

## Service Delivery Models

Efficiencies come from the effective use of technology, resources, and the Human Resources' services provided. However, with the myriad of ways in which to obtain and deliver the technology, resources, and services makes for a complex problem.

There are several delivery models and HR organization can adopt. Each of those identified below has made a significant impact in some organization because they fit the need at the time. It is important to emphasize that there are no good or bad strategies, just ones that are appropriate for the organization and the goals that it sets.

We provide an extensive in-depth understanding of how services can be delivered with an eye to your HR vision, technology strategy, budget, service levels, and responsiveness. We help you understand the most appropriate mix of models to adopt and deploy.

<b><i>Personnel</i></b>	reactive HR model with emphasis on centralized transaction processing.
<b><i>Generalist</i></b>	decentralized approach relying primarily on a generalist to provide HR services.
<b><i>Business Partner</i></b>	emphasis on strategic initiatives, less so on transaction processing.
<b><i>Call Center</i></b>	focus on shifting the answering of basic HR questions to a centralized HR unit.
<b><i>Outsourced</i></b>	HR functions that provide no competitive advantage are outsourced with focus on reduced costs.
<b><i>Centers of Excellence</i></b>	providing internal "consulting quality" help to solve advanced HR problems.
<b><i>Self-Service</i></b>	shifting most answers and transactions to the company intranet to "free up" generalist time, and to make managers and employees more self-sufficient.
<b><i>Fact-based Decision</i></b>	bringing science in the HR realm through the use of measures, analytics, and metrics; the goal is to continually improve everything done in HR through the more "intelligent" use of data.
<b><i>e-HR</i></b>	Driving as much HR as possible to a paperless environment which is faster, cheaper, better, and globally capable. Emphasises computer-based tools and shift decision making away from HR to managers.
<b><i>Performance Culture</i></b>	a cultural shift that emphasises performance and results where people practices become a sustainable competitive advantage.

Our knowledge of best practices, vendors, technology direction and our experience across our collective resource pool brings unparalleled expertise to help shape a service delivery model that will meet your current and future business objectives.