



# MOVING FORWARD



Become a  
**Next Generation** Enterprise





RISING DEMAND FOR A BETTER WAY TO CO-ORDINATE SHARED SERVICES AND MANAGED OUTSOURCING EFFORTS AND REALISE THEIR FULL BENEFITS HAS CREATED A NEW ROLE IN THE MARKET.

#### THAT OF A MULTISOURCE INTEGRATOR OR MULTI-PROCESS INTEGRATOR.

As the economy transitions, enterprises are transitioning from cost-cutting and cost-efficiency to cost-agility and value-creation (productivity and process improvement) in core areas. Increasingly, businesses are opting for “lighter-weight” service providers that combine technology-enabled efficient processes – Platform-based HR offering that delivers exceptional value.

Economic conditions require employers to operate more efficiently and achieve more with fewer resources. Employers are looking at outsourcing to better control costs through flexible costs structures as well as gain access to immediate capabilities. Technology is also a major consideration as most companies do not want to manage multiple providers and point solutions nor do they want to re-invest in upgrades or replacements.

But today's strategic partnerships are also about achieving ongoing efficiencies, innovation and improvement to the mutual profit of both partners.

An integrated approach deployed effectively can reduce costs, increase agility, improve service levels.

Given the Mission & Vision, our concern turns to keeping the group aligned, in 3 year goals, filtered down into year by year initiatives.

Because staying focused on these initiatives as a team is so important to company success, our corporate goals and initiatives are part of each employee's badge.

Company core competencies are to provide cutting edge solutions, given the sense of an Excel MindSet culture of innovation and team work.

**AS WE LOOK FORWARD, OUR LEADERSHIP AND STAFF ARE COMMITTED TO DELIVERING ON OUR MISSION.**

Our responsibility to our shareholders remains to deliver improved return on equity.

Initiatives are underway to drive continuous productivity improvements across the organisation in pursuit of long term sustainability, while we remain committed in developing in-house capabilities to support our strategy and to attract talent in line with our growth ambitions.

- Bring in capital infusion to fund product marketing, channel distribution and sales improvement

- Redefine service definition - results-oriented management and metrics programmes

**Challenges**

- Integration of multiple products, services, vendors
- Complexity
- Consumerisation of technology
- Flexibility, Scale and Extensibility
- Brand Building
- Contractually guaranteed Service Quality Standards
- Speed to market
- Market-to-Cash

- Refined market focus – both target market and customers to cost-effectively acquire new customers

- Expand using portfolio approach - revenue producing channel partnerships

- Drive growth through 3 R's (Recurring revenue streams, Referenceable clients, Repeatable processes)

- Reloaded sales, distribution and marketing personnel

- Release new suite of services - comprehensive next-generation solution designed to provide unique flexibility within attractive market dynamics with competitive position

**Opportunities**

- Moving beyond to become an indispensable best HR practices Managed Services Provider (MSP) with low cost of ownership for clients.
- Provide a seamless customer experience
- New customers and new markets
- Discovering gaps in customer needs
- Partnerships
- Strengthen relationships across geographies and functional boundaries
- Innovation and speed to market

We are focused on ensuring that the people aspect is fully integrated with technology and process.

There are 3 aspects:

