

Case Study 4

A Major UK Business Process Outsourcer was looking to launch a new HR Administration service to UK clients.

They wanted a service delivery methodology that was both flexible and adaptable to customer needs, and which utilised the latest technology.

- We helped devise all the key HR transactional processes to deliver the new HR service using innovative software and industry best practice
- We used Lean Six Sigma methodologies to ensure all the processes were as efficient and effective as possible using embedded workflow tools wherever possible
- We devised challenging but realistic KPI's to ensure customer expectations could be met and exceeded.