



The business behind business®



Technology Drives the Future of HRO

技术引领人力资源外包未来



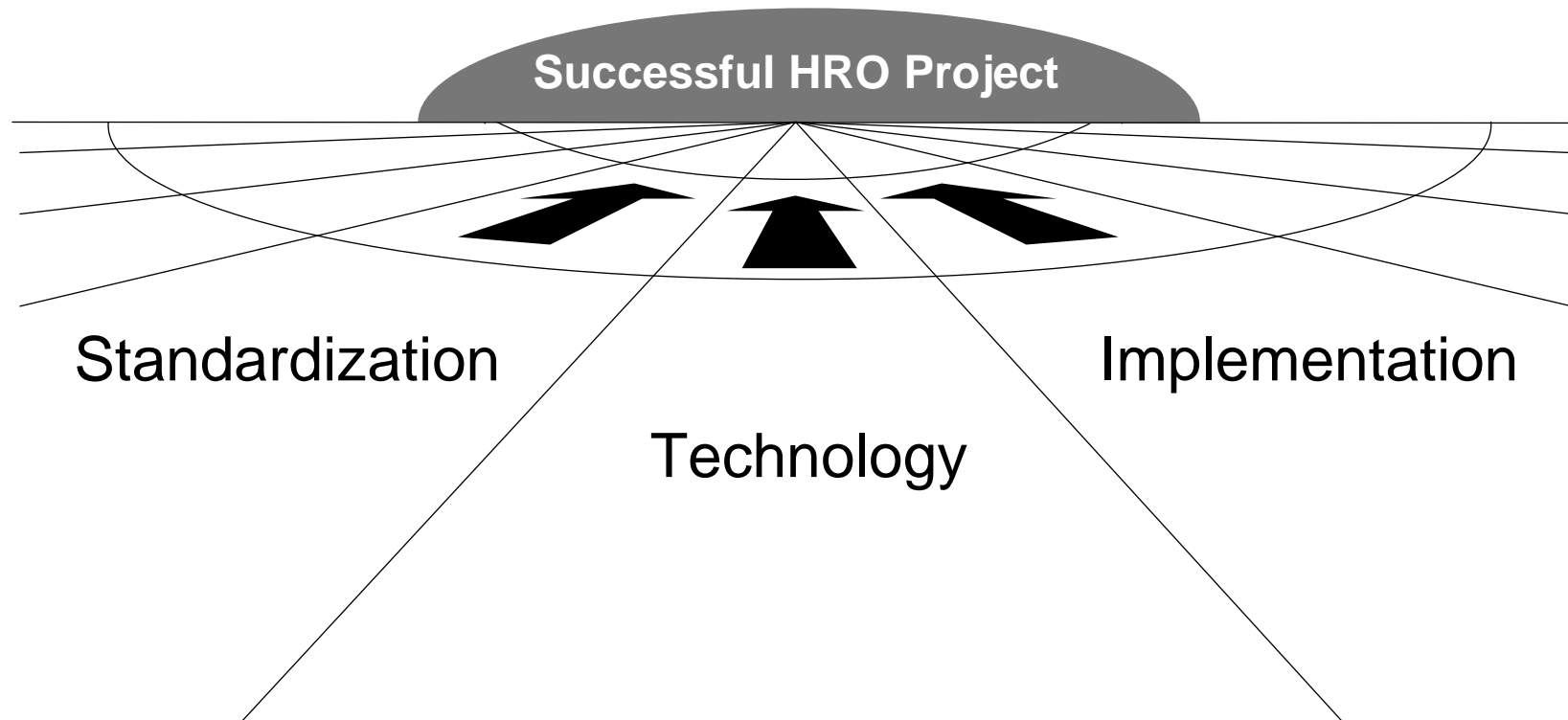
Zhaohui Feng

CIO&VP of IT, ADP China

April.17th , Shanghai



Key Topics

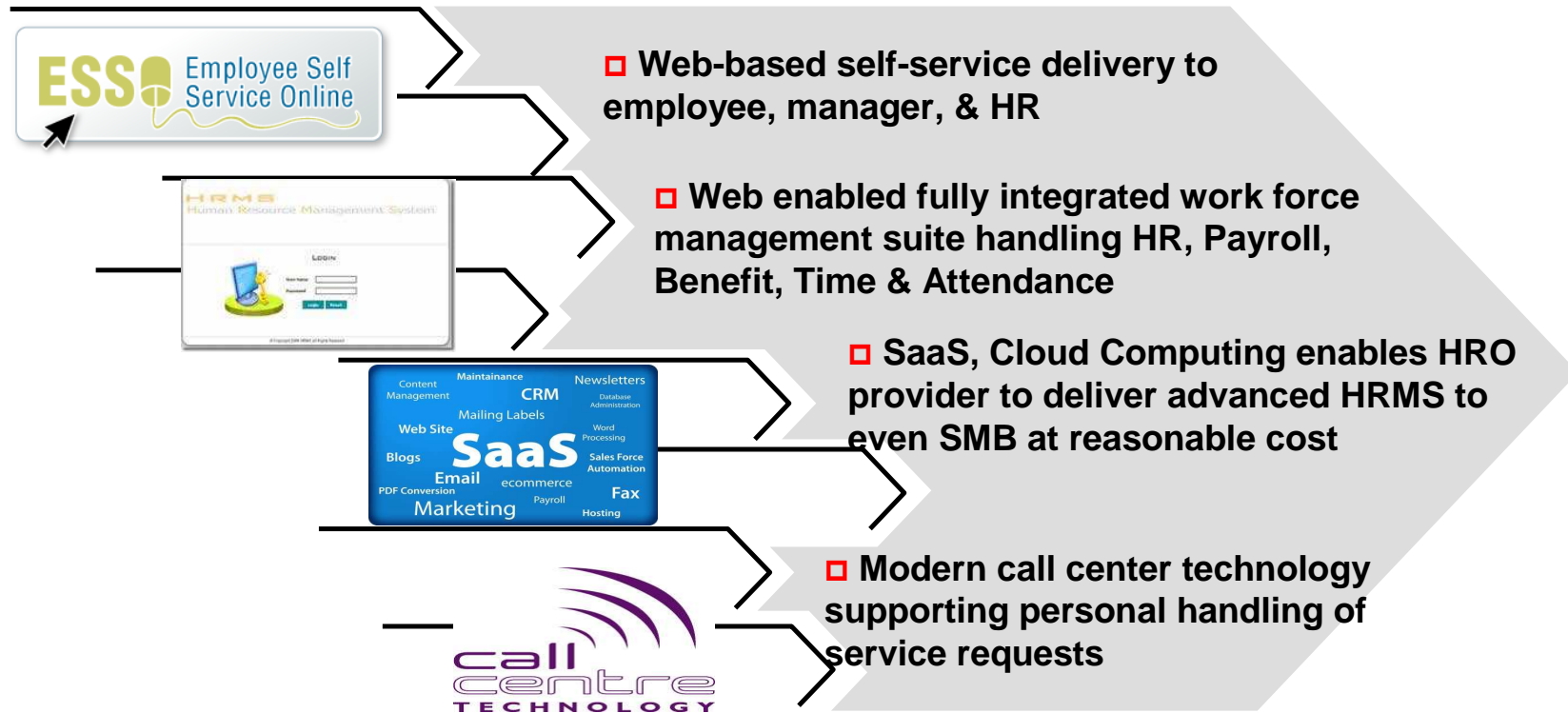


**Technology
- The Enabler of HRO Development**