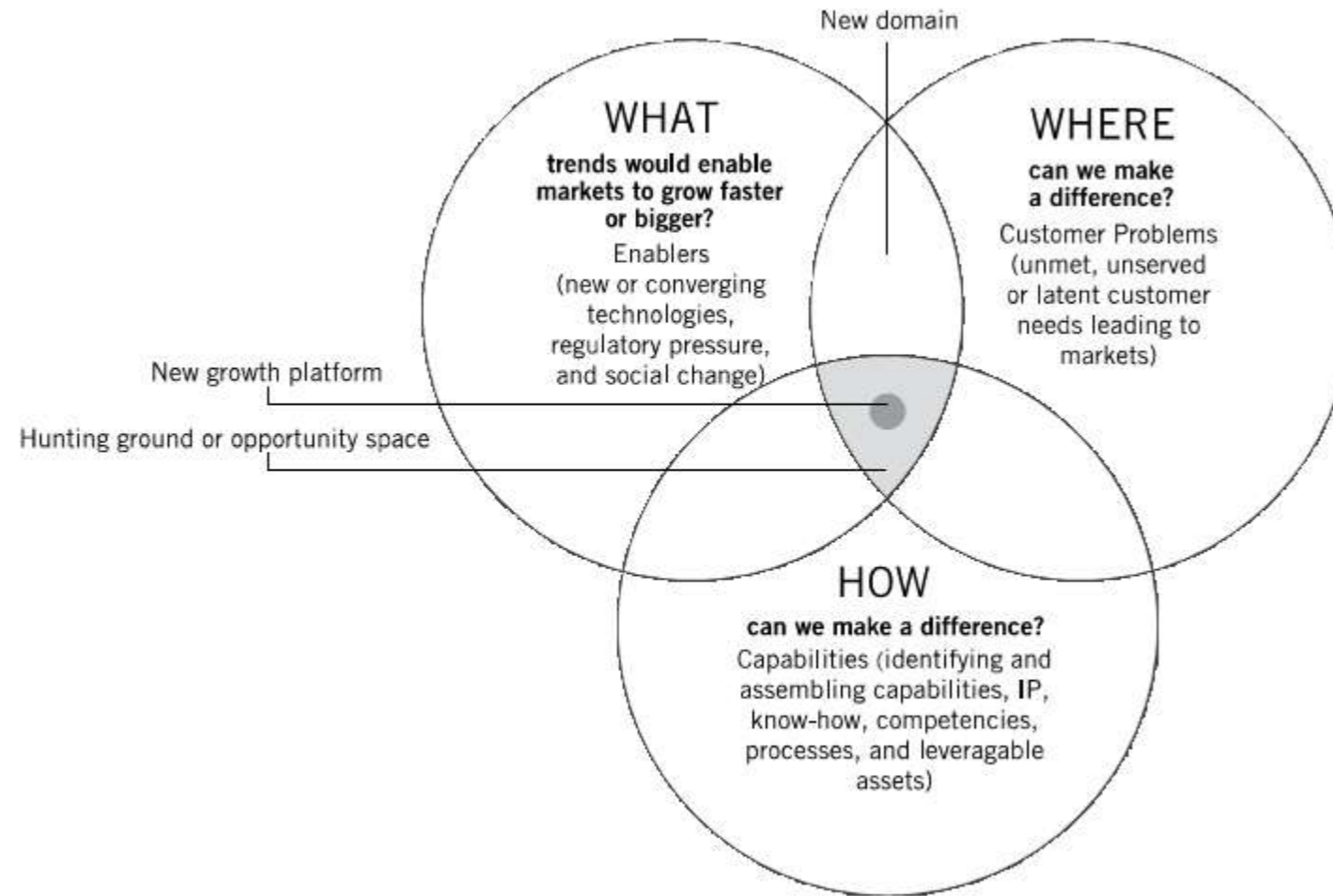
- People;
- Process;
- Technology.

Our aim is to develop unique solutions to provide us with a competitive advantage in the marketplace.

We want to make sure that is something that we can provide and that it can't be readily replicated by competitors.

We see our quest for productivity as a team-centric approach based on our belief that the most unique assets are people and their ability to create unique value.

