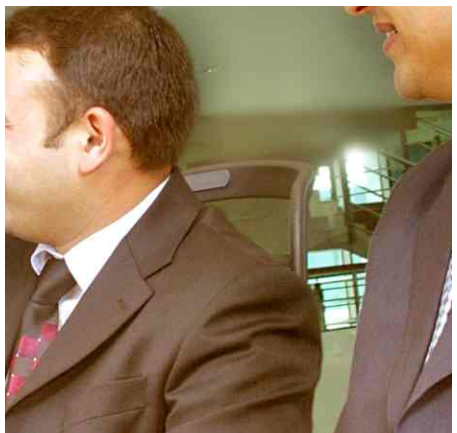




**Our  
Business  
Knowledge,  
Your  
Winning  
Edge.**

# Business Process Services – HR Outsourcing



# HR Outsourcing



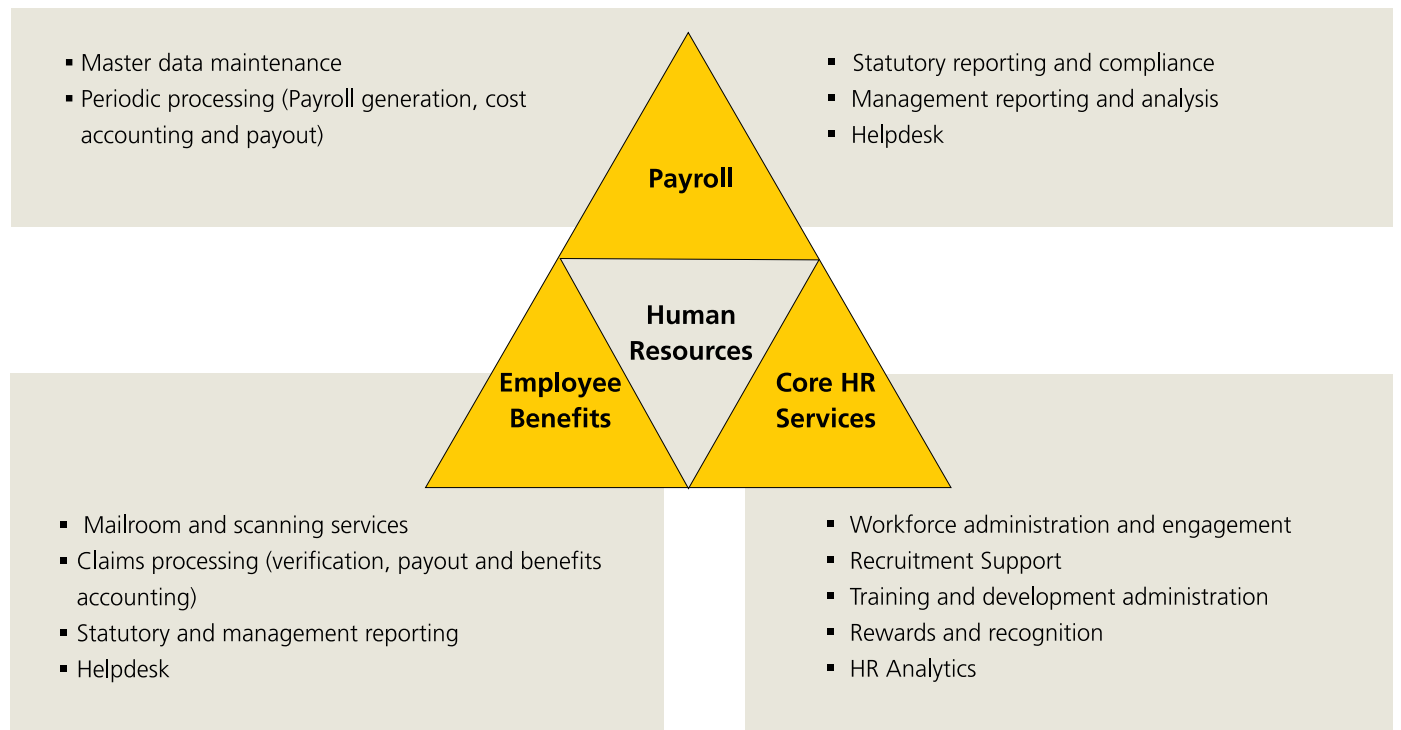
## Business Situation

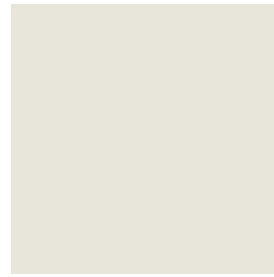
The rapidly changing business environment has led to a changed view of the Human Resources (HR) function. From just another support function, it has transformed into an enabler of stronger human capital; a key competitive advantage for any organization. This evolving role of the HR as a business partner requires HR executives to focus on critical areas such as HR strategy formulation, leadership development and advising the management on HR issues.

The rapid developments being witnessed in the global economy in the last few years also pose a unique challenge to the HR function. The function is responsible for managing the varying demand for talent in a fiercely competitive environment and enabling greater productivity from the existing human capital.

The function is also expected to reduce the total cost of operations of its functioning. These factors (the changing role of HR, necessity to respond to market dynamics, focus on productivity enhancement and need to reduce HR operational cost) necessitate the HR function to reallocate its resources and reduce the focus on transactional processing activities such as payroll, benefits administration and HR services. HR outsourcing, through its unique value proposition, enables the HR leadership to respond effectively to these challenges and to move into an alternate delivery model for the HR function.

## Our HR Offerings





## About our Payroll and Employee Benefits Services

Our payroll and employee benefits solutions are based on leading HR practices across various industries. We have more than six years of experience in providing these services to more than 30 internal and external customers.

Our end-to-end solution is delivered through a technology platform that we have developed and enhanced over the last six years. The solution is designed to serve two key objectives: one, to provide employees with the most satisfactory and hassle-free experience in these areas, and two, to enable organizations to adopt leading practices that results in reduced costs for running these services.

Using our IT expertise, we can provide hosted solutions that can be integrated with an organization's ERP for accounting of the payroll and benefits cost. We offer transaction-based pricing that enables clients to convert their fixed cost into variable costs.

