

SUPERSTAR PROVIDERS

Need a solution to your HR service problems? Between the 31 Provider Superstars listed this year, you can be sure that one of them offers an appropriate solution. These industry leaders are familiar with just about any issue clients might have and understand how best to handle them.

SUPERSTAR	ORGANIZATION	TITLE	WHAT MAKES THEM SHINE SO BRIGHT
Patrick Beharelle	SeatonCorp	Chief Operating Officer	Scouting out new growth opportunities for Seaton
Michael Beygelman	Adecco Group-North America	Senior VP	Trekking the globe to spread the word about RPO
Ashok Bildikar	Caliber Point (a Hexaware Company)	President and Executive Director	Continuing to help the offshore provider make inroads here
Rosaleen Blair	Alexander Mann Solutions	Founder and CEO	Bridging the continents with RPO
Karen F. Browne	PeopleScout	President	Being prepared for RPO's growth
Rebecca Callahan	Spherion RPO	Senior VP	Driving worldwide innovation and service excellence in RPO
Kevin Campbell	Accenture	Group Chief Executive-Outsourcing	The visionary pioneer for the global provider
Kim Davis	Adecco	Senior VP, RPO	Establishing new beachheads in RPO's growth
Brenna Garratt	The Delve Group	CEO and Co-Founder	Helping the Industry to raise brand awareness
John Gibson	Convergys Employee Care	President, HR Management	Heading up the rebranded Convergys business unit
Bill Graebel	Graebel	CEO	Making mobility less painful for employees
Peter Hart	Rideau Recognition	President and CEO	Employee recognition's chief champion
Bill Hicksa	Ultimate Software	Chief Information Officer	Wearing two hats to serve internal and external customers
John Higgins	Accenture	Senior Director, Innovation Deployment	Sparking innovation at one of the leading BPO providers
Troy Kanter	Kenexa	President and COO	Connecting candidates with employers through RPO
Richard Klingshirn	ACS	Executive Managing Director	Elevating learning BPO to new heights
Jim Konieczny	Hewitt Associates	Senior VP, Multiprocess HRO	Juggling some of the biggest contracts in HRO
Regina Lee	ADP	President, National Account Services and ES International	Helping ADP's charge into the end-to-end HRO market
Candy Lewandowski	KellyOCG	VP, RPO	Helping global customers to embrace RPO
Sue Marks	Pinstripe	Chairman and CEO	An RPO entrepreneur charting new territories for the market
Kay Mason	NorthgateArinso U.S.	President, U.S.	Conquering the Americas for the U.K.-based business
Arthur Mazor	Fidelity HR Services	Senior VP of Offering Management and Marketing	Making sure HRO is a good investment for HR leaders
Jeff Miller	Mercer	President, Outsourcing	Adding TBO to the everyday dialog
Jamie Minier	The RightThing	President	Helping to put Findlay, OH, on the RPO map
Todd Owens	Intelius	General Manager	Keeping the undesirables out of the workforce
Karen Paterson	Patersons Global HR & Payroll	CEO	Establishing a beachhead in the U.S. for the U.K.-based provider
Tim Padva	CheckPoint HR	President, CEO, and Co-founder	Standard bearer for the ASO and PEO world
Jay Rising	Hewitt	President, HRO	Has challenge of improving P&L for the provider
Mary Sue Rogers	IBM	GM, Global HR and Learning Business Transformation Outsourcing	Directing Big Blue's HRO efforts worldwide
Kristi Savacool	Hewitt	Senior VP, Benefits Outsourcing	Helping Hewitt to rake in the profits
Chris Stone	NorthgateArinso	CEO	Building a new global HRO giant
Keith Strodman	Ceridian	Senior Vice President and GM	At the helm of the payroll specialist's HRO business
Terry Terhark	The Right Thing	CEO	The road warrior of RPO



PATRICK BEHARELLE
Chief Operating Officer
SeatonCorp

In a role that was newly created at SeatonCorp, the parent company of RPO specialist PeopleScout, Beharelle is helping the business grow its recruitment practices. A seasoned veteran of the RPO industry, he was previously senior vice president of Spherion's RPO division. He has more than 17 years of professional services and recruitment industry experience and has been a featured speaker at several industry conferences. Prior to joining Spherion in 2001, he was president of a highly successful venture-back business-to-business financial services firm in Atlanta. Beharelle holds an MBA from the Wharton School of Business.