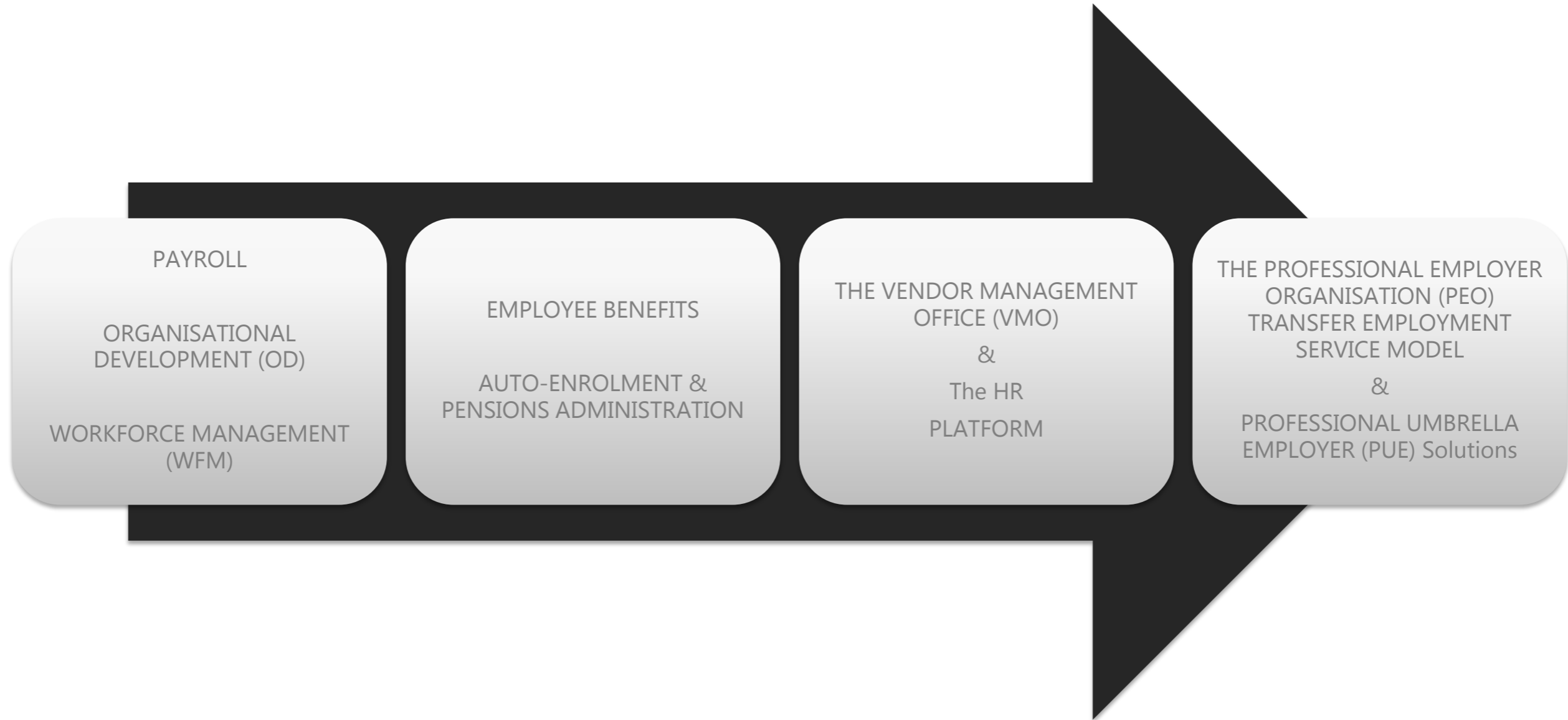
The right portfolio of capabilities



Business processes, systems & assets

To deliver products, services, solutions that satisfy client needs

# THE WAY AHEAD

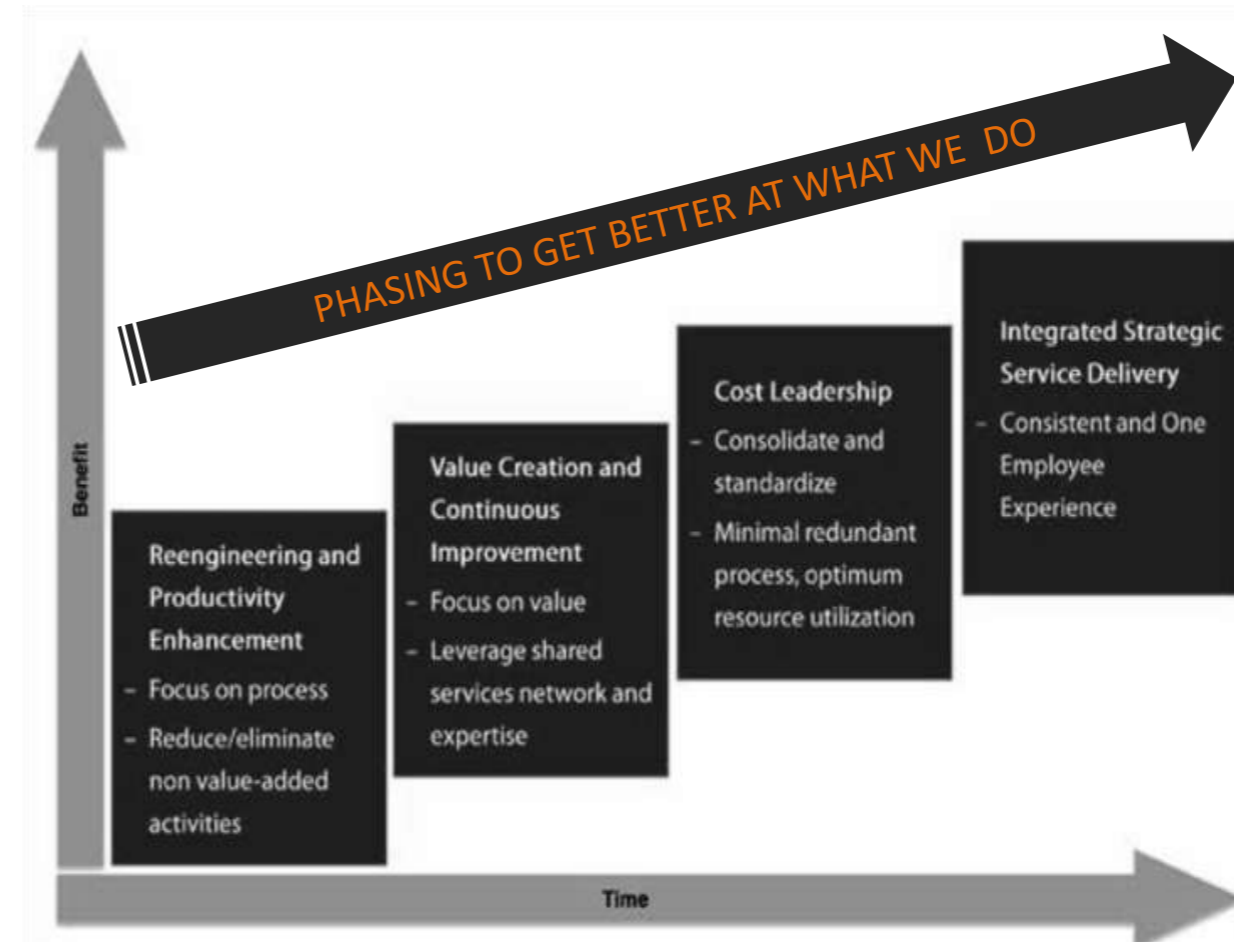


## Assess New Service Delivery Models

- ❖ Customer Insights
- ❖ Delivery Alternatives
- ❖ Performance Analysis



- Standardization**
  - Standardize processes and policies
  - Minimize variances across policies, systems and processes
- Centralization**
  - Move to a Single location
  - Streamline Roles, Processes
  - Outsourcing/ Co-Sourcing
- Redesign**
  - Establish a service culture
  - Organize around end-to-end processes
  - Benchmark to best practice processes



## Operate

- ❖ Solve day-to-day business problems
- ❖ Value Realisation and Continuous Improvement

### Key Moves

- Excellent communication and customer service skills -- completely confidential, reliable, and trustworthy HR expertise and actionable insights on HR and benefits issues
- Services tailored to each client.
- Specialised expertise allowing the client's HR Department to support the organisation's core competencies.

