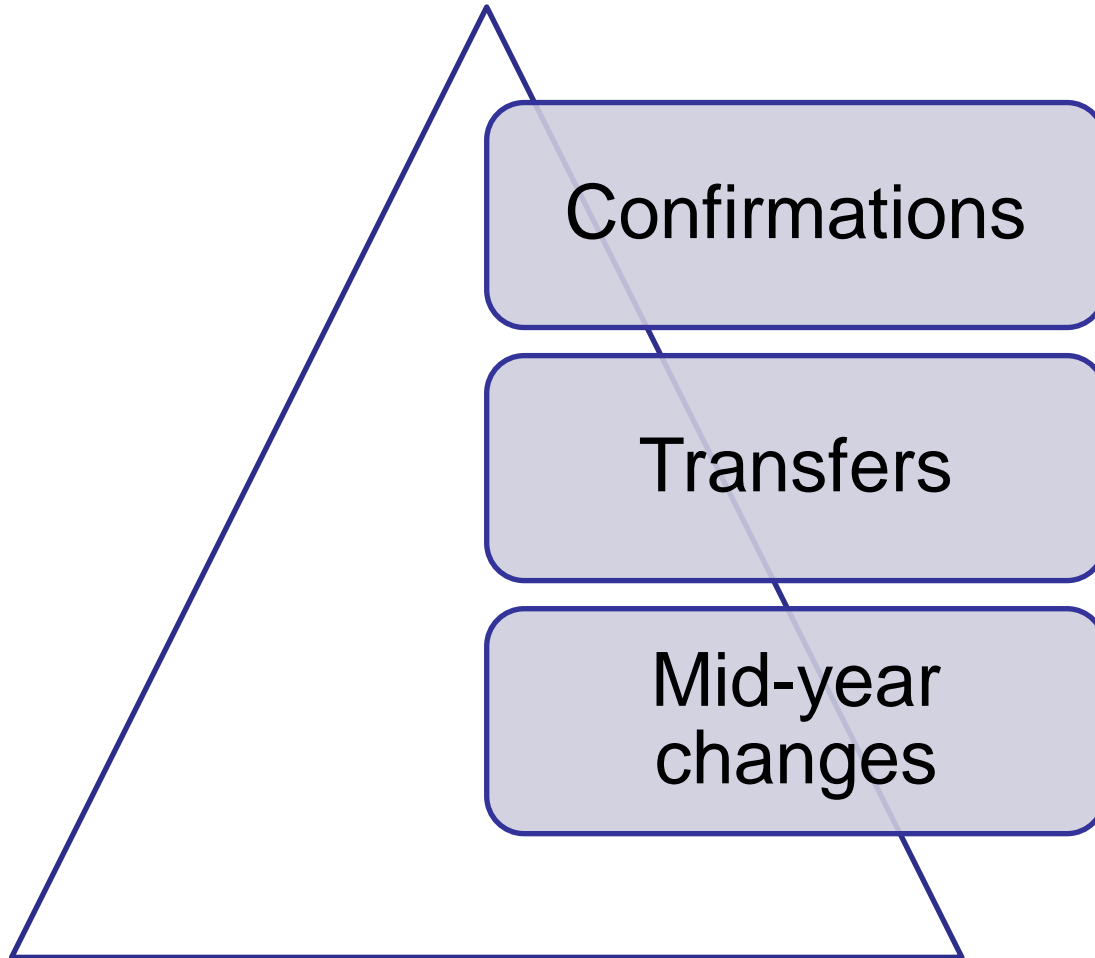


---

# **EMPLOYEE LIFE CYCLE MANAGEMENT**

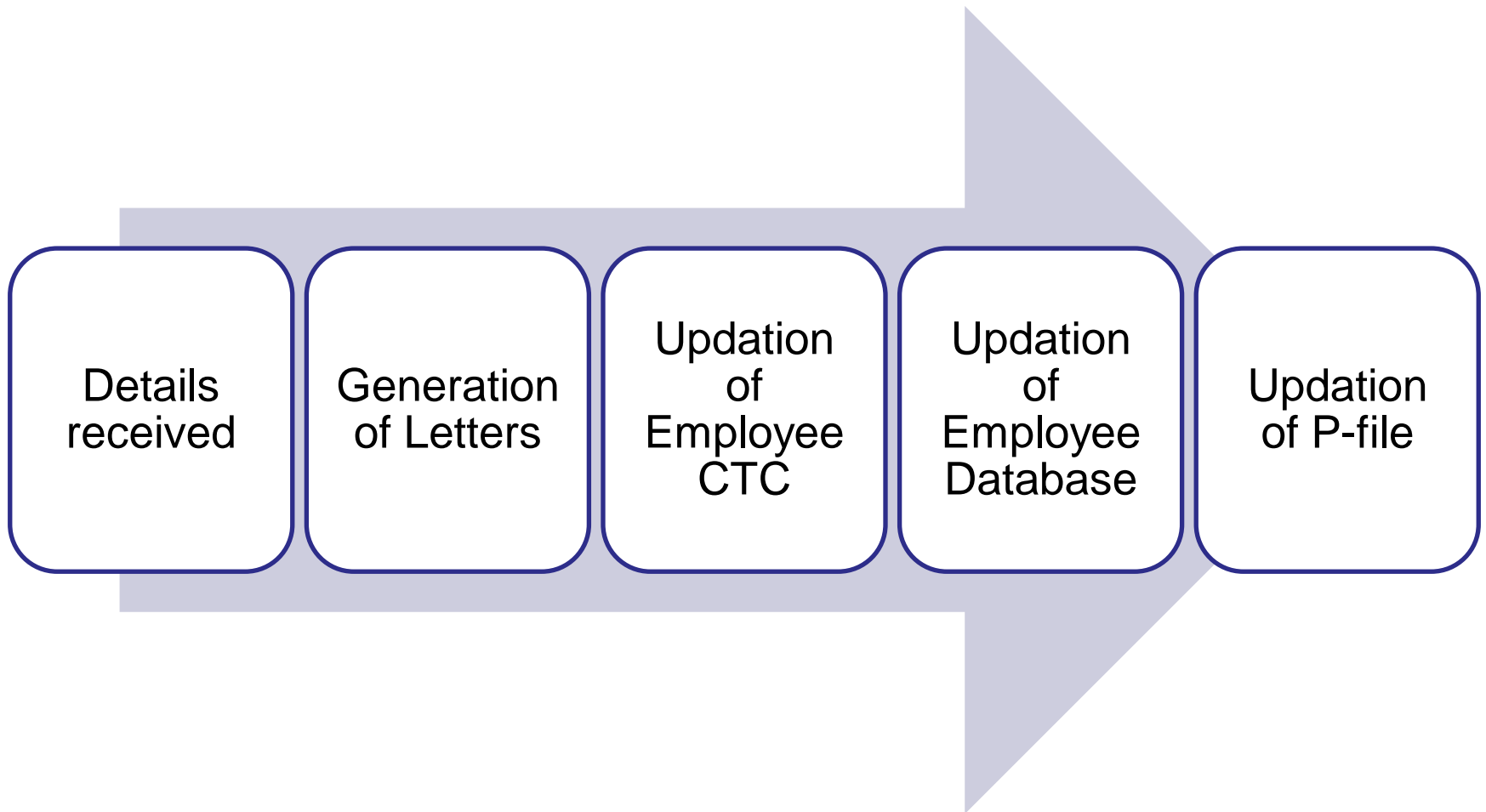
# Employee Life Cycle Management

---



# Confirmation/ Transfer/ Promotion Process

---



---

# **PAYROLL MANAGEMENT** **& CTC EXPENSE** **REIMBURSEMENT**

# Payroll Management – Service Offerings

## Base Payroll Services

Input Compilation

Salary Processing

Statutory Challans & Returns

Pay Slips & Tax Sheets

Form 16, 16A, 24

Full & Final Settlements

Employee Query Resolution

External Auditors - Support

## Web Portal Services

View Pay Slips

View Tax Sheets

Entry of Investment Declarations

Tax Simulation

Leave Management

Attendance Management

Integration with Swipe Card Systems

## Support Services

Employee Query Support  
- Helpdesk, Email,  
Inbound Telephonic &  
Online Chat

PF Management (RPF  
& Trust)

Gratuity Management  
(LIC & Trust)

Superannuation  
Management (LIC &  
Trust)