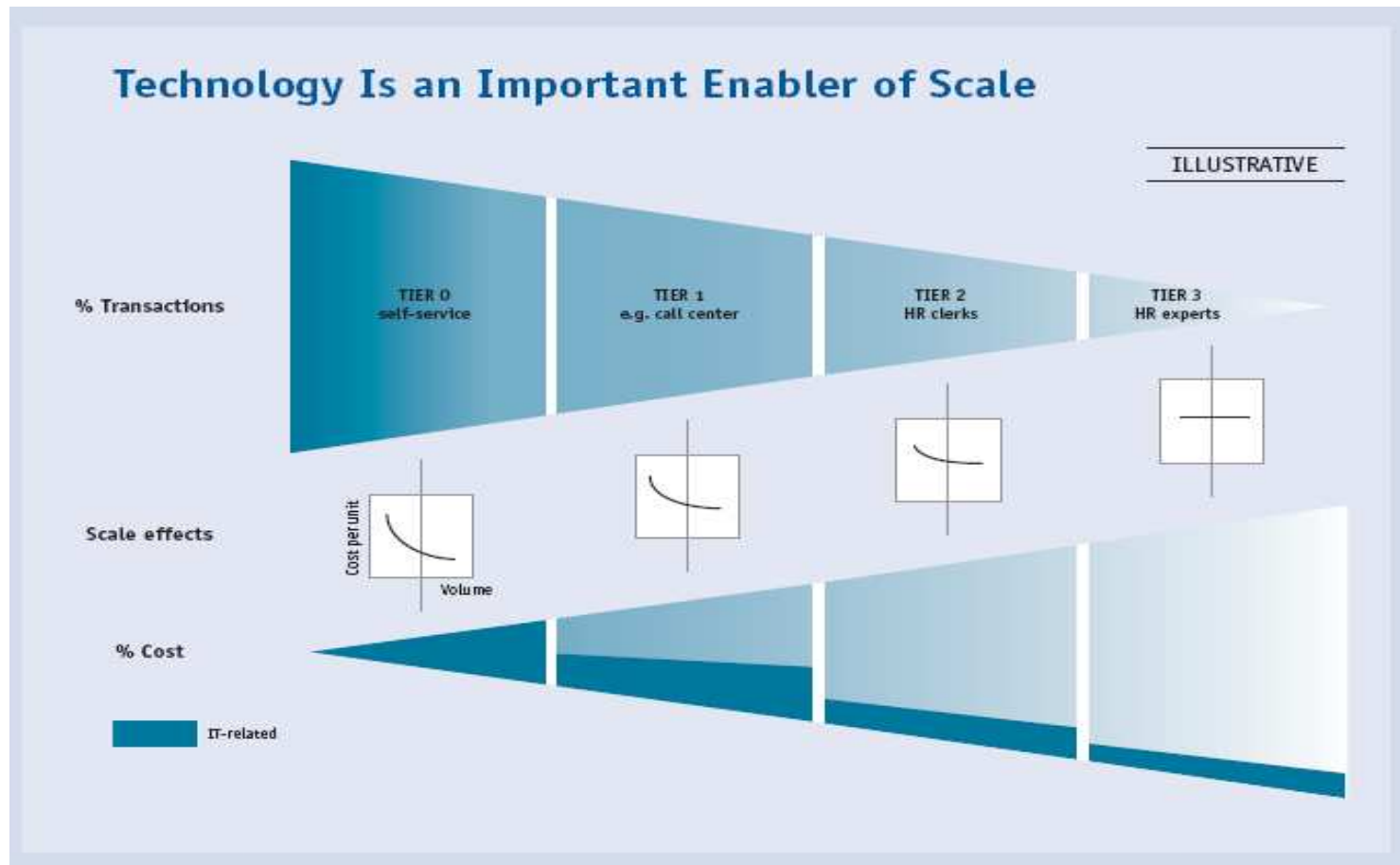


New and improved technology drives HRO innovation





Technology Delivers Scalable HRO Service

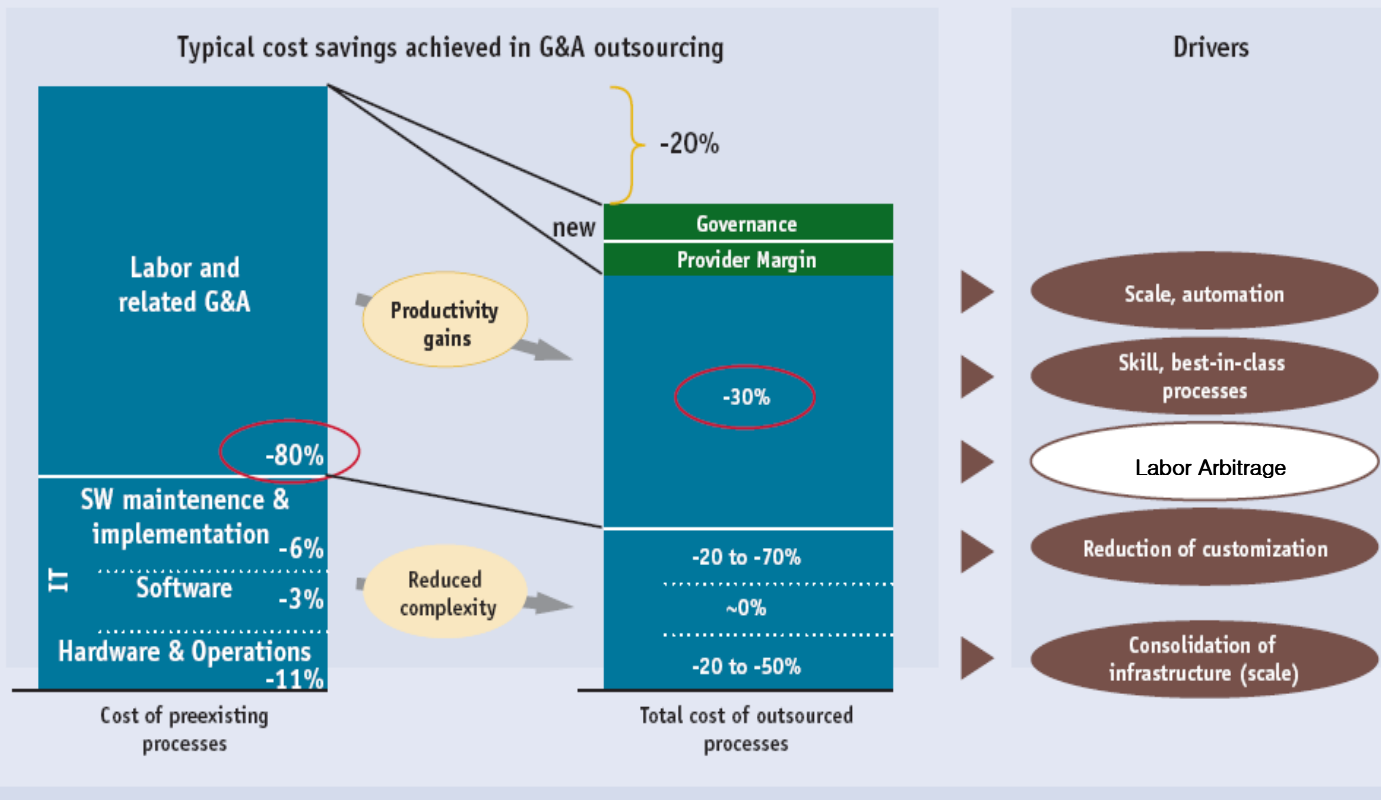


Source: SAP statement: "Giving Innovation a Fair Chance", BusinessWeek Research Services, Mar.2008,