MICHAEL BEYGELMAN
Senior Vice President
Adecco Group-North America

Beygelman is senior vice president at Adecco Group-North America. His primary responsibility is overseeing the North American RPO business and global RPO program sponsorship. He is also responsible for design and commercialization of innovative HR products and services. An influential thought leader and previous advisor to numerous HR executives on recruitment, HRO, and BPO, Beygelman most recently was the executive director of the HROA, where he directed all operating activities and was instrumental in promoting education, the exchange of information, and the advancement of best practices in the HR outsourcing industry.



ASHOK BILDIKAR
President and Executive Director
Caliber Point

Bildikar leads Caliber Point Business Solution, the exponentially growing independent BPO arm of Hexaware Technologies, as its president and executive director. He has been involved in providing offshore-based HRO services for more than a decade. During that time, he's been actively involved in helping organizations deploy innovative HR models very successfully. He had headed the HR-IT practice in Hexaware and is currently focusing on providing integrated HRO services for global organizations. He works closely with leading HRO and advisory firms across the globe in addressing their HR requirements.



ROSALEEN BLAIR
Founder and CEO
Alexander Mann Solutions

Widely credited with pioneering the concept of RPO in Europe, Rosaleen Blair has built a business with revenues of more than £350 million a year and employing 1,200 people in more than 60 countries. In recent months, Blair has led the company through a £100 million management buyout and the acquisition of the second biggest pure-play RPO provider in the U.K., Capital Consulting. She was awarded the prestigious Veuve Clicquot Businesswoman of the Year Award in 2007 and Ernst & Young's London Business Products & Services Entrepreneur of the Year in 2006.



KAREN F. BROWNE
Chief Operating Officer
PeopleScout

Karen Browne, PeopleScout's chief operating officer, joined the company in 2000. Since that time, she has spearheaded PeopleScout's Recruitment Process Outsourcing (RPO) business unit, leveraging the firm's proprietary software and processes to deliver recruitment and retention solutions. Browne is a frequent speaker and contributor on recruitment and employee retention-related topics and has been quoted in leading industry publications. Prior to joining PeopleScout, she owned a consulting business that concentrated on creating operational excellence through process and people. With more than 12 years' experience at the executive level, Browne has a B.S. and M.A. from Central Michigan University.



REBECCA CALLAHAN
Senior Vice President
Spherion RPO

Rebecca Callahan is the senior vice president of Spherion's Recruitment Process Outsourcing (RPO) Division and a member of Spherion's leadership team. She is responsible for leading the division's strategic development and executing its business growth and operational excellence. In a very short period of time, Callahan has emerged as an industry leader by securing some of the larger and more innovative RPO engagements in the marketplace. Upon joining Spherion in 2003, Callahan served as vice president of the Assessment Group. In that role, she led the integration of the company's new technology and the development of both a direct sales and partner strategy to drive growth.



KEVIN CAMPBELL
Group Chief Executive—Outsourcing
Accenture

Campbell is responsible for Accenture's outsourcing business, which provides application, infrastructure, and business process services to more than 625 clients globally. He leads a team of more than 70,000 professionals charged with developing and delivering differentiated, innovative, and operationally excellent services to clients seeking outsourcing solutions to help them achieve high performance. Prior to assuming his current role, Campbell led Accenture's burgeoning BPO business from February 2005 to September 2006. He was previously with the company from 1982 to 1999, during which time he led outsourcing for its Resources Operating group and helped pioneer Accenture's BPO activities.



KIM DAVIS
Senior Vice President, RPO
Adecco

Having founded TalentTrack, which was later acquired by Adecco, Kim Davis is a pioneer in the RPO space. He saw how RPO needed to evolve, and this drove his decision to sell TalentTrack to and partner with the global staffing giant. Today Davis heads up RPO operations for Adecco in the U.S. He also serves on the RPO Alliance board of directors. Davis is a frequent contributor to industry events and publications and is sought after for his RPO expertise.