ESIC Management

## CTC Expense

Collection of Vouchers &  
Supporting Documents

Processing of Vouchers

Verification of Supporting  
Documents

Reimbursement Upload

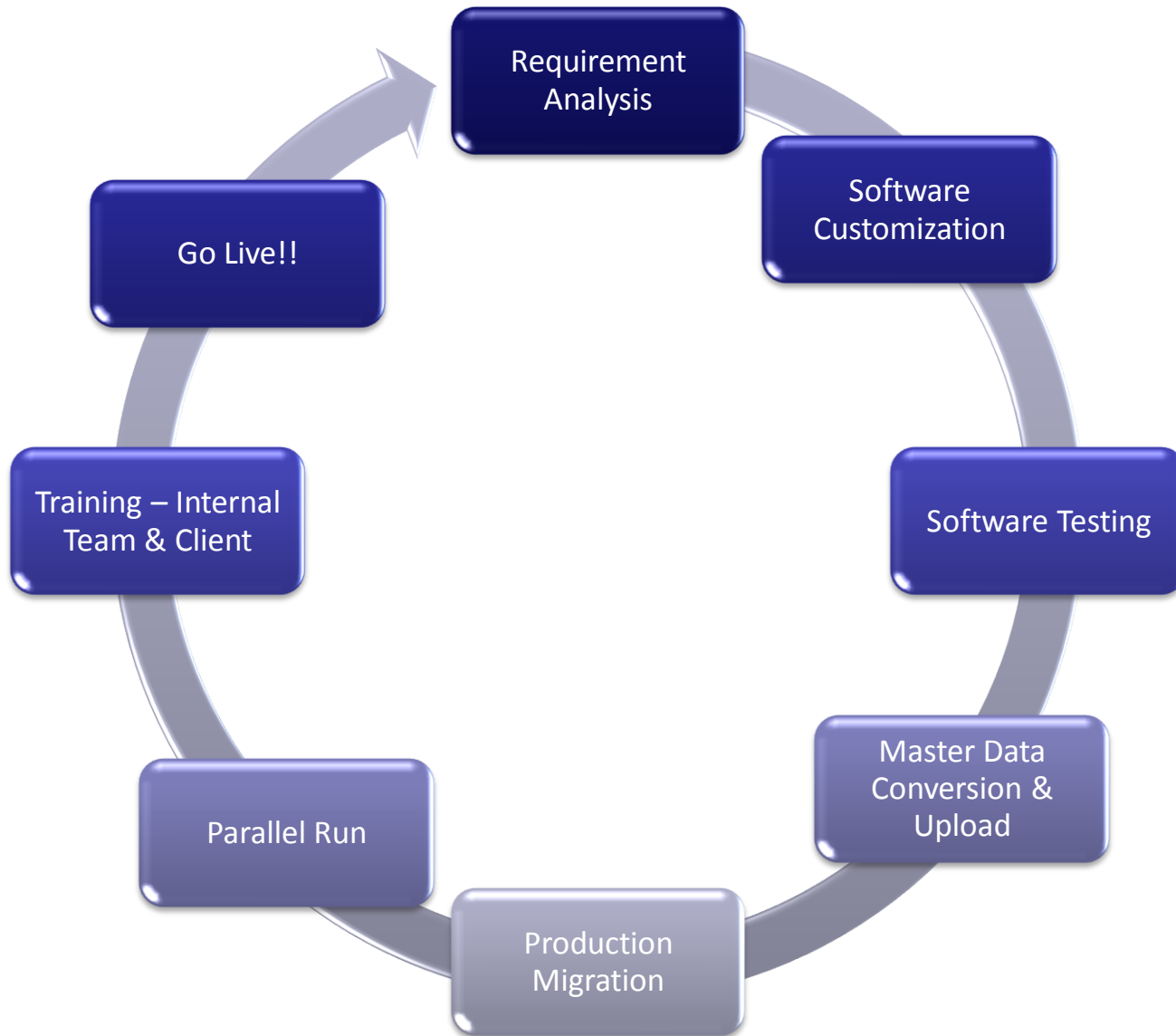
Reimbursement Pay-Slips

Employee Query Support

CTC Limit Monitoring

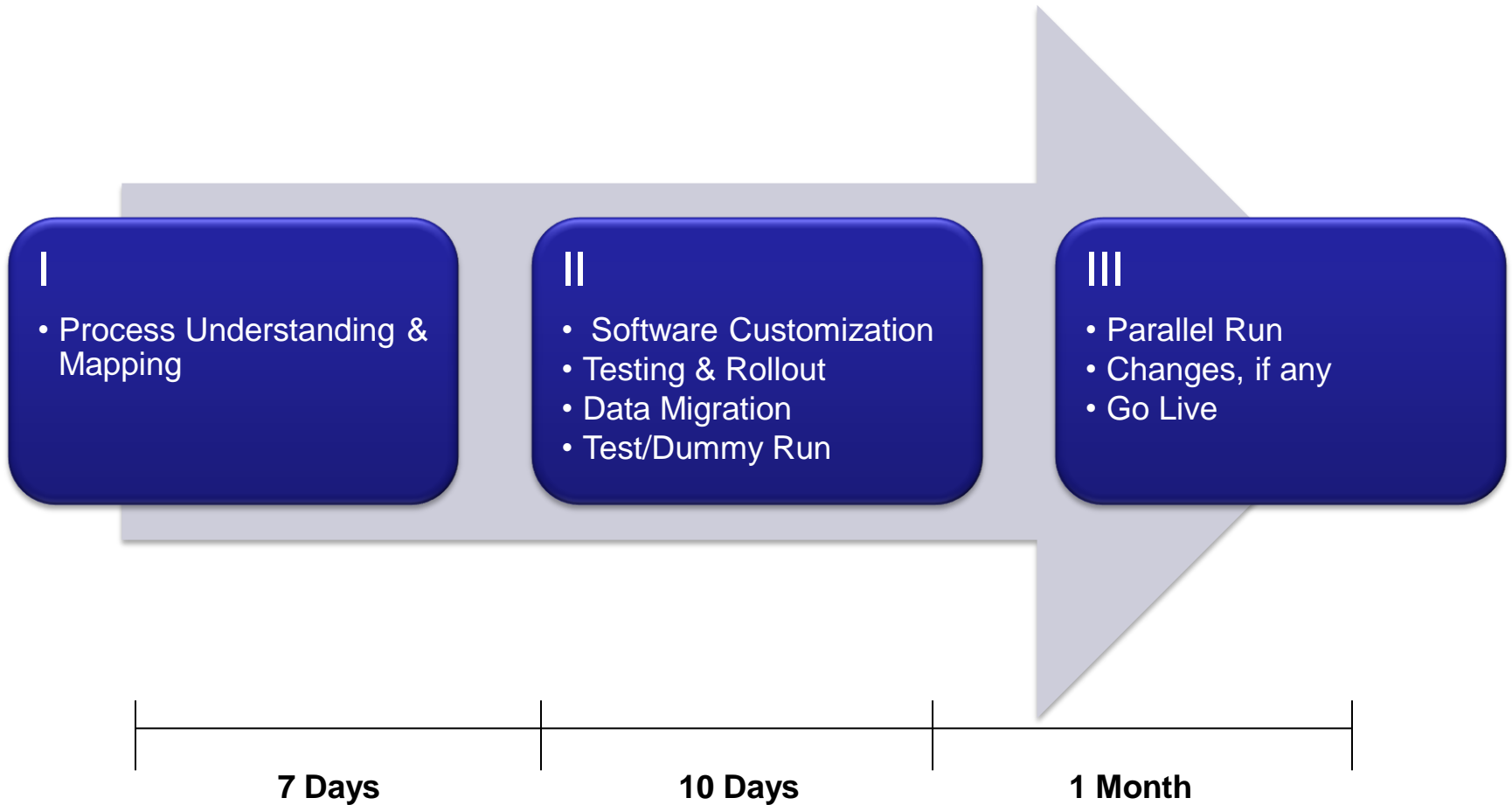
