

Human Resources Services

Business Process Services

Volatile global economy and dynamic market conditions have impelled HR functions to reduce costs, maximize operational efficiency, and focus on strategic Human Resources (HR) initiatives. Organizations today outsource HR services as one of the levers in achieving these business objectives. However, to ensure that you benefit optimally from outsourcing your HR function, you seek an able partner to provide innovative and multi process HR services with substantial experience and comprehensive capabilities.

Backed by our process and technology knowledge and expertise across industries, and in the HR domain, we, at Tata Consultancy Services (TCS), offer complete Human Resources Services. This enables you to focus on your core business and enhances your HR function.

Overview

A growing organization seeks to concentrate more on core business processes, while entrusting everyday functions to a reliable partner. At TCS, we provide comprehensive HR transactional services that are specifically designed to add value to your business.

We provide Multi Process HR Outsourcing (MPHRO) Services in three models. These include our integrated hosted technology (SAP ECC 6.0) and services in an Utility/ Process as a service model; implementation of customer-preferred environment followed by transactional services; and transactional services on customer-owned and/ or third-party hosted technology environment.

Our end-to-end HR services include resourcing services, compensation and benefits, administration, workforce management, talent management, and payroll administration. We are also backed by proven experience in servicing several organizations globally – across verticals, for HR and payroll services – and supporting all major languages of the world.

Experience Certainty

Experience Leadership

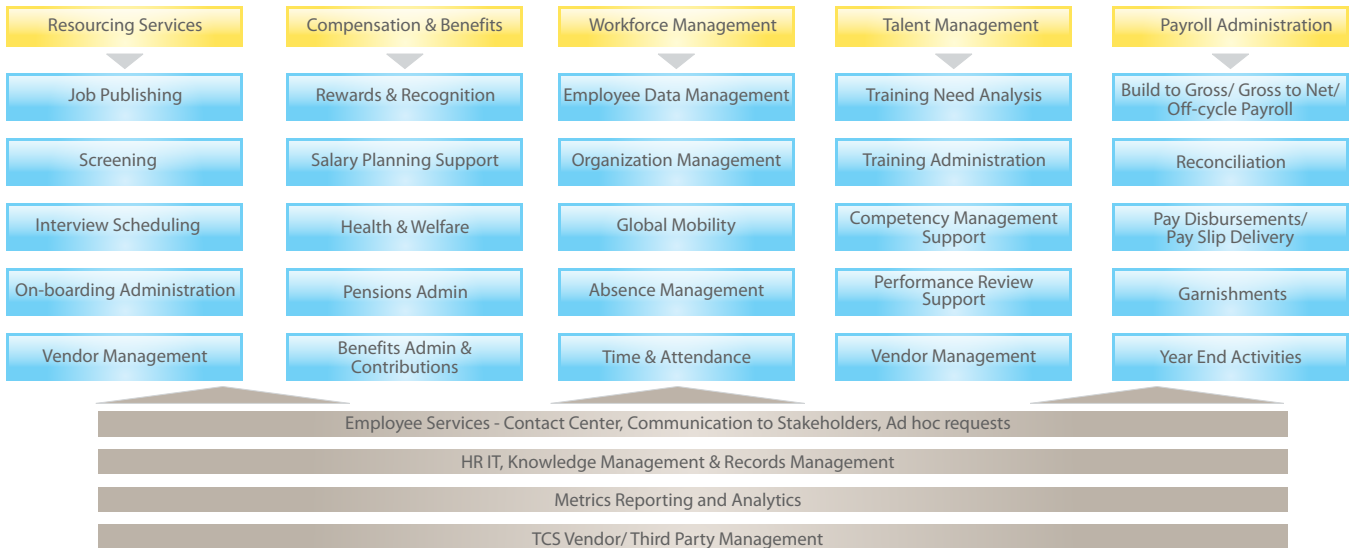
- Consolidation and transformation of multiple disparate HR systems and processes on TCS' Global HR Platform leading to upto 60 per cent increase in productivity, over 30 per cent cost reduction and real time HR insights and analytics.

Experience Partnership

- Our global delivery centers bring in flexibility to cater to your global business requirements. We offer our HR services from India, UK, USA, Hungary, China, and Uruguay thus enabling you to provide continuity to your business across time zones. It also ensures low-cost delivery coupled with quality results.

Experience Results

- Up to 75 per cent reduction in TAT resulting in a substantial opportunity benefit
- Up to 60 per cent reduction in processing time through process automation initiatives
- Up to 25 per cent increase in productivity through effective process optimization techniques
- Up to 100 per cent process accuracy through process standardization initiatives and introduction of multi-level audit controls



An overview of our Human Resources Services

Why TCS

We, at TCS, are backed by a strong delivery team that supports several customers globally. This and our extensive experience in the domain enable us to handle complete HR function – especially payroll services and workforce management. We add value to the engagement with our:

- **Industry domain expertise.** We are backed by a rich talent pool of over 550 FTEs and experience that spans across industries, for HR services. We are widely recognized for adopting various process and project management tools that provide streamlined HR services.
- **Business Transformation: Platforms.** Our alliance with SAP enables us to offer you a global platform that offers multi-process and multi-country HR outsourcing services. This includes pre-built global HR processes, best-in-class integration technologies, and country-specific localizations. Together, these enable economies of scale, cost savings, and service enhancement.
- **Process transformation: FORESM.** Our comprehensive assessment model and roadmap for journey to best-in-class HR processes, FORESM, drives accelerated co-transformation through right balance of scale and time-to-benefit. We have demonstrated success in guaranteeing robust execution, mitigating risk, and driving growth.
- **Delivery excellence.** Our HR framework ensures proven, consistent, and on-time delivery of all HR and payroll processes with a strong SLA compliance of over 99.9% through structural optimization. We also ensure continuous process improvement, which is a part of our core value propositions using our Integrated Quality Management System (iQMS Framework).

Contact

To know more about TCS Human Resources Services, contact bpo.imo@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery ModelTM, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

**IT Services
Business Solutions
Outsourcing**