BRENNA GARRATT
CEO and Co-founder
The Delve Group

Garratt is CEO and co-founder of The Delve Group, Inc., an expert in positioning and perception for business services organizations. The firm helps companies communicate their transformation both internally and externally. Garratt has been instrumental in working with senior executives to reshape and reposition their organizations, as well as invent, position, and grow new ones. She has led multidisciplinary teams in a wide range of assignments, including corporate strategy, branding, internal communications, name development, and collateral programs.



JOHN GIBSON
President, HR Management
Convergys

As the head of Convergys' HR Management business (formerly Employee Care), Gibson is responsible for meeting the company's revenue and profitability targets for this business segment. He was appointed president in August, credited with being a key contributor to the growth and establishment of the segment for Convergys during the past three years. In that time, Convergys signed new HR BPO contracts with several Fortune Top 500 companies, including DuPont, Johnson & Johnson, Whirlpool, and Starbucks. Prior to his appointment as president, Gibson was senior vice president of client services, responsible for managing the majority of the company's client relationships for its HR BPO transactional services. He also served as senior vice president of global operations, expanding Convergys' global HR BPO operational capabilities and infrastructure to support business growth in both the private and public sector markets. Gibson earned his bachelor's from Indiana University and participated in the Northwestern University Executive Development Program at the Kellogg School of Management and INSEAD's Advanced Management Program.



BILL GRAEBEL
CEO
Graebel Companies

In the industry 28 years, Bill Graebel is recognized for his thought leadership in manifesting customer-focused paradigm shifts within the company's six divisions and in the industry. He helped create a by-invitation Relocation Alliance. Today, this consortium of more than 150 respected international firms is bound by best-in-class practices and preferred pricing worldwide. Graebel is the U.S. member of the Fédération Internationale des Déménageurs Internationaux (FIDI) task force, establishing global, auditable Destination Service Provider (DSP) credentialing for relocation providers. He is also actively involved in a multitude of organizations including being a board member of the Worldwide Employee Relocation Council (ERC) and the Overseas Moving Network International (OMNI).



PETER HART
President and CEO
Rideau Recognition

Hart has been the driving force in Rideau's growth as one of North America's largest recognition and reward companies. He has been an active member of Recognition Professionals International (formerly NAER) since 2001 and currently serves on its Board of Directors. In early 2007, he pioneered the creation of the Recognition Council, a special interest group within the Incentive Management Group (IMA), which helps provide recognition best-practice guidance to all IMA members. He now serves as the acting president of the Recognition Council. *(Editor's disclosure: Jay Whitehead, president of Crossing Media, the publisher of HRO Today, is a board member of Rideau Recognition.)*



BILL HICKS
CIO and Vice President of Shared Services
Ultimate Software

Bill Hicks serves as the CIO and senior vice president of shared services for Ultimate Software. Hicks is responsible for overseeing the company's customer support department as well as Ultimate Software's IT program, including systems and people responsible for Ultimate Software's software-as-a-service model. Led by Hicks, Ultimate Software's IT department was honored as Best IT Team by the American Business Awards in 2007. Before joining Ultimate Software, Hicks was the CIO for Precision Response Corporation (PRC). In 2003, Hicks was honored as the South Florida CIO Council's Member of the Year. He has the unique responsibility for managing both Ultimate Software's SaaS infrastructure and customer support.



JOHN HIGGINS

Senior Director, Innovation Deployment
Accenture

John Higgins currently serves as senior director of innovation deployment for HR BPO and learning BPO at Accenture, where he is responsible for leading the deployment and adoption of innovative solutions and capabilities. He serves as an Accenture liaison to the analyst community, HR and learning industry organizations, alliance partners, and key clients. He is recognized as a leader in the learning industry and is a frequent guest speaker at industry conferences. He has led leadership seminars in China, Europe, Japan, North America, and South America. Prior to his current role at Accenture, Higgins served as chief learning officer for BearingPoint, Inc. He received a masters in business administration with a major in international business from the University of Miami, and a bachelor of science in management from Nova Southeastern University.



