



Research Findings

Majority of HR professionals indicate that HR outsourcing allows HR professionals the chance to concentrate their efforts on core business functions such as organizational strategy development and execution. HR professionals feel that the role of HR professionals becomes more strategic with the outsourcing of certain, specifically transactional, HR functions.

- Society for Human Resource Management (SHRM)

The fundamental drivers behind outsourcing multiple human resources (HR) processes are still strong, and buyers continue to look at HRO to streamline processes, reduce direct and indirect costs, access the latest technology, achieve better quality, and align HR with the overall business.

- Everest Research Institute

Increase in cost-reduction-led opportunities and Componentized model will continue to be the most accepted model with offshore-led lift and shift model finding favors with buyers looking to realize quick savings.

- Everest Research Institute

Clients We Serve

Fortune 20 and Fortune 500 marquee client list, with over 30 global conglomerates

HCMS at Mphasis

HCMS is a robust foundation of HR systems enabling effective delivery of our core portfolio offerings - Payroll, Recruitment & Staffing, Workforce Development. We provide HCMS services in geographies like the Americas, Europe and Asia Pacific. We provide end-to-end solutions having the ability to engage and deliver quick results in 3 - 6 months.

Value-oriented Results

- Business case driven
- Lower cost with efficient processes
- Proven transition and transformation approach
- Use time zone differences to improve results
- Outcome based approach through metrics reporting
- Improve employee experience

HCMS Offerings

• Payroll

Mphasis offers end-to-end payroll and employee data management solutions, which include voice and non-voice support. Our client centric approach helps in managing HR data effectively and securely. Mphasis understands the investments made by your organization in building your HR information systems. We leverage your existing Human Resources Information System (HRIS) infrastructure to provide best in class payroll and data management services to your employees.

• Recruitment & Staffing (R&S)

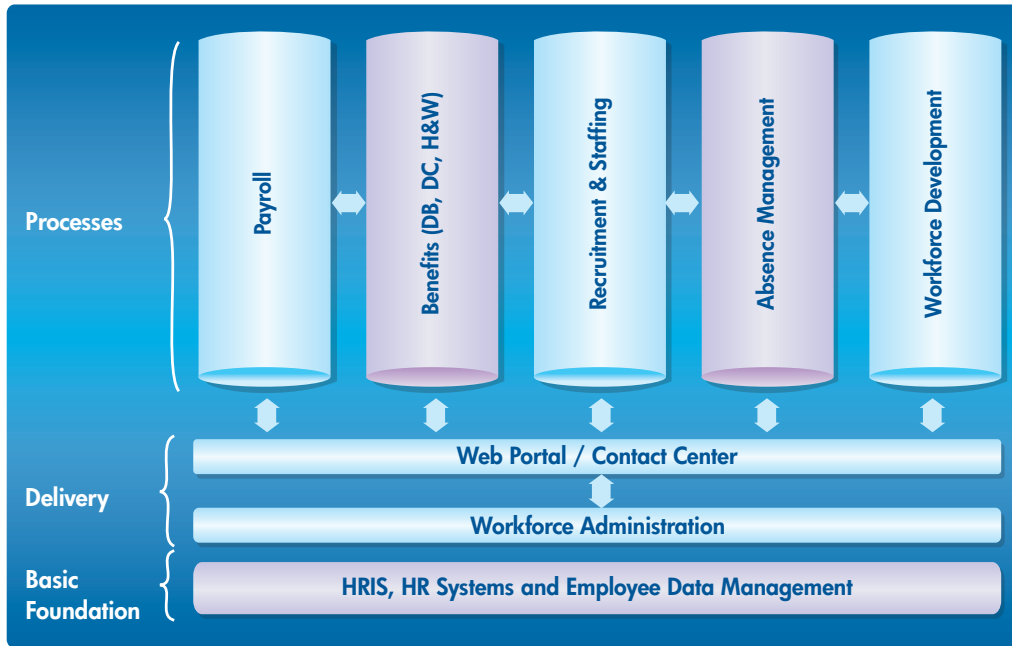
We provide a comprehensive range of services in Recruitment & Staffing that include sourcing, screening, offer letters, and other administrative functions. Our specialists in R&S have the expertise to help you achieve a high return on investment (ROI) on your staffing needs.

• Workforce Development

Mphasis provides support to Learning Management System (LMS), Content Development and eLearning Solutions, including Instructional Design and conducting virtual classes. The engagement team at Mphasis will aid in transforming your training capability, to deliver greater value to your business aligned to your strategy, at a lower cost.

Delivery Model

We adopt a Governance structure involving all key stakeholders from the client and Mphasis to ensure seamless delivery and change control.



Clients Speak

“Speed and flexibility is important in our business. Due to the cooperation with Mphasis, we are improving our flexibility and strengthening our competitive position.”

– A large Healthcare HCMS Client

“Mphasis’ expertise in business transformation allowed us to improve HR service delivery by implementing innovative self-service capabilities using multiple channels, including a dedicated HR portal, an interactive voice response system, and the seamlessly integrated call center.”

– A large Retailer HCMS Client

Business Case

Payroll Capability for a Fortune 20 large Healthcare Company

- Platform for implementation – People Soft 8.9
- Supports 45 contracted companies of client with over 40,000 employees
- Weekly and bi-monthly pay runs with on cycle, off cycle, third party interfaces, garnishments and tax reconciliation

Key Performance Indicators

- Zero failure rate on pay-runs by Mphasis
- Post payroll audits with client for transparency
- Timeliness 100% with 99.98% and 100% accuracy for on cycle and off cycle respectively

About Mphasis

Mphasis is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 34,000 people, Mphasis services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit www.mphasis.com.

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