

# Achieve Competitive Advantage with More Efficient HR

## Human Resources Advisory Services

As competitive pressures mount, an organization's human capital remains the distinguishing factor between good and great. A world-class service delivery model for Human Resources (HR) that allows you to focus on this critical asset can provide the competitive advantage required to succeed in today's marketplace.

Organizations can select from a variety of HR service delivery models, including internal transformation, shared services, offshoring and outsourcing. Today's HR leaders need to determine, implement and manage the model that best meets the requirements of their organization.

### EquaTerra HR Advisors Deliver Results

EquaTerra guides the world's leading corporations through human resources transformation initiatives that reduce costs, improve service levels and increase efficiency in their HR service delivery organization, positioning HR to play a strategic role in the business.

Our expert advisors help clients validate HR strategies, understand baseline costs, build business cases for change, align stakeholders, evaluate options and provide guidance in the creation of internal delivery capabilities such as shared services or through vendor selection, negotiation (if outsourcing) and the transition process as well as the design and development of their retained organization. We also help clients re-align existing service delivery capabilities be they internally provided or externally sourced. Using our proven methodologies we help them build a service management capability, including the application of automation tools.

We assist clients in assessing their entire HR organization or sub-processes, such as benefits, payroll, recruitment and HRIT. No matter where you are in the transformation process, our approach helps you gain an in-depth understanding of your current operations compared to the marketplace and your peers, so together, we can determine the right service delivery strategy for your HR organization.

In addition to shared services implementations, EquaTerra has been involved in more than half of the global multi-process HR outsourcing projects, an estimated \$2.5 billion in contract value, helping clients achieve service level improvements and cost savings between 10 and 40 percent.

**“These guys exist for a reason. They are the market's repository of knowledge. We would not have been able to conclude this [HRO] deal without their intervention.”**

– Reg Bull, Senior Vice President,  
Global HR Transformation, Unilever

**We help you balance your transformation options with your unique business needs.**



## Experience the EquaTerra Difference

EquaTerra has the HR expertise and resources to guide you through the engineering of your HR service delivery. Our seasoned professionals average more than 20 years of industry experience and possess skill sets unparalleled in the industry, bringing multi-dimensional experience as corporate executives, service providers and consultants to each client engagement.

Our sourcing advisory services help clients:

- Enhance process efficiency and standardization
- Access specialized expertise and leading technology
- Improve financial performance
- Mitigate business risk
- Focus on HR's strategic initiatives
- Increase shareholder value and competitiveness

Your job is to consistently make the best HR service delivery decisions.  
Our job is to provide you with the knowledge and insight to do so.

EquaTerra uses the most rigorous, yet flexible, methodology in the industry. Our approach can be scaled up or down depending on clients' needs and the complexity of the situation. We have the ability to take clients through a tailored assessment and implementation strategy, detailed service delivery advice, solution design and implementation, and ongoing advisory services to help them realize improved results and the full value of the service delivery transformation.

## Our HR advisory services cover the following processes:



HR Advisory Services	
<b>Service Delivery Strategy</b> <ul style="list-style-type: none"> <li>» Service Delivery Model Review</li> <li>» Market Trend Analysis</li> <li>» HR Cost Diagnostic</li> <li>» Rightsizing HR</li> <li>» Talent Management</li> <li>» Benefit Plan Assessment</li> <li>» Human Capital Growth</li> <li>» HR Transformation</li> <li>» Staff Augmentation for HR Service Delivery Leadership</li> </ul>	<b>HR Service Delivery Improvement</b> <ul style="list-style-type: none"> <li>» Process Improvement</li> <li>» HR Diagnostic</li> <li>» HR Benchmark Support</li> <li>» Shared Services</li> <li>» Outsourcing</li> <li>» Shared Services and Outsourcing Governance, Including Automation Tools</li> <li>» Contract Review and Renegotiation</li> </ul>
<b>Policy, Risk and Compliance</b> <ul style="list-style-type: none"> <li>» Third-party Contract and Governance Assessment</li> <li>» Payroll and Time and Labor Analysis</li> <li>» Absence Management Assessment</li> <li>» Policy Assessment</li> </ul>	<b>HR Transition</b> <ul style="list-style-type: none"> <li>» Change Management</li> <li>» Transition and Transformation</li> <li>» Organizational Redesign</li> <li>» Project Management (Leadership, Training)</li> </ul>
<b>Human Resources Information Systems (HRIS)</b> <ul style="list-style-type: none"> <li>» HRIS Selection and Implementation Advisory</li> <li>» Application Optimization</li> </ul>	

## EquaTerra Clients

Using our proven methodologies, we have helped clients across a wide variety of industries – including financial services, consumer packaged goods and utilities – throughout North America, Europe and Asia Pacific transform and/or outsource their HR operations for faster, more effective decision making. Some of our HR clients include:

- Brown Forman
- Chevron
- Delta
- DuPont
- The E.W. Scripps Company
- Goodyear
- Marriott
- Nestlé
- NiSource
- TXU
- Unilever

## Why a Sourcing Advisor

Having an experienced advisor on your side who has guided dozens of HR transformations is invaluable. An EquaTerra advisor can help you navigate the entire transformation journey effectively and efficiently – from initial strategy, through internal shared services design or external service provider selection and negotiation, to transition and ongoing service delivery management. We provide truly objective and independent counsel based on our extensive experience and expertise. We simplify the complex and bring certainty to the unfamiliar...so you can focus on what matters in your business.

For more information on our HR services or to contact an HR expert, please see our Website at: <http://www.equaterra.com/HR>

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## About EquaTerra

EquaTerra advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.