

# 2010 Baker's Dozen Customer Satisfaction Ratings: Top Multi-Process Providers

The rankings contained within the Baker's Dozen for Multi-Process Enterprise HRO and other service areas in *HRO Today* are based on customer survey data. The indices result from a multi-step process. *HRO Today* identified 15 top multi-process enterprise HRO providers. Our survey research team then asked providers to identify customers to be surveyed. Using the *HRO Today* database, we identified other buyers to survey. Each respondent was asked about services provided, scope and scale of services, and the quality and satisfaction with the services.

Respondents provide email addresses for verification, but responses are kept in strictest confidence. Once collected, information is loaded into the *HRO Today* database and analyzed to score each provider having a statistically significant sample. For this survey, we received feedback from more than 60 verified customers. The rankings are based on point assignments and weightings of questions and a predetermined algorithm that calculates the overall score based on breadth, scope and scale, and quality. Rankings and weightings are determined statistically, and all feedback is from customers. The ratings are not the opinions of *HRO Today* staff. We only provide a methodology, and we do not claim

that our methodology is the only ratings program available; we do, however, vouch for its statistical validity.

Clearly discernible trends emerge from the 2010 data. Mid-market providers have reached the top of the overall rankings in comparison to large market providers, despite a deficit in size of deals. Why? The mid-market providers have held the line in providing standardized technology platforms. They will configure, but not customize. This makes implementation a process-mapping exercise versus an HRMS nightmare, and an easier overall effort. In addition, they do not face the difficult and years-old, hidebound, sacred cow processes of large market companies, which confound both HRO providers and buyers alike. In our last survey, the mid-market firms fell down the list because of the multipliers on larger deals related to size of deal and scope of service. But most mid-market firms have increased their service envelope, and some have moved their deal sizes up as well. However, the real shift was the comparison of service quality scores. Even taking into account complexity issues, the mid-market buyers are happier. We hope this ranking provides you some insight into your next RFP process.

### Company

### URL

## 1 ADP [www.adp.com](http://www.adp.com)

Automatic Data Processing, Inc., with nearly \$9 billion in revenue and about 570,000 clients, is one of the world's largest providers of business outsourcing solutions. Leveraging 60 years of experience, ADP offers the widest range of HR, payroll, tax, and benefits administration solutions from a single source. ADP's easy-to-use solutions for employers provide superior value to companies of all types and sizes.

**Clients:** CarMax, Synovus, Acuity, B.W. Scripps, EMC, IHG, Sodexo, Ikea, and Rhodia.

### Services:

- Regulatory and compliance
- Performance management
- Recruitment and selection
- Employee self-service (ESS)
- Global mobility
- Training and development
- Compensation
- Manager self-service (MSS)
- Benefits
- Payroll
- HR contact center
- Analytics and reporting

### Most Important Metrics:

#### Quantitative:

- Accuracy and timeliness of the outsourced processes
- Employee service quality and responsiveness as measured by average speed to answer and call abandonment
- Employee and practitioner service and case resolution as measured by first call responses time and time to close cases

#### Qualitative:

- Eliminate transactional work from HR organization, freeing them to focus efforts on strategic goals and initiatives
- Cost savings, increased HR efficiency, IT expense reduction, improved vendor management
- Deploy common processes and practices to employees in all geographies and centralize operations (e.g. shared service centers)
- Better service delivery to employees, improve HR efficiency, rationalize investment in human capital

- Insight into total organization (local-to-global) labor costs and productivity, improve workforce and talent management practices

## 2 Ceridian

[www.ceridian.com](http://www.ceridian.com)

Ceridian delivers value to customers beyond decreasing administrative service delivery costs by offering customer service, providing thought leadership in areas like risk mitigation and economic insight, and understanding customers' business model and how they will increase their revenue by leveraging our experience, services, and technology.

**Clients:** Mosaic, Fifth Third Processing Services, and Newpage.

### Services:

- HR and payroll
- Health and productivity
- Learning management
- Benefits continuation
- Tax services
- Talent acquisition and management
- Risk mitigation and regulatory compliance
- Health and welfare benefit administration
- QDRO and QMCSO
- Payment solutions

### Most Important Metrics:

- Customer service as measured by our Net Promotor Score (NPS) process
- Business case realization
- User experience satisfaction scores

## 3 IBM

<http://www.ibm.com/services/outsourcing>

IBM has more than 400,000 employees and contractors worldwide, serving clients in 174 countries, and speaking more than 165 languages. IBMers around the world invent and integrate hardware, software and services to enable forward-thinking enterprises, institutions, and people everywhere to success. IBM delivers HR solutions that accelerate business results by optimizing workforce and business performance. For nearly a century, IBM has created and applied technology and processes to make the world work better and smarter.

**Clients:** AT&T, American Airlines, Avon, Bristol Meyer's Squibb, Cigna, CVS, Nestle, Proctor and Gamble, Sanyo, and Unilever.