Technology Drives Significant Cost Savings

IT Drives Significant Cost Savings in BPO Engagements



Source: SAP statement: "Giving Innovation a Fair Chance", BusinessWeek Research Services, Mar.2008,

**Standardization
- Prerequisite for Success**



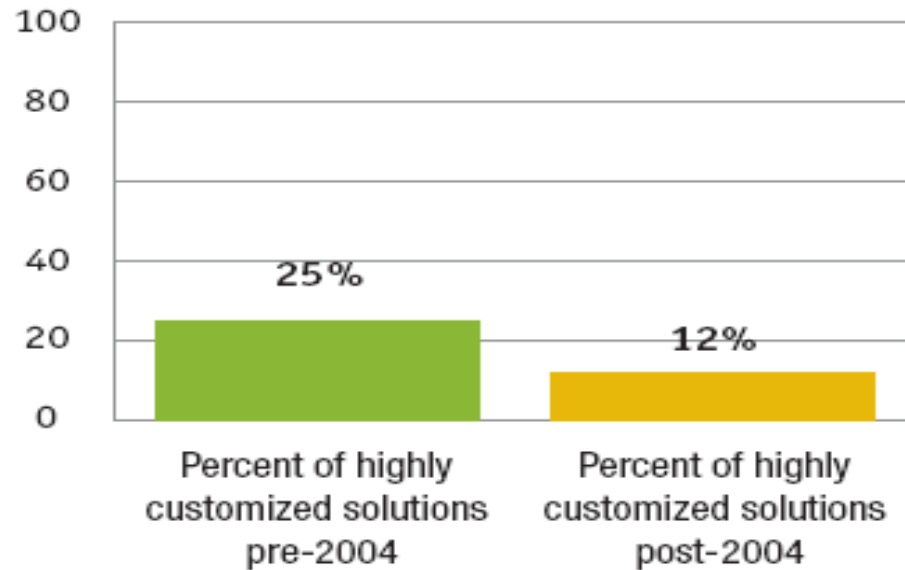


A Clear Trend Toward Standardization



The Shift Is Toward Configurable/ Off-the-Shelf Solutions

The percentage of customized solutions has dropped significantly since 2004, showing a clear trend toward standardization.