# Payroll Transition Approach

---

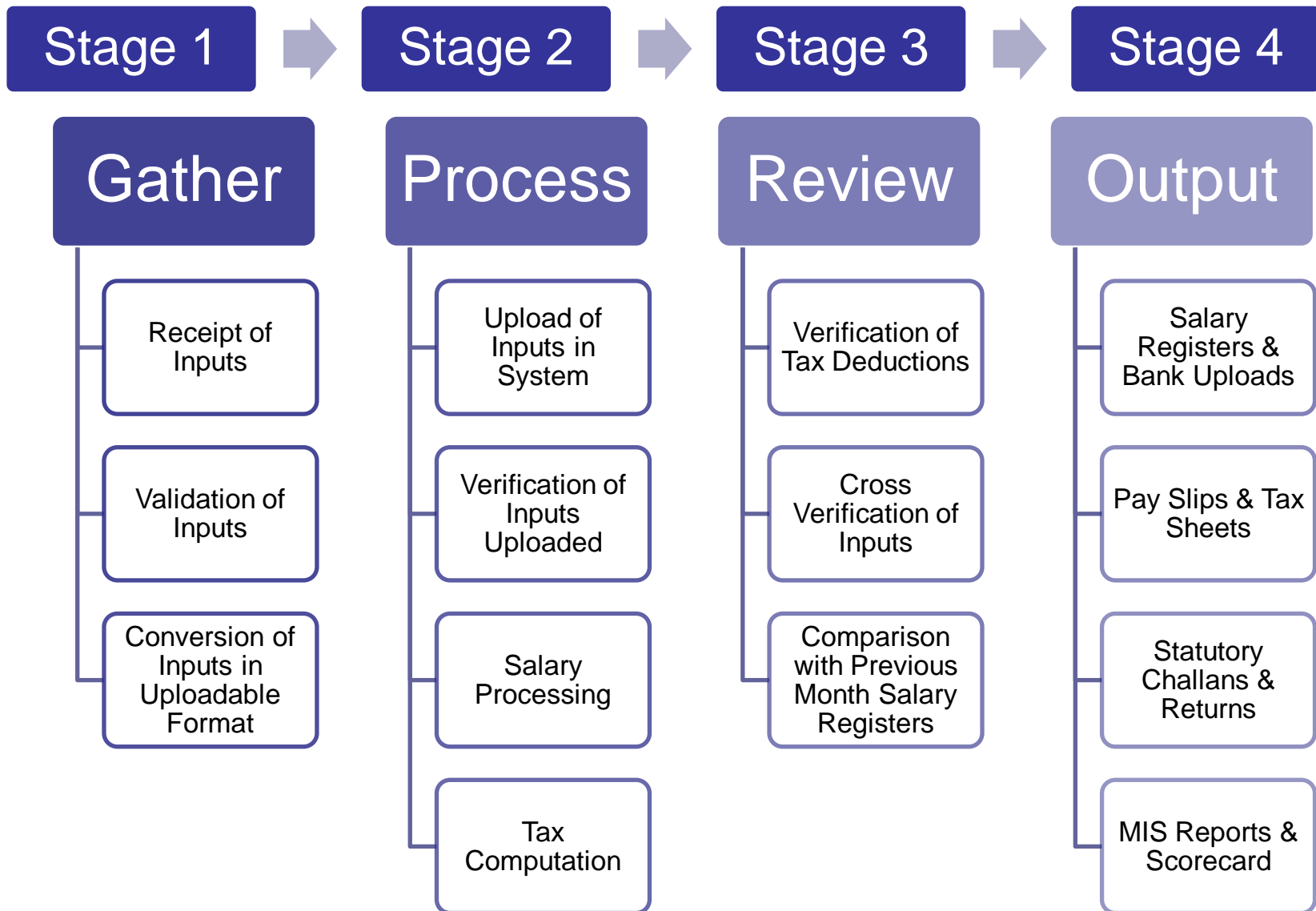


# Migration Overview – Timelines & Activities

---

