



HR Transformation Services

Enterprise Application Services



The biggest challenge the HR function faces today is the lack of future-ready skills, leading to talent shortages and negative impact on business. Furthermore, the digital disruption caused by the movement to cloud and a constant demand for consumer-grade employee experience impose a constant pressure to transform on all CHROs. HR professionals are grappling to embrace new-age technologies such as artificial intelligence (AI), machine learning, among others.

The TCS Human Capital (HC) practice offers HR Transformation Services, including HR advisory, HR service delivery, HCM technology transformation, and people analytics that enable our customers to successfully change and improve the way HR services are delivered. The HC practice incorporates deep business and technology expertise to collaborate with our clients to deliver value to colleagues, the business and HR alike.

Overview

The needs of the workforce are constantly changing. HR professionals must reimagine who does what work, where, and how. With digital technologies such as analytics, big data, and IoT unlocking mass personalization and leveraging the wider talent marketplace, the focus has shifted from catching up with best-in-class practices to creating exponential value. Employees, for example, now want simplified and personalized HR services 24x7. Companies thus need to simplify, unify, and personalize complex and fragmented HR processes. To maximize digital advantage, organizations require solutions that redefine the competitive landscape, enable workforce agility, leverage collaboration ecosystems, and embrace risks.

The hurdles include lack of timely and reliable data for making informed decisions; dearth of knowledge and expertise to navigate the new technology landscape; and technical complexity of existing solutions. HR processes if not simplified and harmonized can result in overpayments, higher onboarding time, billing leakage, loss of productivity, lower employee engagement, and loss of key talent.

TCS' HC practice can change this. We enable customers to simplify processes; adopt new technology; design, configure, implement, optimize, and integrate services; ensure data integrity and create a culture of informed decision-making through people insights.

Our Solution

HR Transformation Services has four offerings towers, as shown in Figure 1:

HR advisory: Helps simplify processes, align to business imperatives, establish benchmarks, create business cases, assess and adopt digital solutions, lower costs, improve HR service delivery, and elevate employee experience.

HR service delivery: Spans optimizing organization design, deployment of employee experience layer, configuring onboarding and transition workflows, leveraging chatbots and ongoing service delivery support.

HCM technology transformation: Covers empathy-based design, system evaluation, integration, and testing to ensure your talent strategy is successfully realized.

People analytics: Includes data consolidation, data hub/lake creation, decision-making metrics, executive dashboards, and predictive and prescriptive insights.

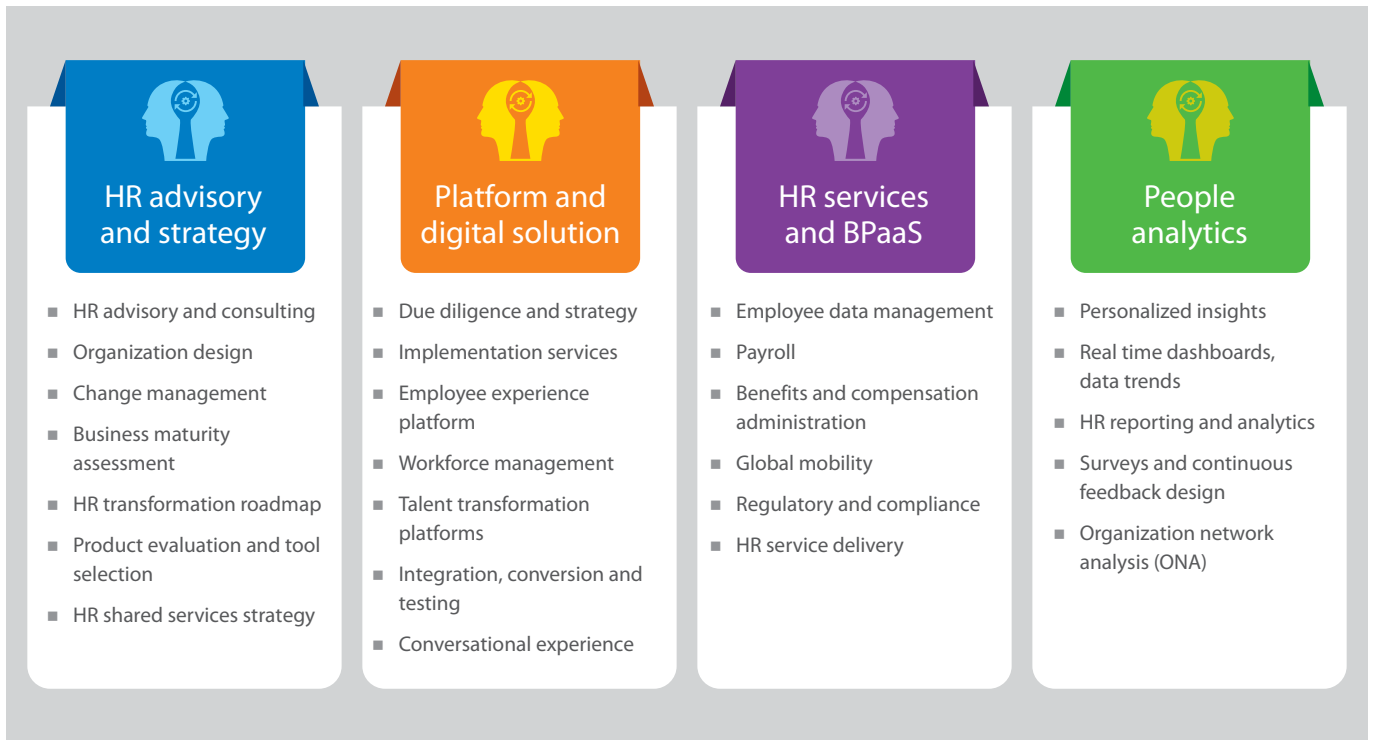


Figure 1: The four pillars of TCS' HR Transformation Services

Benefits

TCS' HR Transformation Services delivers the following benefits:

- **Increased employee productivity:** Enhances the workforce output by transforming the way employees work.
- **Improved retention:** Helps retain the critical talent across the organization and brings down employee turnover.
- **Elevated employee experience:** Employee centric HR transformation leads to better adoption and enhanced employee engagement.
- **Reduced HR costs:** Effective HR processes and policies bring down the costs incurred by the HR department.
- **Increased HR efficiency and productivity:** Exponential improvement across key organizational metrics measured in HR.
- **Agile and future-ready organization:** Builds a workforce which is skilled for future competencies.

TCS Advantage

By partnering with TCS, businesses can leverage the following differentiators:

- **Accelerated time-to-value:** Leverage TCS tools and accelerators for automated testing and data loading.
- **Domain expertise:** Comprehensive HR domain and technical acumen and resources with rich experience in HCM across verticals and geographies.
- **Proven integration capabilities:** Experience and expertise on platform integration across leading on-premise and cloud-based human capital management products as well as other niche solutions.
- **Dedicated HCM center of excellence:** TCS' CoE acts as the backbone of all HCM-related transformation initiatives, providing niche consulting, thought leadership, and access to numerous artefacts, reusable assets, and best practices. Design and incubation of new solutions and tools, and provision of coaching to HR consultants across HCM trends and technologies.

Awards & Recognition



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Email: HRTransformation.Services@tcs.com

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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 Model™, 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.

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