Source: Everest Research Institute





Standardization is the Prerequisite for the Success



Standardization

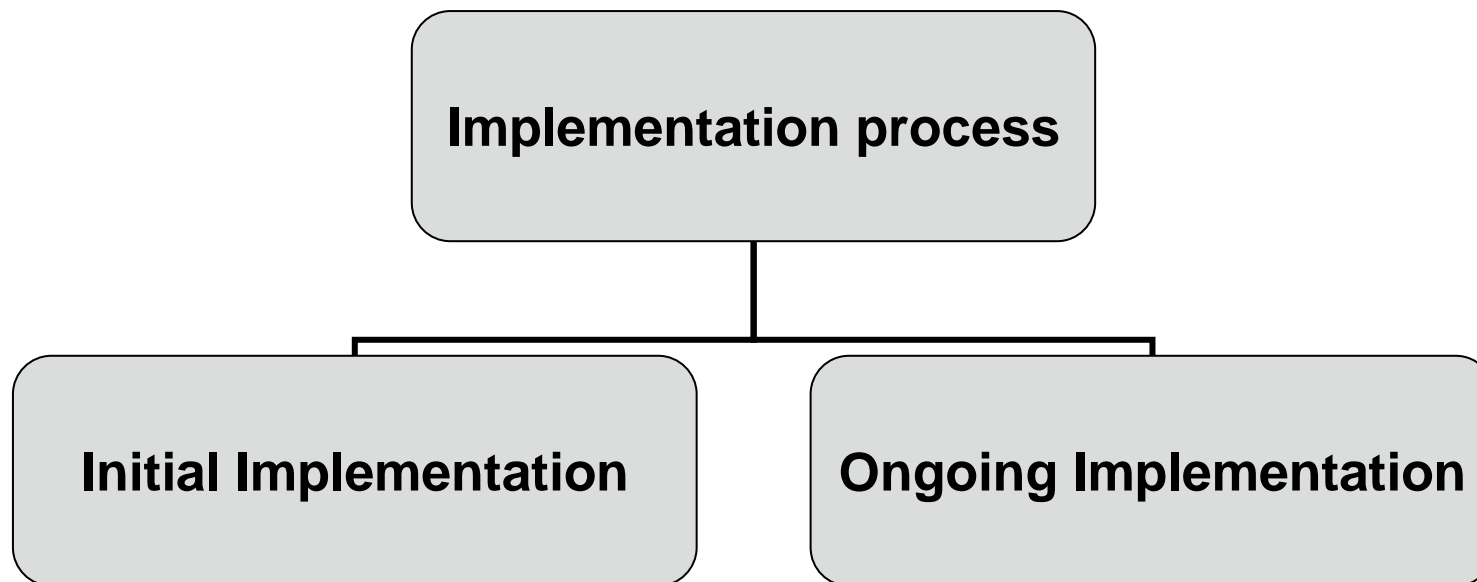
- Standardization enables Providers to achieve the economy of scale to deliver the promised cost saving and process improvement
- The more customers use Provider's standardized approaches and processes, the more the provider can leverage the knowledge, technologies, processes and best practices it has acquired
- Standardizing the service delivery model worldwide can save significant money for companies
- The platform that evolves with minimum customization facilitates the seamless integration between the provider's and the customer's retained organization