TROY KANTER

Chief Operating Officer and President
Kenexa

Troy A. Kanter was appointed chief operating officer and president of Kenexa in 2006 and serves on its board of directors. From 1997 to 2003, he served as the company's president of human capital management and vice president of business development. He was previously the president and co-founder of Human Resource Innovations, Inc. (HRI), which was acquired by Kenexa in 1997. Prior to HRI, Kanter worked for the Gallup Organization as the company's vice president of client services from 1990 to 1994. He is a graduate of Doane College, where he now serves on its board of trustees and also sits on the boards of a number of private companies.



RICHARD KLINGSHIRN

Executive Managing Director
ACS

As a long-time veteran of the learning industry, Richard Klingshirn, executive managing director for ACS' learning business, has extensive experience with learning service delivery, strategies, and outsourcing. An author and speaker at industry events and for various publications, he oversaw some recent significant wins for ACS, including a five-year contract in August to provide comprehensive learning services to car rental giant Hertz. Under the accord, ACS will provide curriculum redesign and management as well as content development and delivery; learning administration; managed learning technology and vendor management within a shared services environment. Klingshirn has been instrumental in helping ACS capture market share in the outsourced learning space, serving as one of the most visible faces in this segment of the industry.



JIM KONIECZNY

Senior Vice President, Multiprocess HRO
Hewitt Associates

Jim Konieczny is a pioneer in the HR outsourcing industry. For more than 20 years he has dedicated his career to HR, proving the value of outsourcing for both clients and suppliers. Starting as a programmer on Hewitt Associates' Flexsystem—a predecessor to its market-leading, integrated Total Benefits Administration platform—Konieczny has been instrumental in helping to lead what is today Hewitt's \$2 billion HRO business. Known for his reputation as a strategic thinker focused on delivering results for Hewitt's numerous marquee clients, he regularly took on roles of increasing responsibility within Hewitt's rapidly growing Benefits Outsourcing business, further expanding his contributions to both the company and industry. He leads Hewitt's HR BPO division, which has more than 30 percent of the total large-market HR BPO market, handling more than 70 million HR-related customer interactions a year for nearly 20 million employees, retirees, and their families.



REGINA LEE

President, National Account Services and
ES International
ADP

Lee, president of National Account Services (NAS), a division of ADP Employer Services, leads an organization of nearly 7,000 associates providing HR, benefits, and payroll outsourcing services to the largest companies and institutions in North America. Lee has held numerous leadership positions within ADP and has a successful track record of meeting or exceeding organizational goals and objectives. Serving clients with more than 1,000 associates, NAS currently has more than 5,000 clients. It offers a broad range of HR and benefits and payroll administration services that large companies need for essential employment functions with unparalleled reliability. For fiscal year 2007, Lee and her management team focused on making NAS a one-stop shop for payroll, HR, and benefits services.

Provider Superstars Support Numerous Industry Activities

Many of the Provider Superstars listed her support leading organizations included in the "Baker's Dozen" special features that appear throughout the year in *HRO Today*. These sections provide an in-depth examination of vendors in specific domains such as recruitment process outsourcing (RPO), relocation services, learning business process outsourcing (BPO), and more.

The Baker's Dozen features also report on market-moving trends, issues critical to buyers, deal implementation, and technology. Regular readers of these articles may recognize that numerous Provider Superstars are often quoted in them for their expertise in domain-specific subject matters. Because each typically has decades of experience in specific fields, the Superstars are also broadly recognized as leading voices in those segments.

You may also find many of the Provider Superstars attending and speaking at various conferences and meetings. They are instrumental in raising awareness around myriad cutting-edge issues, specifically in the areas of process standards, service levels, technology, and more. Each of the providers listed here also participate in industry trade groups such as the HRO Association, the RPO Alliance, and others.



CANDY LEWANDOWSKI

Vice President, RPO
Kelly Outsourcing and Consulting Group (OCG)

Candy Lewandowski has played an important role in the development of RPO practices at Kelly OCG as well as in the recruitment outsourcing industry. Since joining Kelly in 2002, she has moved into increasingly important roles. Most recently, she helped Kelly secure a partnership with IBM to offer a global RPO solution to the world's largest employers. She is a contributor to industry trade groups and is often quoted in industry publications. Lewandowski is a graduate of Oakland University and the Walsh College of Accountancy and Business Administration.