#### Sustainability

HR Integration Group shall position itself to achieve the highest possible level of business in line with best practices.

#### High outreach:

HR Integration Group will also use intermediaries in delivering some of the services to ensure high outreach.

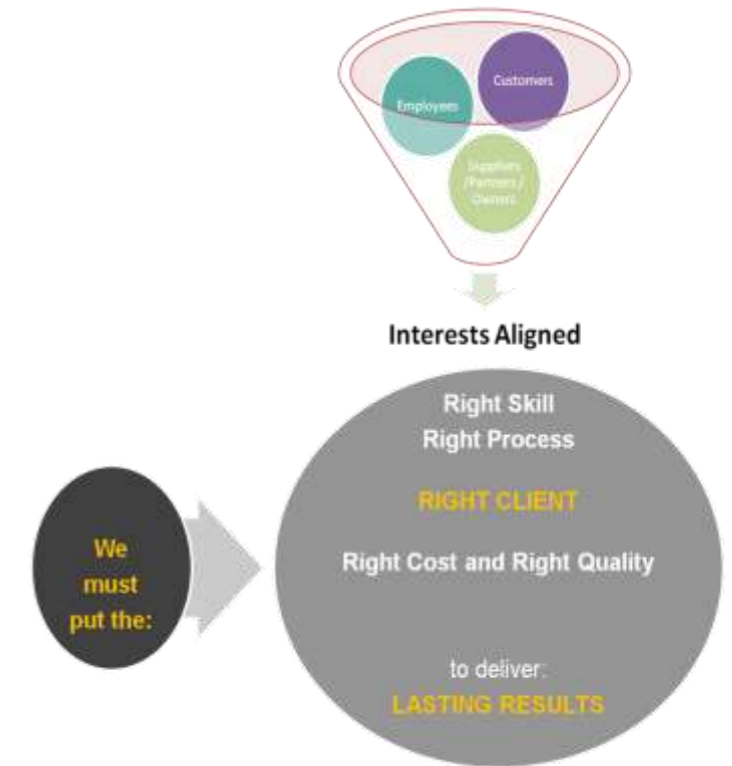
#### Impact creation:

HR Integration Group will put more emphasis service areas that are likely to bring high impact to its operations.

Continue to evolve as a High Performance Workplace (HPW) Integrator, to meet emerging needs and enhance our value proposition

To develop an enriching culture that helps our people deliver the very best of their work

Putting Customer in the Center to be evident in the products, services solutions and the support we provide and the way we market and sell



**NEVER STOP LEARNING AND RETHINKING**



LET'S DO SOMETHING  
GREAT TOGETHER



MAKE THINGS  
HAPPEN !

Because the  
world needs  
big ideas



Become a  
**Next Generation** Enterprise



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V3-15 | HRI Collateral /Ref: 632015



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