Implementation - Foundation for Success



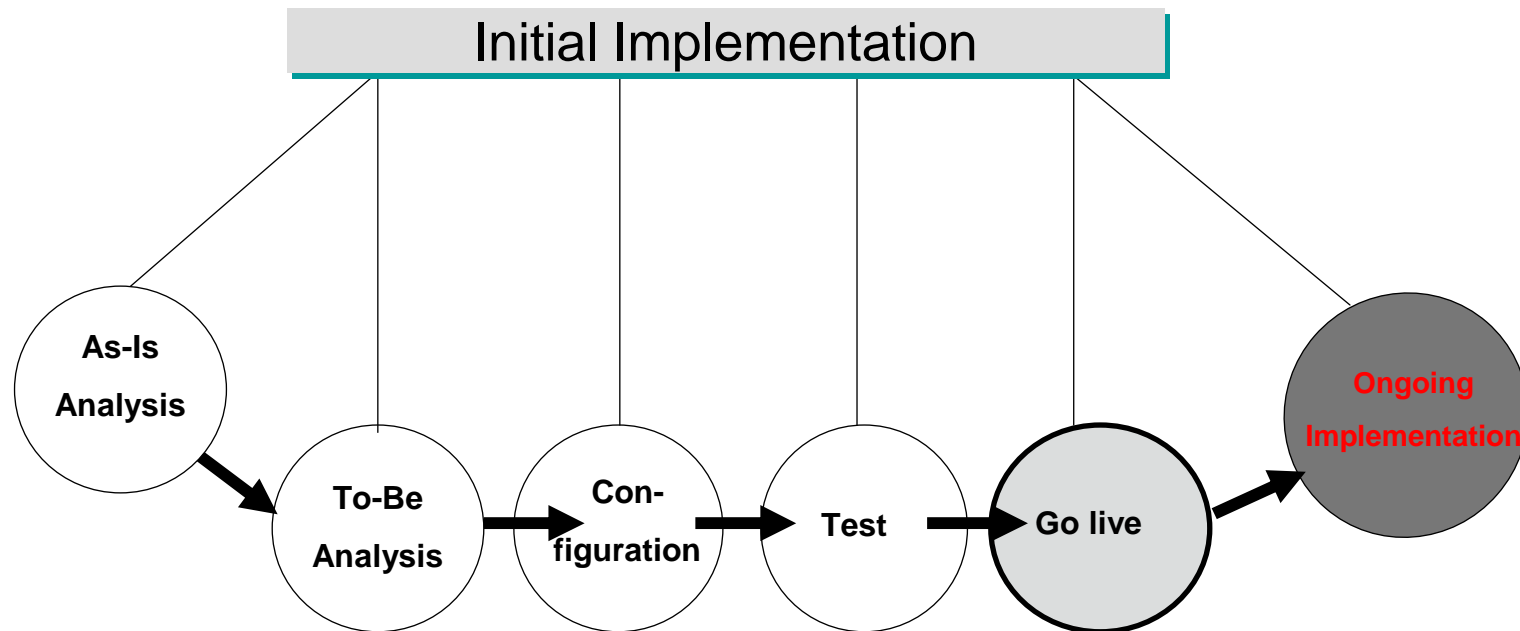


Implementation process talks!