SUE MARKS

Chairman and CEO
Pinstripe

A well-known pioneer of the recruitment processing outsourcing (RPO) industry, Marks has helped client organizations turn themselves into recruiting powerhouses, upgrading their talent and increasing their success in the market. She is the founder of Pinstripe, a privately held recruitment process outsourcing (RPO) firm focused entirely on talent acquisition and management issues critical to corporate executives. Marks received her BS in business administration from Marquette University, where she recently received Marquette University College of Business's Entrepreneurship Award, and is an annual participant in YPO's prestigious Executive Education Program at Harvard's Graduate School of Business.



KAY MASON

President
NorthgateArinso U.S.

As the president of NorthgateArinso in the U.S., Mason guides the company as it expands its presence in the world's largest outsourcing market, leveraging her past successes managing Northgate's Moorepay division in the U.K. Mason has been in the IT industry for 28 years and previously served as managing director of Moorepay, a division of Northgate Information Solutions. At the business unit, she led a team of approximately 500 people based in six locations. Prior to joining Northgate, she spent eight years in various sales leadership roles in IBM's software business. Before IBM, she held various sales management roles at Racal Network Services, RM PLC and Digital Research.



ARTHUR MAZOR
Senior Vice President of Offering Management and Marketing
Fidelity HR Services

Arthur H. Mazor is senior vice president of offering management and marketing for Fidelity Human Resources Services, a division of Fidelity Investments. In his role, Mazor leads the strategy, design, development, management and marketing of the firm's global HRO offering. Prior to joining Fidelity in 2007, he held several senior leadership positions within the Human Capital Management Solutions division of ACS, Inc., where he shaped global strategy and growth initiatives and led HRO implementations, solution design, product strategy development, and product standardization efforts. He previously served as a principal with Mellon Human Resources & Investor Solutions, as an executive with Accenture, and held HR consulting and management roles with Price-waterhouseCoopers.



JAY RISING
President, HRO
Hewitt Associates

Jay Rising joined Hewitt in May as president of the company's HRO business. He has full P&L responsibility for outsourcing and the 17,000 associates supporting the company's benefits outsourcing and HRO clients globally. He was most recently president of field operations at RightNow Technologies, where he was responsible for global sales, marketing, and consulting operations. He spent nearly 10 years at ADP in a number of senior positions, the last as the president of the National Accounts Division—Employer Services. There, he was instrumental in increasing revenues and improving operating margins. In this role, Rising was responsible for creating a new sales model for core and new products, moving core platforms to web/hosting, rolling out new standalone products, and creating strategic alliances.



JEFF MILLER
President, Outsourcing
Mercer

As president of outsourcing, Miller leads the global provider's offerings of complete outsourcing solutions for defined contribution and defined benefit plans, health and benefits administration, absence management administration, and business process outsourcing for HR services. Miller has more than 20 years of global experience in financial services, including retirement services, asset management marketing and sales, operations, and technology. He has held executive level positions at leading financial services firms including Smith Barney and Putnam Investments. He graduated from Boston University School of Management and American University School of Law.



MARY SUE ROGERS
GM, Global HR and Learning Business
Transformation Outsourcing
IBM

In her role as GM, Rogers focuses on working with multinational clients from the industrial, financial services, and distribution sectors. Her experience of working with global organizations has also led to her developing a specialty in driving cross-cultural change and transformation. Prior to this role, she held senior positions in HR within IBM, including six years as the global leader of HCM consulting. She has worked in business and consulting dealing with key HR issues such as the maturing workforce, workforce management, performance management, and talent development.



JAMIE MINIER
President
The RightThing

With more than 15 years in the RPO industry, Minier was appointed president of The RightThing in 2008. Under her direction, the company established a comprehensive global outsourcing solution this year, as well as introducing an RPO solution for the SMB market. In recent months, Minier oversaw the realignment of The RightThing's operational delivery model by establishing strategic centers of excellence in global recruiting, interviewing, resume mining, and more. She helped launch a new outplacement solution for companies looking to downsize. Growing the company's national footprint, Minier oversaw the opening of an office in California this year. Minier is a member of the Society for Human Resource Management, a board member of Recruitment Process Outsourcing Association, and a Human Capital Institute member.