### Services:

End-to-end HRO:

- Contact center
- Payroll
- Employee data management
- Benefits

Stand Alone or included in HRO engagements:

- Learning
- Recruiting
- Compensation
- Performance

Value Add Offerings:

- Reporting and analytics
- Live chat
- Smarter talent
- HR portal
- Flex benefits

### Most Important Metrics:

- Employee satisfaction
- Questions answered correctly and timely by the call centers
- Paycheck processed accurately and timely
- Benefits administered correctly
- Employee data processed accurately and timely

## 4 Accenture

[www.accenture.com/hrbpo](http://www.accenture.com/hrbpo)

Accenture is a global management consulting, technology services, and outsourcing company. Combining experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. With approximately 177,000 people serving clients in more than 120 countries, the company generated net revenues of \$21.58 billion for the fiscal year ended August 2009.

**Clients:** Kimberly Clark, Unilever, Caja Madrid, Thomas Cook, and Telecom Italia.

### Services:

- Recruitment
- Performance and progression
- Learning
- Compensation
- HR administration services, including payroll, benefits, workforce and data administration, case management, and customer support

### Most Important Metrics:

- Reduce HR operating costs
- Improve workforce costs
- Improve workforce results

## 5 Convergy's

[www.convergys.com](http://www.convergys.com)

As a global provider of HR solutions, Convergy's provides comprehensive, outsourced services for HR management and talent management needs to transform employee experiences into a competitive advantage. This helps organizations to automate processes to improve service delivery, create a more agile workforce, and align HR strategies to the business.

**Clients:** Avaya, Boston Scientific, DuPont, Office Depot, State of Florida, Textron, and Whirlpool.

### Services:

- Streamline administrative processes, including payroll, compensation, and benefits
- Delivering key talent solutions, including recruiting, learning, performance management and succession management

### Most Important Metrics:

- Accuracy
- Timeliness
- Speed to answer
- First-touch resolution

## 6 NorthgateArinso

[www.northgatearinso.com](http://www.northgatearinso.com)

NorthgateArinso is a leading global human resources software and services provider offering innovative HR business solutions to employers of all sizes, with a focus on improving the quality and controlling the cost of HR service delivery, resulting in superior business agility.

**Clients:** AstraZeneca, CA, Hospira, Energy Future Holdings, Baker Hughes, and Airbus.

### Services:

Outsourcing:

- BPO
- RPO
- On-demand or Saas HR outsourcing platform
- Application maintenance

## Company

## URL

Software:

- euHReka: SAP-based HCM and talent management platform
- ResourceLink: HR suite for mid-market
- RewardSuite

### Most Important Metrics:

- Man hours removed from HR administration
- Reduction in the overall cost of delivering the HR and payroll

## 7 Affiliated Computer Services, Inc. A Xerox Company

[www.acs-inc.com](http://www.acs-inc.com)

ACS is a global service company that provides fully diversified, end-to-end business process outsourcing (BPO) and ITO solutions. The company has a broad portfolio of human capital management solutions. It boasts a unique approach to serving customers, touting the domain expertise of each team. In addition to a comprehensive HRO offering, it has also developed strong learning, benefits and HR consulting offerings.

**Clients:** GlaxoSmithKline, Delta Airlines, General Motors Europe, Chubb, and Goodyear.

**Services:** Outsourcing:

- Employee development
- HRIS technology
- Recruiting and staffing
- Employee service center
- Performance management
- Succession planning
- Global mobility
- Payroll
- Workforce administration

Total benefits outsourcing:

- Defined benefit
- Learning services covers content management and development, learning administration, learning design and supporting technology suite
- Defined contribution and health and welfare administration

**Most Important Metrics:** HR services for more than 4 million participants in 80 countries in 20 languages. ACS provides HR solutions to more than 2,200 mid-sized to large, private and public sector companies across the globe.

## 8 Hewitt

[www.hewitt.com](http://www.hewitt.com)

Hewitt Associates provides leading organizations around the world with expert human resources consulting and outsourcing solutions to help them anticipate and solve their most complex benefits, talent, and related financial challenges. Hewitt works with companies to design, implement, communicate, and administer a wide range of human resources, retirement, investment management, health care, compensation, and talent management strategies. With a history of exceptional client service since 1940, Hewitt has offices in more than 30 countries and employs approximately 23,000 associates who are helping make the world a better place to work.

**Clients:** Air Canada, Baylor Health, Marriott, Prudential, Rogers Communications, and Thomson-Reuters.

**Services:**

- Benefits
- Performance management
- Learning and development
- Compensation administration
- Your Total Rewards
- Payroll
- Customer service
- Succession planning
- Recruiting
- Supplier management
- Workforce administration
- Absence management
- Technology and infrastructure;
- CompLink™
- Workforce analytics

**Most Important Metrics:**

- Accuracy
- Timeliness

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## CaliberPoint

[www.caliberpoint.com](http://www.caliberpoint.com)

Caliber Point is the independent BPO arm of Hexaware Technologies Limited, a global IT and BPO services company. With state-of-the-art infrastructure in Mumbai, Chennai and Nagpur, Caliber Point provides end-to-end business process outsourcing services to large global players and Fortune 1000 companies. The company offers single process and end-to-end solutions for horizontals like human resources, finance and accounting, knowledge process outsourcing and a host of industry-specific offerings.

**Clients:** N/A

### Services:

- Recruitment management
- Payroll
- Employee verification
- Compensation management
- Mobility
- Performance management
- Benefits administration
- Learning process
- Workforce administration
- HR helpdesk

### Most Important Metrics:

- Value-to-cost ratio: Cost savings through low cost and high quality deliveries
- Turn around time
- Productivity (Volume per day)

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