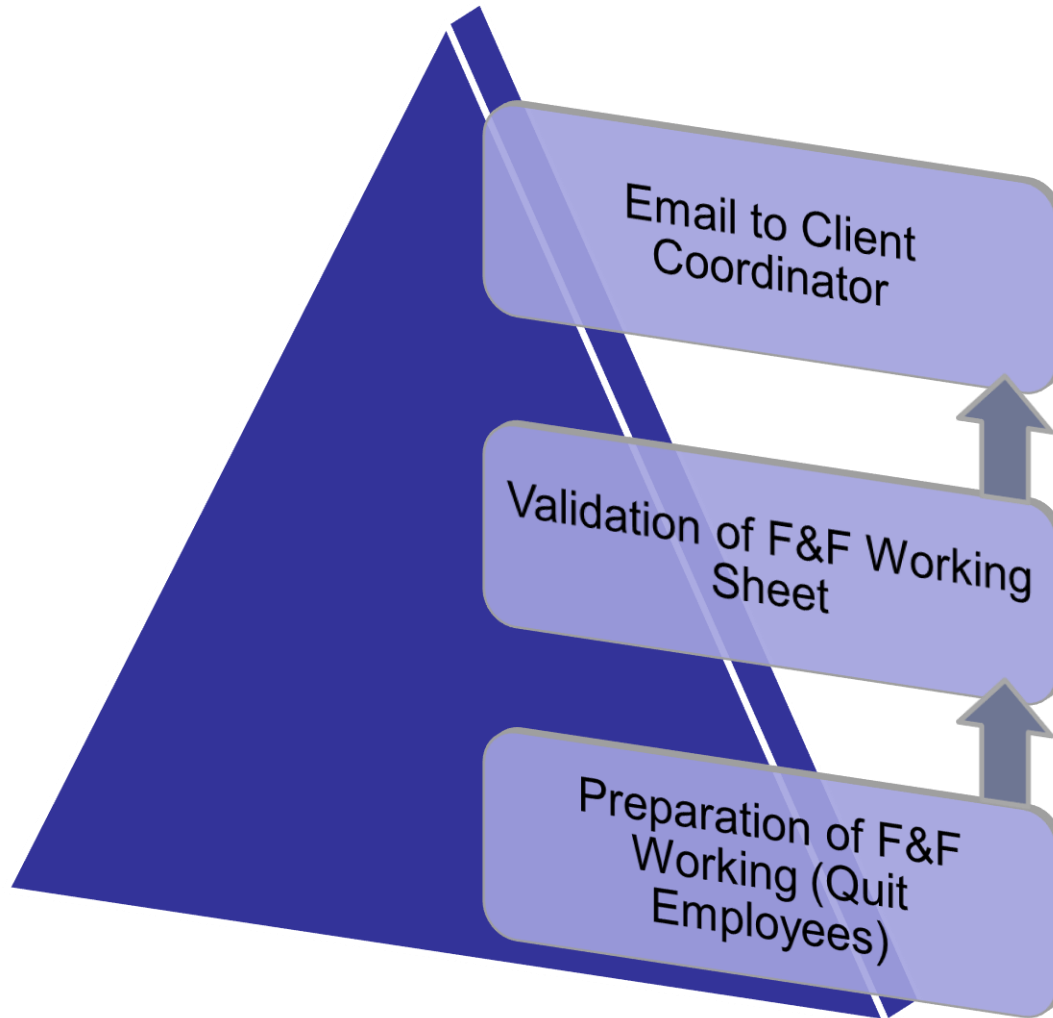


# Payroll Processing Methodology



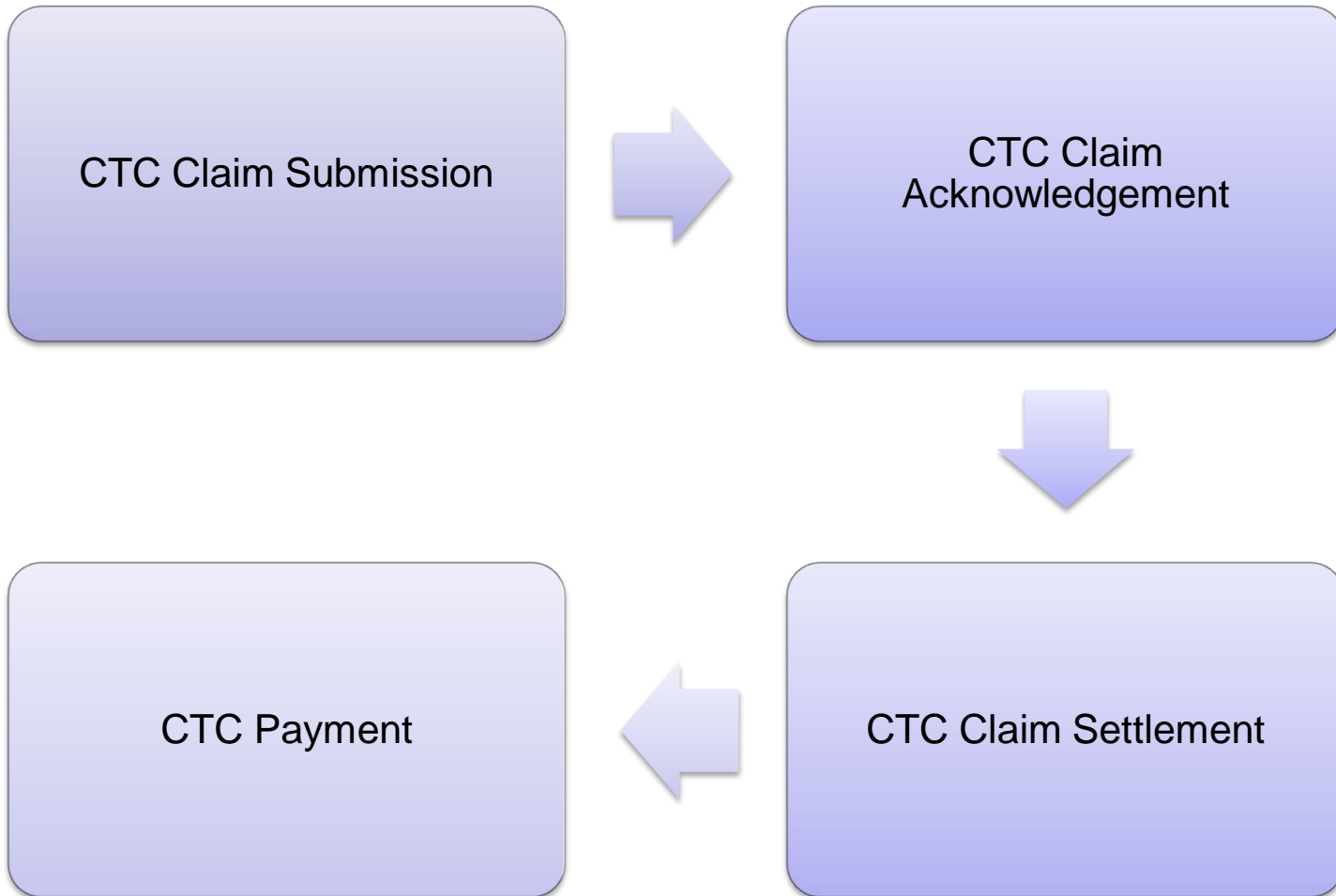
# F & F Process

---



