



HR Business Process as a Service (BPaaS)

Create capacity and capability to enable your people strategy

How well are your HR processes supporting your people and the business? Many organisations are looking to augment their in-house resources to deliver the elevated experience employees expect



say enhancing employee experience through transformed processes is a key priority.*



growth expected in HR outsourcing through 2026.*

BPaaS answers your need for integrated, comprehensive HR Operate capabilities that support your people and the business. We can help you deliver, modernise, and optimise end-to-end HR solutions across your organisation to provide employees with individualised experiences and intelligent insights for the moments that matter.

With Deloitte BPaaS

Optimise your HR delivery model



Your organisation demands high-quality, innovative services while also expecting a cost-optimised set of solutions. We work with you to uncover opportunities for services that not only complete your overall delivery model but also create value and control overall spend.

Create a powerful customer experience



We understand that your employees are your customers, and they demand and deserve an exceptional experience. We provide the people who can be the face of your organisation and make that first contact when your employees need help. And we know how to optimise the technology and processes to deliver an engaging experience.

Stay ahead of the change curve



The pace of change continues to accelerate, and your team needs to be a proactive partner to the business-able to look ahead, be ready for change, and make sound decisions. We can help by complementing your team with resources that create capacity so you can focus on top priorities and we bring our extensive HR domain experience and knowledge to help you stay current and agile for the future.

Our services

Business Process Enablement & Business Process as a Service

- Core HR
- Learning
- Benefits
- Recruitment
- Compensation
- Payroll & Time
- Talent Management

Service Delivery & Employee Experience Enablement

- Employee contact center
- Knowledge and content management optimisation
- Case management optimisation
- Analytics-driven operational improvements

Key capabilities

Our team of Deloitte and ecosystem professionals become an integral and integrated component of your HR operating model. We are focused on outcomes and on creating value for your organisation.

Provide capability

Use Deloitte's HR resources to augment your team.



- Access HR domain proficiency and resources able to support you in meeting your objectives.
- Strengthen your team with the added abilities and experiences our team brings.

Create capacity

Complement your team and create the space needed to focus on priorities.



- Enable your team to focus on critical needs that require their institutional and subject matter knowledge.
- Manage the fluctuations in your business by using our team to provide services in sync with changing demands.

Increase value

Gain data-driven insights to drive value.



- Use the knowledge gained from employee interactions to identify the trends that matter most.
- Optimise your operations using insights gleaned from day-to-day delivery metrics captured by our team.
- Collaborate with our resources to continually innovate by leveraging technology and optimising service delivery.

Manage risk

Diversify your operating model to manage the risks associated with rapid change.



- Accelerate speed to value as you evolve your HR organisation, while also managing change, controlling cost, and mitigating risk.
- Gain capability to understand industry trends and create plans to address changes before they occur.

Get in touch to learn more:



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