Initial implementation

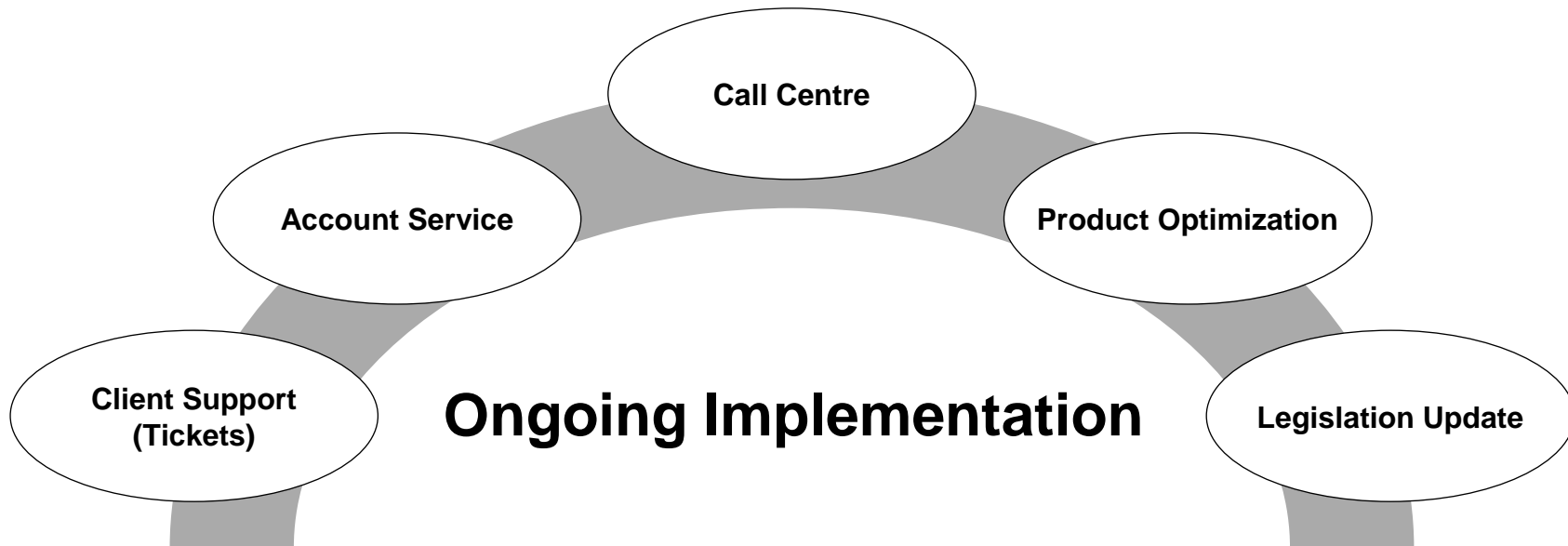


Be Prepared for Culture Shock





Ongoing implementation



Tech: CRM; Process: Tickets trouble-shooting; People: Committed Staff

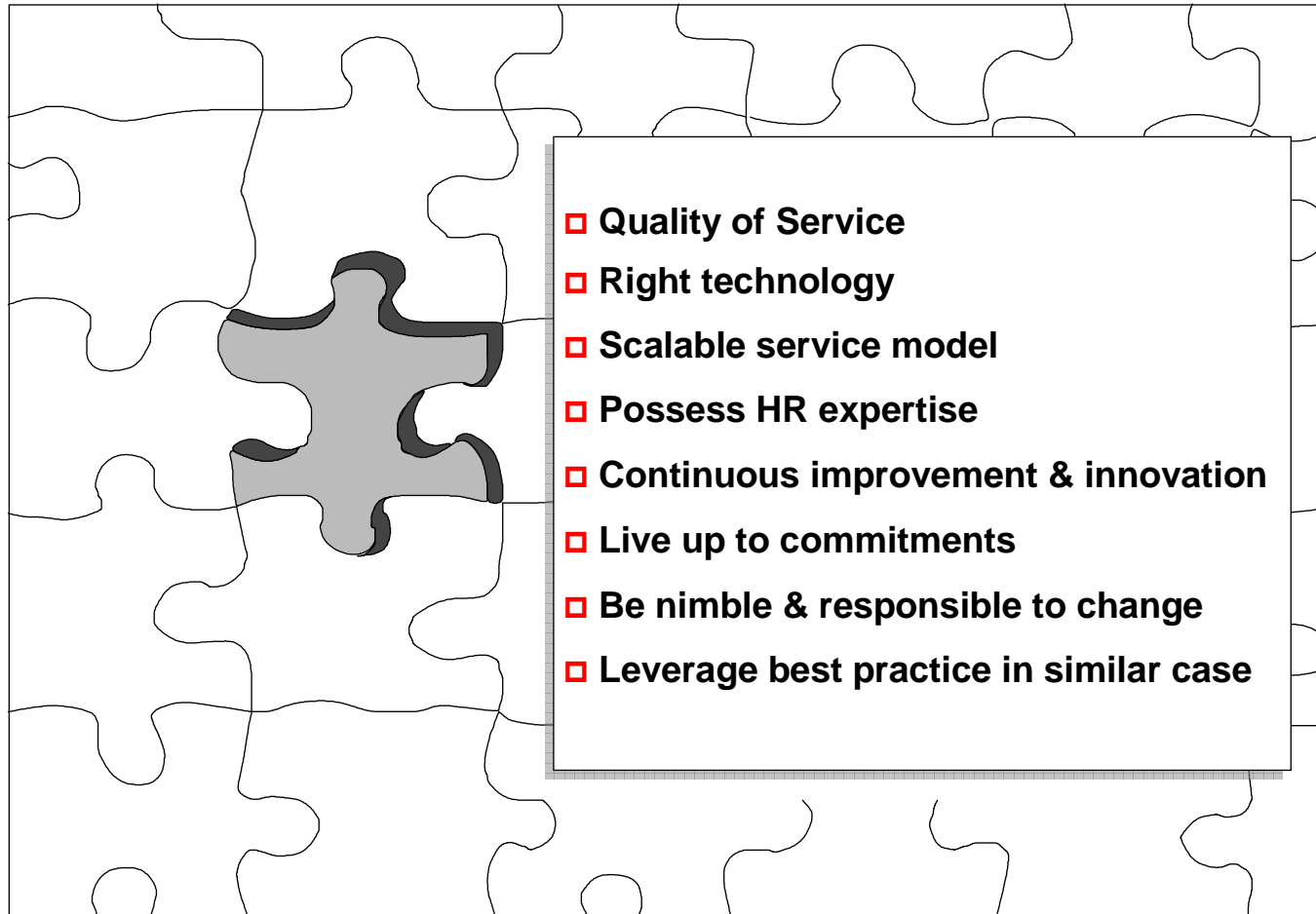
Manage Change

**Reliable Partner
- Guarantee for Success**





Look Under the Hood

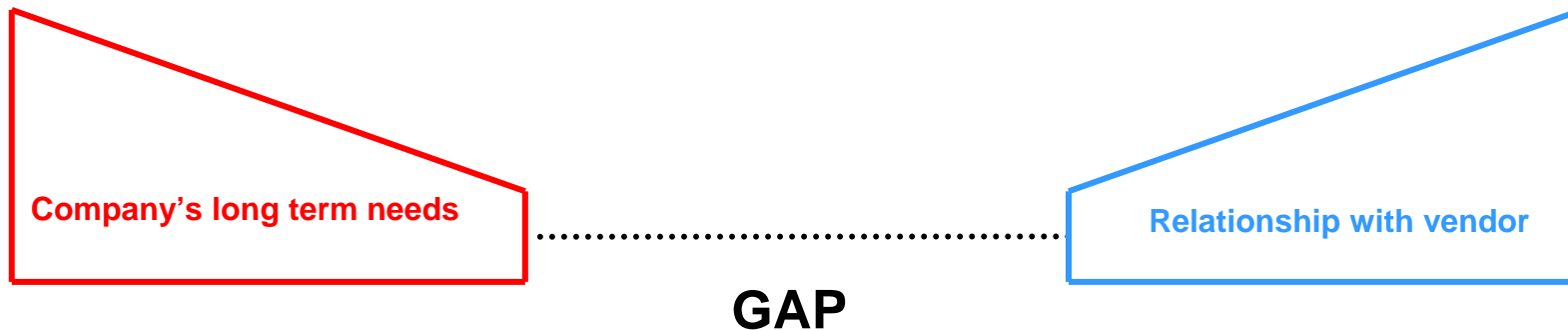
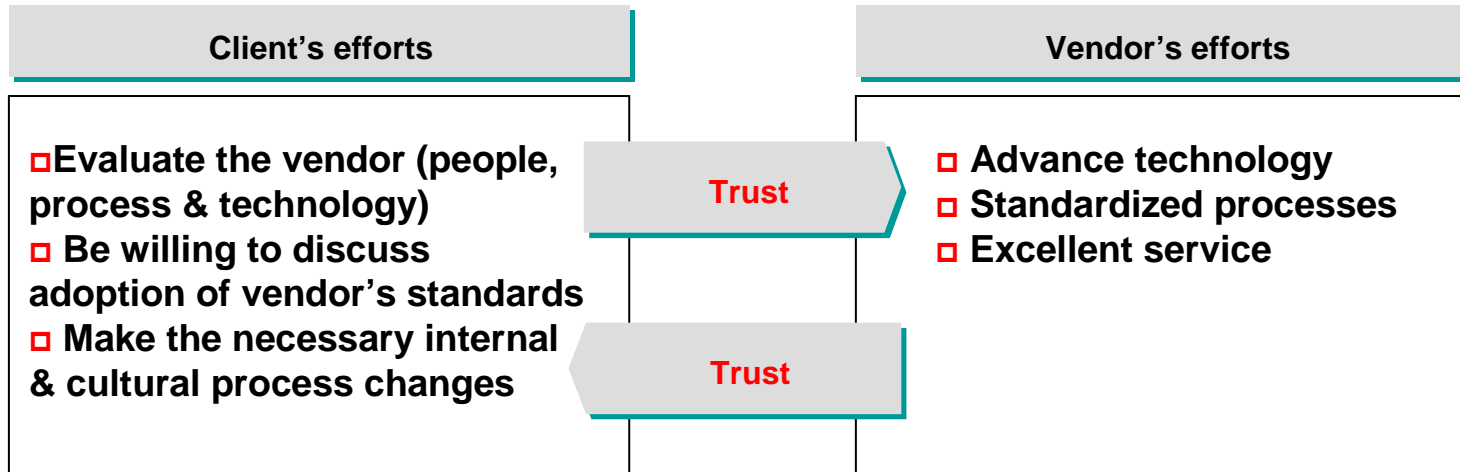
A large puzzle graphic is centered on the page. One puzzle piece is shaded in gray and is missing from its position, creating a gap. To the right of this gap is a white rectangular box with a thin black border containing a list of eight key business factors, each preceded by a red square icon.

- ❑ Quality of Service
- ❑ Right technology
- ❑ Scalable service model
- ❑ Possess HR expertise
- ❑ Continuous improvement & innovation
- ❑ Live up to commitments
- ❑ Be nimble & responsible to change
- ❑ Leverage best practice in similar case





How do you make the right decision?





Check list



- ❑ How will the HRO provider support the reengineering of the overall processes?
- ❑ Does the company' s platform all tie together at a process level and manage business activities across organizational and geographic boundaries?
- ❑ How will the HRO provider ensure that the outsourced HR business process integrate with HR and other system in a scalable fashion?

Thank you for attention!

