

CONVERGYS EMPLOYEE CARE DELIVERING STRONGER HR FUNCTION, A MORE AGILE ORGANISATION

ABOUT CONVERGYS

Convergys Corporation, a member of the S&P 500, Fortune 1000 and a Fortune Most Admired Company, is the global leader in employee care, customer care and billing services. For more than two decades Convergys has helped the world's top organisations maximise the value of their internal and external customer relationships by leveraging innovative technologies, expert customer management skills, and a global services infrastructure. Today Convergys manages nearly two million employee and customer interactions each day on behalf of more than 500 clients.

A PIONEER IN EMPLOYEE CARE

A global leader in delivering Employee Care solutions, Convergys was one of the first organisations to develop a comprehensive HR business process outsourcing (BPO) service delivery model. Launching its first client solutions in 1984, Convergys' early Employee Care offerings focused on managing employee service centres and critical workforce transactions that drove increased employee satisfaction while reducing administrative costs.

Since that time, Convergys Employee Care has evolved its HR solutions to meet the needs of today's changing business landscape. Building upon its heritage of outsourcing leadership and innovation, Convergys has strengthened its global services footprint and developed comprehensive HR services across the entire employment life cycle:

- **Recruiting & Staffing**
- **Payroll**
- **HR Administration**
- **Benefits**
- **Learning**

Convergys' globally integrated HR BPO solutions build stronger, more agile organisations that are better equipped to manage a changing workforce and succeed in a dynamic economy. By accurately bench-marking HR trends and patterns, Convergys provides valuable insight into program effectiveness and ROI, offering service quality and cost efficiencies that extend far beyond the transactional parameters associated with outsourcing in its earliest days. Transforming HR from a cost centre into a strategic business partner, Convergys Employee Care is now a leading provider in HR BPO, the fastest growing HR services segment and a multibillion dollar industry estimated to exceed \$28 billion by 2007, according to IDC.

A GLOBAL NETWORK OF WORKFORCE SUPPORT

To take advantage of economies of scale, large and global organisations require standard HR processes that can cross departments, business lines, language barriers and even national borders. Convergys is helping businesses standardise HR processes and services for highly dispersed workforce populations using HR Shared Service Centre solutions. Eliminating redundancies, reducing costs and improving service to employees, Shared Service Centre solutions centralise HR services to one operations centre, which is staffed with highly skilled and resourceful Employee Care support teams and powered by innovative service delivery tools and technologies. With a global network of data and operations centres worldwide, Convergys supports clients and their associates in nearly 60 countries and 30 languages through multi-channel communication vehicles, including advanced speech recognition technology, web chats, telecommunications and fax.



DEDICATED EMPLOYEE CARE TEAMS

Unlike most outsourcing providers where the “next available representative” responds to an employee inquiry, Convergys Employee Care dedicates a team of customer service professionals to each client. The team functions as an extension of the organisation’s HR department. In the event of any business or program change, such as an acquisition/merger or the implementation of new benefit plans, the Convergys account team can quickly assimilate and respond, minimising any potential distraction or interruption.

Convergys teams are staffed with some of the highest quality and seasoned talent in the industry, demonstrated by an attrition rate below 20% and an average tenure of over 7 years. Employee Care specialists receive months of training on organisational HR programs, policies and processes as well as client-configured business solutions. In addition, Employee Care specialists are assimilated into the client’s environment through direct exposure to organisational culture, language, and lexicon. They utilise industry award-winning case management, interaction tracking and knowledge management tools to continuously look for ways to reduce costs, drive efficiencies, and improve programs or service delivery.

RECOGNISED LEADERSHIP & EXCELLENCE

By combining top-notch customer management skills with proven best practices, Convergys consistently delivers solutions that achieve high ratings for service excellence and exceed client service-level metrics and quality standards. Convergys has been recognised for innovation and service, among other attributes, with tributes ranging from Fortune’s Most Admired List to Customer Interaction Solution’s Gold MVP award. The soaring approval of Convergys services is measured by high client retention as well as the significant numbers of renewals, extensions, and referrals received from satisfied, long-term clients, such as R.R. Donnelley, Avaya, Fifth Third Bancorp and AT&T.

