

# Achieving Higher Performance in Human Capital Management

## U.S. Public Sector HR Services

An organization's human capital is the distinguishing factor between being good or great. And delivering world-class human resources (HR) service enables such greatness. How?

Because if HR services are provided in the most efficient and effective fashion, your attention and any available resources may be focused on helping the organization achieve its business imperatives.

### EquaTerra HR Advisors Deliver Results

In their quest to become more strategic and better serve their organizations, public sector HR practitioners are looking closely at a variety of "transformative" initiatives, including new organizational constructs, deployment of new or better use of existing technology, and alternative service delivery models. And among the models being considered are shared services operations for processing HR transactions, consolidated centers of excellence for the provision of higher-value services, and even the outsourcing of HR-related information technology and certain business processes. But what's the right transformative initiative for you?

EquaTerra helps human resources organizations be strategic. Our expert advisors help clients understand their baseline costs, build business cases for change, align stakeholders, identify and evaluate transformation options, and implement the chosen path. As a result, our clients have reduced their costs, improved service levels, increased efficiency, and, most importantly, positioned themselves to play a greater strategic role in the organization's business.

### Experience the EquaTerra Difference

EquaTerra has the HR expertise and resources to guide you through your transformation journey. 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 advisory services help clients:

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

**"Because of their combination of deep functional expertise and rich public sector experience, EquaTerra's advisors were able to help us establish an employee services center that suits our unique needs and environment."**

– Don Packham, Assistant Director and Chief Human Resources Officer, Federal Bureau of Investigation

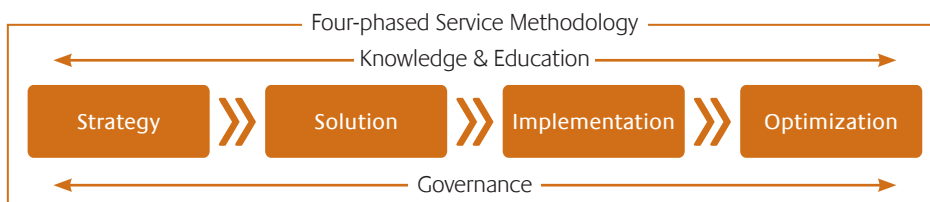
We help you balance your transformation options with your unique business needs.



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 transformation advice, solution design and implementation, and ongoing advisory services to help them realize the full value of the service delivery transformation and improve results over time.

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

Our HR advisory services cover the following processes:



#### HR Advisory Services

##### Service Delivery Strategy

- » Service Delivery Model Review
- » Market Trend Analysis
- » HR Cost Diagnostic
- » Rightsizing HR
- » Talent Management
- » Benefit Plan Assessment
- » Human Capital Growth
- » HR Transformation

##### Policy, Risk and Compliance

- » Third-party Contract and Governance Assessment
- » Payroll and Time and Labor Analysis
- » Absence Management Assessment
- » Policy Assessment

##### Human Resources Information Systems (HRIS)

- » HRIS Selection and Implementation Advisory
- » Application Optimization

##### HR Service Delivery Improvement

- » Process Improvement
- » HR Diagnostic
- » HR Benchmark Support
- » Outsourcing
- » Shared Services
- » Outsourcing and Shared Services Governance
- » Contract Review and Renegotiation

##### HR Transition

- » Change Management
- » Transition and Transformation
- » Organizational Redesign
- » Project Management (Leadership, Training)

#### EquaTerra Clients

Using our proven methodologies, we have helped public sector clients transform their HR operations. Some of our clients include:

- Administrative Office of the Courts of California
- American Association of Retired Persons (AARP)
- American Red Cross
- Commonwealth of Pennsylvania
- Cuyahoga County, Ohio
- District of Columbia
- Environmental Protection Agency
- Federal Bureau of Investigation
- State of Florida
- State of Wisconsin
- U.S. Air Force
- U.S. Agency for International Development

#### Why a Sourcing Advisor

Having an experienced advisor on your side — one who has guided dozens of HR transformations — is invaluable. An EquaTerra advisor can help you navigate the entire transformation journey. 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.

#### Contact Us

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#### About EquaTerra

EquaTerra sourcing 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.

For more information on our Government and Not-for-Profit services or to contact a Public Sector expert, please see our Website at: <http://www.equaterra.com/fw/main/Public-Sector-17.html>

For more information on our HR services or to contact an HR expert, please see our Website at: <http://www.equaterra.com/fw/main/Human-Resources-14.html>