KRISTI SAVACOO
Senior Vice President, Benefits Outsourcing
Hewitt Associates

A strong business leader with a track record of delivering exceptional, client-focused results, Kristi Savacool is Hewitt's senior vice president of North American benefits outsourcing. In this role she has responsibility for all benefits client delivery on its TBA platform, continuous quality improvement, and scaling the business for growth. Previously, she was Hewitt's global business services and information technology leader, responsible for providing a broad range of technology and business services to Hewitt's clients globally.



TODD OWENS
General Manager
Intelius

Following a distinguished career as a Navy submarine officer, Owens held senior business development and product management positions at Siebel Systems and Wind River Systems, where he worked predominantly with Fortune 100 IT systems integrators and defense contractors. Since joining Intelius, he has helped the company quickly build market share and secure a large and key corporate accounts. Owens holds a B.S. from the U.S. Naval Academy and an MBA from the Harvard Business School.



CHRIS STONE
CEO
NorthgateArinso

As CEO of one of the fastest growing HRO providers in the world, Stone has helped the company grow tremendously, especially during the past few years. After engineering Northgate's acquisition of ARINSO two years ago, he later arranged for the sale of Northgate to private equity KKR. Now privately held with access to significant capital, NorthgateArinso is aggressively moving into new growth territories, focusing specifically on the U.S. market. Stone is also overseeing the further expansion of the company's outsourced payroll system, euHReka, based on the SAP platform. It is configured for dozens of countries.



KAREN PATERSON
CEO
Paterson Global HR & Payroll

After having forged an impressive career in the banking and finance industries, Paterson set up her own consulting practice and took on Virgin Interactive Entertainment as a client. When that company's HR director posed the challenge of designing and implementing an international payroll system, she seized the opportunity and started on the journey to what is today known as Patersons Global HR & Payroll Solutions. Unfettered by legacy computing baggage, Paterson designed a system intended especially for the Internet from the start. Additionally, Paterson sought to resolve what is potentially the largest problem faced by growing global organizations: the lack of a one contract, one platform payroll system offering that helps companies payroll employees while managing the inherent risks involved in fielding local and country level tax and compliance regulations. In 2007, the company grew more than 300 percent from the previous year and is now aggressively targeting the U.S. market.



KEITH STRODTMAN
Senior Vice President and General Manager
Ceridian

Strodtman has 18 years of experience in business process outsourcing, HR services, product management, and finance. He has been involved in HR BPO since its pioneering days more than 10 years ago. As GM of Ceridian's HRO business, he oversees delivery of HR, payroll, and benefits administrative services to clients. Strodtman also drives the development of HRO services and delivery capability and is accountable for ongoing service provisions. Under his leadership, Ceridian was the first mid-market provider to establish HRO as a dedicated business unit. Prior to leading the HRO business, he was vice president of revenue management at Ceridian with responsibility for leading revenue generation programs and the pricing organization.



TIM PADVA
President, CEO, and Co-Founder
CheckPoint HR

With nearly two decades of experience in the HR and insurance industries, Tim Padva has been helping to simplify HR processes and benefits solutions. Since 2001, he has served as the president and co-founder of CheckPoint HR and recently added the new role of CEO. In addition to his role within CheckPoint HR, Padva is also responsible for leading its wholly owned licensed insurance agency, CheckPoint HR Benefits Group, which offers a broad range of benefits plans. In 2008, he helped CheckPoint HR secure a \$7.6 million investment from Edison Venture Fund to be used to expand sales, marketing, development and services, as well as provide shareholder liquidity.



TERRY TERHARK
CEO
The RightThing

Terhark set out to develop a company that listens to, explores, and addresses the individual needs of each RPO client. With his 20-plus years of experience in the recruitment industry, Terhark emphasizes individual attention and customized service to produce results clients expect when engaging in RPO. He personifies his mantra and company namesake, "Do the right thing and good things will happen," setting the tone for the company's values, ethics, and culture. Since its inception in 2003, The RightThing has experienced significant growth in both revenues and number of employees and looks to continue that trend for the foreseeable future.