## Our Core HR Services

In addition to our payroll and benefits solution, we also support the HR function in routine transactional activities such as master data maintenance and training support. Our core HR solution is supported by our in-depth understanding of HR trends, issues and ERPs.

### Workforce administration and engagement

- Employee master data maintenance
- Organization unit and job structure records maintenance
- Employee engagement support (ex. Life time event management)

### Recruitment Support

- Consolidate requirements and interface with hiring agencies
- Short listing of applications based on pre-set criteria and eligibility
- Coordinate interview process (ex. Notify the recruiter, location HR and candidate)
- Employee on-boarding support

### Training and Development Administration

- Training need analysis
- Training program planning
- Online training catalogue management
- Training communication
- Training delivery support (ex. Logistics)
- Training feedback and evaluation support (Ex. Certification)

### Rewards and Recognition

- Salary benchmarking support (through external agencies)
- Support the annual HR budget process
- Support appraisal process (ex. Employee communication, deadline tracking)
- Verification of revised salary structure
- Final employee communication

### HR Analytics

- Analytics support for HR leadership
- Periodic preparation of HR MIS reports (ex. Statistics on attrition, utilization and hiring)

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## About L&T Infotech

Larsen & Toubro Infotech Ltd (L&T Infotech), one of the fastest growing IT services companies, is ranked 11th by NASSCOM among software & services exporters from India and also ranked among the 'Leaders' category in the prestigious Global 100 list released by the International Association of Outsourcing Professionals (IAOP). L&T Infotech is a wholly-owned subsidiary of US\$9.8 billion Larsen & Toubro Limited (L&T), India's Best Managed Company-2009 as per the survey conducted by Business Today-Ernst & Young. L&T is featured in the Forbes Asia Annual Fabulous 50 list.

Our unique Business-to-IT Connect is a result of our rich corporate heritage and helps us provide the winning edge to our clients. As a full-services IT Firm with a blue-chip client roster, we offer comprehensive, end-to-end software solutions and services in the following industry verticals:

- Banking & Financial Services
- Energy & Petrochemicals
- Product Engineering Services (Telecom)
- Insurance
- Manufacturing