# CTC Expense Reimbursement Process

---

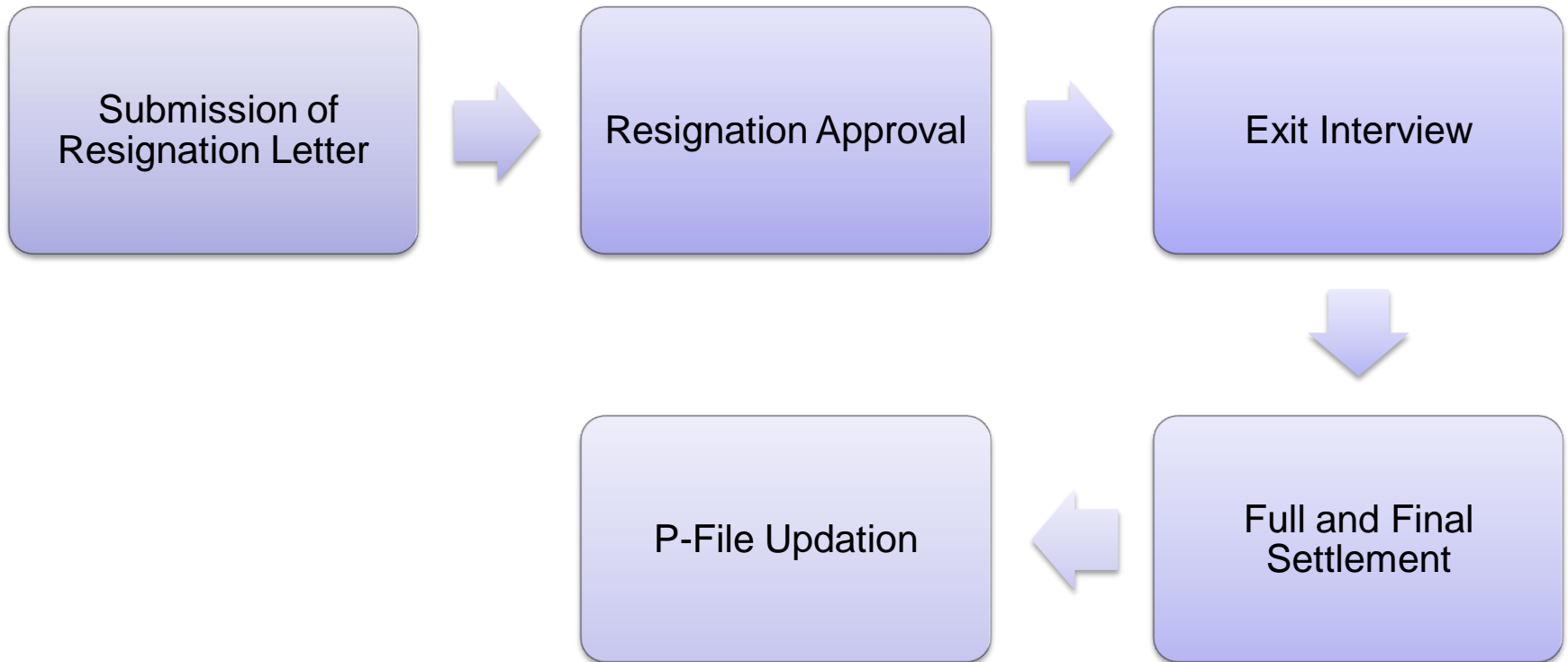


---

# **EXIT MANAGEMENT**

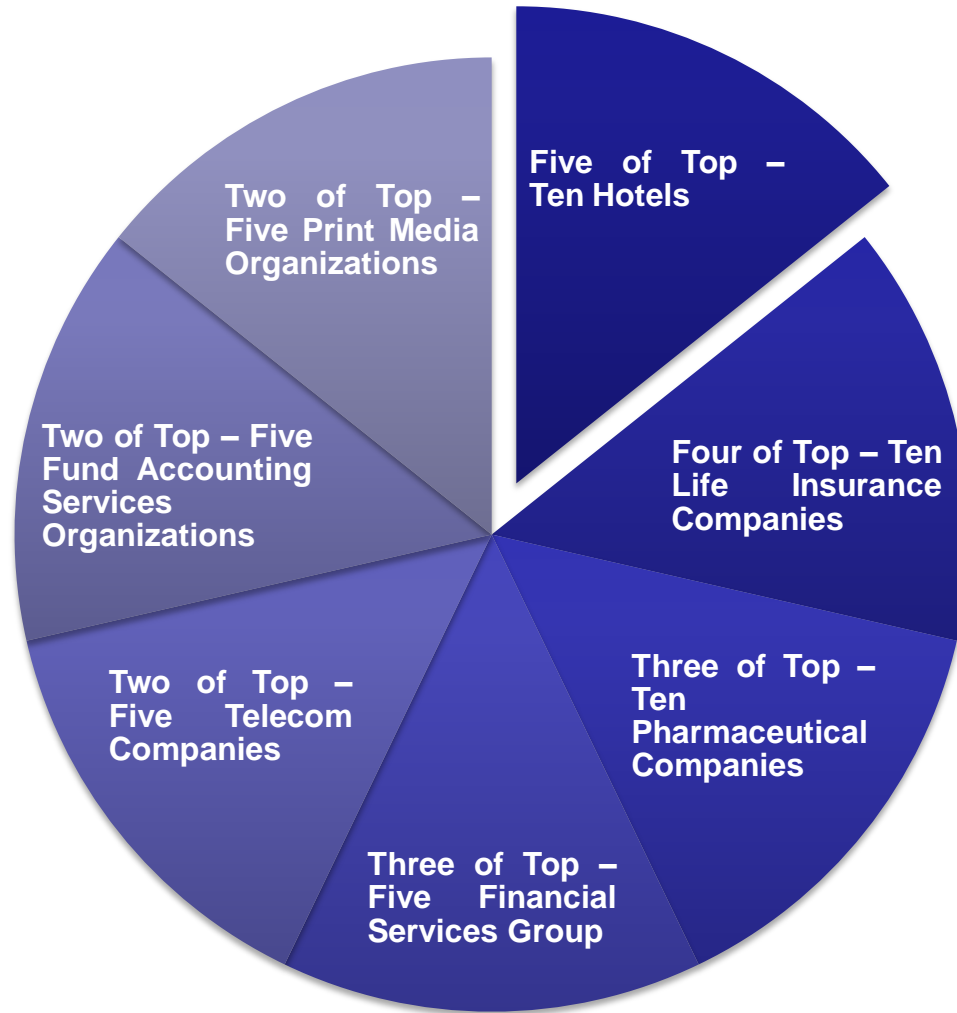
# Exit Process

---



# Select Credentials

---



# **FAO | HRO | IT | Operations | Consulting**

**Mumbai | Noida | Hyderabad | Bangalore | Kolkata**