



HR Business Process Outsourcing

Lower your costs and transform HR delivery to improve service

In just a few years, HR business process outsourcing (HR BPO) has gone from creative concept to proven business solution. Scores of companies today outsource multiple HR processes to a single provider—saving money, transforming their delivery model, creating a more strategic HR function and providing improved service to their workforce.

As the largest benefits and broad HR BPO provider in the world, Aon Hewitt handles more than 240 million HR-related customer interactions a year for over 21 million employees and retirees.

Each company's unique starting point and specific priorities drive the search for the right outsourcing partner and solution. Our sole focus on HR and our broad client base provide us with unique insight into how work gets done cost-effectively and efficiently. It's this proven approach that ensures that we're able to understand your company's current position and help you lower your costs while migrating to leading HR standards and practices at a pace that's right for your organization.

The Aon Hewitt advantage

We are pioneers in the HR BPO industry and were one of the first providers to offer multi-process services. Today, we serve more clients than any of our competitors. And our client satisfaction is the best in the industry. The 2010 Black Book of Outsourcing, an independent research study that surveys the buyers of HR BPO services, reports that Aon Hewitt is ranked #1 in client satisfaction among all providers.

Whether your organization is a complex global enterprise, a growing midsized business or somewhere in between, we can help you:

- Lower and control costs.
- Improve delivery.
- Reduce compliance risk.
- Free up time to focus on strategic HR.
- Improve the ROI of your HR investments.

Our HR BPO business

Aon Hewitt's HR BPO business provides administrative services across all HR areas, including benefits. We serve more than 26 HR BPO clients and 1.1 million employees in over 100 countries. Our services are delivered by more than 5,000 experienced colleagues located in six full-service delivery centers across the globe.

We integrate our rich experience, proven delivery model, and industry-leading tools and technologies to deliver a holistic customer experience. Our HR BPO offer is broad and includes comprehensive HR administration combined with built-for-purpose HR tools, including our myHR® Desktop and CS Pro. The myHR Desktop seamlessly integrates with Aon Hewitt's benefits offers and commercial talent partners—enabling a consolidated entry point, customer experience and integration platform for all HR programs.

Our administrative services

Our administrative services leverage best-practice processes and innovative technology solutions that enable employees, managers and HR professionals to acquire, develop, reward and manage their workforce effectively. Our administrative solution is comprehensive and includes the following services.

Acquire

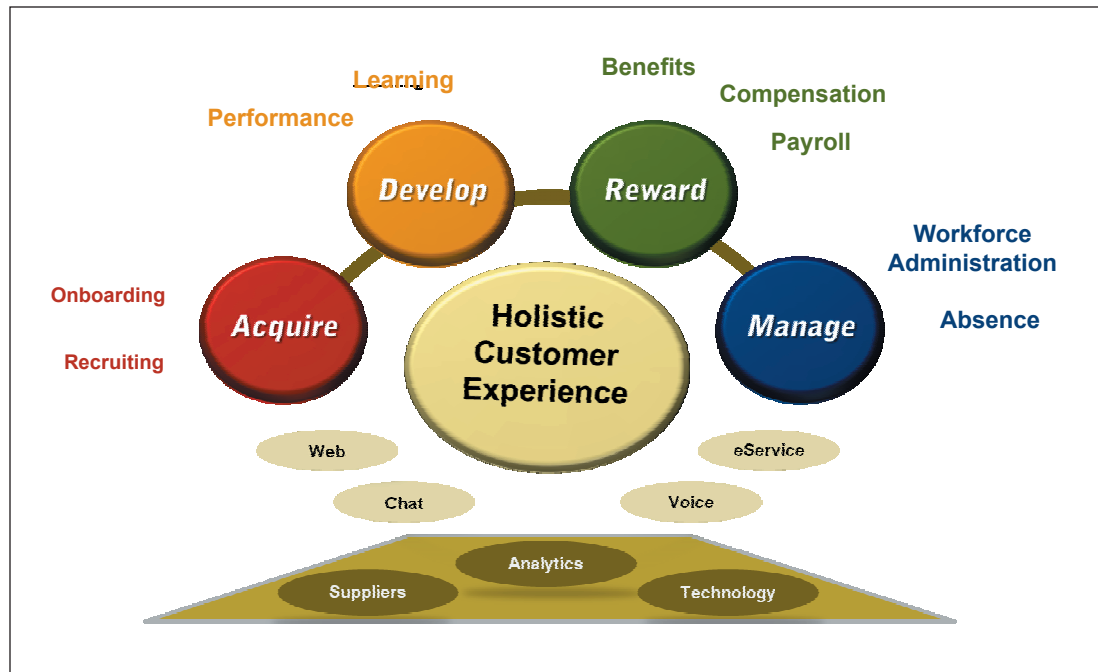
We leverage our in-house expertise, our operational experience and our best-practice model to increase the operational efficiency and effectiveness of our clients' ability to recruit and onboard new employees. Our solution includes implementing and supporting best-in-breed technology systems and the following administrative services:

- **Recruiting:** Assessment administration, interview scheduling, offer letter generation and distribution, pre-employment background check management and requisition close-out activities
- **Onboarding:** Offer acceptance, prehire portal administration, online forms processing and social networking

Develop

We help our clients develop their workforce with our comprehensive talent management delivery model that provides an integrated approach to managing performance and delivering effective training. Our model includes implementing and supporting best-in-breed technology systems and the following administrative services:

- **Learning and development:** Learning paths and certificates, course catalog administration, event scheduling and logistics, evaluation and assessments, accounting, and content development and sourcing



- **Performance management:** Planning and evaluation support, feedback collection and individual profile maintenance
- **Succession planning;** Maintenance of succession trees, tracking and monitoring of high potentials, and development of incumbent and candidate profiles

Reward

We help our clients reward their talent using an integrated approach to managing total compensation. Our model includes either implementing our proprietary benefits, compensation and payroll technology platforms or supporting existing systems along with the following administrative activities:

- **Benefits:** Program delivery and administration; recordkeeping and reconciliation; benefits accounting; invoice review and payment; and supplier sourcing and management for health and welfare, defined contribution and defined benefit programs
- **Compensation:** Administration of salary, bonus and stock options; salary surveys; and total rewards communication. Note: CompLink™ is the engine behind our broader compensation administration solution, which combines technology, automation and operational support to provide clients with efficient and accurate compensation planning and administration.
- **Payroll:** Time and attendance, on- and off-cycle pay, garnishments, and taxes and accounting

Manage

We help our clients manage their workforce and business effectively and efficiently with best-practice processes and innovative, intuitive tools, which include our proprietary myHR self-service platform along with the following administrative activities:

- **Workforce administration:** Employee records management, life events, employment events, reduction in force, organization structure changes and I-9 administration
- **Absence management:** Centralized leave of absence, family medical leave, and short- and long-term disability management administration

Our Executive Workforce Analytics offering is a fully hosted, user-friendly solution that enables HR professionals and business executives to quickly identify workforce trends, share key insights and leverage the power of HR data to solve business problems. And our services also include a full range of **Supplier Management** services designed to reduce costs, increase performance and reduce risk.

Please contact us to learn how our HR BPO solutions can help lower your costs and deliver improved HR services to your organization.

About Aon Hewitt

Aon Hewitt is the global leader in human capital consulting and outsourcing solutions. The company partners with organizations to solve their most complex benefits, talent and related financial challenges, and improve business performance. Aon Hewitt designs, implements, communicates and administers a wide range of human capital, retirement, investment management, health care, compensation and talent management strategies. With more than 29,000 professionals in 90 countries, Aon Hewitt makes the world a better place to work for clients and their employees. For more information on Aon Hewitt, please visit www.aonhewitt.com.

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