A CLIENT-CENTRIC APPROACH

As the most experienced provider of integrated global HR outsourcing solutions, Convergys enables Employee Care services with a client-centric service delivery model. Prior to taking over HR administration, Convergys first transforms the client’s existing internal processes to drive maximum efficiency and bottom-line results. This conversion period

between running existing operations and managing a fully outsourced solution gives Convergys time to work in close partnership with the client, absorbing their culture and understanding their needs.

Using innovative, interactive solution-building techniques, such as consultative workshops and technical blueprinting of process designs, Convergys collaborates with client teams to develop efficient workflow processing and determine the right automation requirements, technical applications, and service delivery methods for each and every HR task. Over time, each process is strategically phased into the fully outsourced Convergys solution in a manner that minimises organisational disruption while maximising technology capabilities and HR investments.

TECHNOLOGY FLEXIBILITY & INTEGRATION

With a highly flexible technology architecture, Convergys can integrate the full range of client technologies with Convergys’ state-of-the-art platforms. Convergys’ proprietary global integration technology facilitates the consolidated administration of HR programs, processes and data across locations, countries and even third-party vendors. A powerful system providing a global perspective on workforce metrics, the global integration solution increases company-wide efficiency and provides constructive business insight to support executive decision-making.

DELIVERING BUSINESS RESULTS

Today’s HR departments are driven by more than employee needs; they are driven by business goals: to reduce costs, optimise processes, integrate technology, and align talent assets with the strategic objectives of the organisation. Convergys’ unique HR BPO solutions deliver results that meet all of these requirements. For specific clients, partnering with Convergys has generated 20% to 60% savings through:

- **HR consolidation (20-25% savings)**
Combining multiple HR functions and centralising them into a shared service centre.
- **Process redesign (15-20% savings)**
End-to-end streamlining of HR business processes and implementation of best practices.

- **Automation (20-25% savings)**

Enabling self-service through advanced speech recognition, web, and IVR tools, which reduces capital investments and provides business intelligence that facilitates key management decisions.

- **Quality Improvement (10-15% savings)**

Eliminating defects and reworks with standardised processes, improving HR program effectiveness.

- **Integration of Services (10-15% savings)**

Unifying two or more interrelating HR processes to work as one.

Convergys Employee Care solutions drive more than bottom-line results. They produce incisive workforce intelligence that gives organisations the knowledge they need to quickly and confidently make decisions affecting people and workplaces around the world. With newfound agility, Convergys Employee Care clients can react with speed and intelligence to the dynamic global marketplace and peer over the horizon ahead to see exactly which way to go.

CONVERGYS EMPLOYEE CARE SOLUTIONS

Recruiting and Staffing Solutions

Decrease recruitment expense while improving speed and quality of hires through:

- Job requisition management and workflow
- eRecruiting and job site administration
- Candidate sourcing, screening, selection, and tracking
- Interview scheduling
- Offer administration
- Orientation and on-boarding

HR Administration Solutions

Reduce operating costs through streamlined, automated service delivery of the following services:

- HR Portal and self-service applications
- Salary administration
- Performance management
- Policy administration
- Employee record management
- Management reporting and analysis

Payroll Solutions

Consolidate multi-location, multi-country processing, administration, and service centre operations while ensuring local compliance through:

- Multi-jurisdictional administration and compliance
- Integrated global reporting
- Payroll administration, processing and distribution
- Service & contact management
- Employee self service
- Service Centre
- Flexible payroll architecture
- Leveraging client systems or Convergys backbone
- Disaster recovery services

Benefits Solutions

Provide comprehensive benefits services and effectively manage, monitor, and predict total benefits spend through:

- Health & welfare administration services
- Health & productivity services
- Absence management services
- Retirement services and pension administration
- Carrier administration
- Compliance monitoring
- Employee self service
- Service Centre
- Record keeping

Learning Solutions

Build workforce skills, improve global productivity and decrease training costs through:

- Learning business process outsourcing services
- Content development and management services
- Vendor management
- Training administration
- Learner support
- Sales force effectiveness services
- Customer education services
- Consulting services
- Alternative training delivery support, such as e-Learning, distance learning, and JIT simulations

FOR INFORMATION ON OUR PRODUCTS AND SERVICES, PLEASE CALL:

| | |
|------------------|----------------|
| 1 800 344 3000 | United States |
| 1 513 458 1300 | United States |
| +44 1954 714735 | United Kingdom |
| +65 6557 2277 | Singapore |
| +55 11 5102 1800 | Brazil |



Employee Care

www.convergys.com