

Deloitte.



Reimagining traditional HRO as Dynamic Human Capital Managed Services

Deloitte's Dynamic Human Capital (HC) Managed Services solution leverages existing hcm investments and evolves as organizations transform



What is Deloitte Dynamic HC Managed Services?

As HR technology matures, and the talent landscape changes, HR organizations continue to evaluate their delivery models. With many HR departments facing an exodus of technical and operational talent needed to sustain and evolve their Human Capital Management (HCM) platforms, the focus on delivery models has grown more acute and many leaders are taking another look at Business Process Outsourcing (BPO).

While many traditional outsourcing providers may be able to quickly provide the staffing needed to perform HR transactions and other operational tasks, they also force many organizations to transition to their standard technology solutions.

Traditional outsourcing providers frequently insist that their preferred technology be adopted, thus forcing organizations to abandon the investments and enhancements they made to their preferred cloud-based HCM platforms and related tech stack. As a result, HR leaders often report feeling constrained by the inflexible technology options required by outsourcing providers and that they lose control over making progress on their department's strategic priorities.

In response, Deloitte has reimagined the outsourcing model with its Dynamic HC Managed Services solution, which offers clients a highly flexible framework optimized toward their needs. With Dynamic HC Managed Services, Deloitte integrates our solutions into a client's existing processes, operations, and technology while also offering leading practices that provide insights and innovation, and increase overall engagement for clients, that means Deloitte and its ecosystem alliances are available to advise on and implement HR technology while also providing the talent needed to care for our clients' employees.

What's more, Dynamic HC Managed Services isn't a point-in-time solution. The solution adapts and evolves to meet the needs of complex, digitally integrated, multinational organizations. As part of Deloitte's suite of human capital services, Dynamic HC Managed Services leverages our deep experience in advising on Operating and Service Delivery models, implementing, and operating technologies, and continuing to innovate to drive value. The solution also helps our clients realize their strategic intentions by aligning the operational components of the HR delivery model to their critical long-term goals and employee-focused objectives.

Furthermore, we've collaborated with leading HR ecosystem providers to provide operational expertise within the Dynamic HC Managed Services solution to not only deliver services, but to drive operational innovation and continuous improvement. Taken together, Deloitte's Advise-Implement-Operate offerings, when coupled with the unique characteristics of Dynamic HC Managed Services, allow organizations to maintain control over their strategic objectives while also helping to control costs.



Dynamic HC Managed Services: Built to add value

Deloitte recognizes that its clients invest heavily in and continually desire to evolve their cloud-based HCM systems. That's why Dynamic HC Managed Services takes a tech-agnostic approach to its delivery model. Doing so allows HR organizations to build on the investments they previously made into their preferred HCM systems. Rest assured, HR organizations that migrate to Dynamic HC Managed Services can continue using and innovating on their existing tech stack, which not only saves organizations from abandoning precious investments, but it also helps ensure a smoother transition for end users by minimizing changes and introducing innovations that create a leading engagement platform.

Conversely, traditional outsourcing providers typically require their clients to migrate to the standard provider solution. For them, it's an easy, economics-driven decision. By using a single technology solution across their entire book of business, traditional outsourcing providers can drive down their own costs at the expense of providing their clients the flexibility to adapt quickly to changing conditions and introduce recent innovations.

Clients also increasingly tell Deloitte they want a well-rounded outsourcing provider that's capable of delivering more than what's required under their service-level agreement (SLA). Dynamic BPO moves beyond the traditional outsourcing model and provides resources that help organizations realize strategic objectives. For example, Deloitte, through Dynamic HC Managed Services, will not only bring resources to organizations that fulfill day-to-day HR transactions, but we will also implement and leverage analytics to identify the pain points in their workflows and build automated tools that save costs and deliver a better experience over the long term.



Optimized for clients

Deloitte purposely designed a more evolved outsourcing delivery model that better meets the demands of today's savviest HR and IT executives with its tech-agnostic and flexible Dynamic HC Managed Services solution. At its core, being a tech-agnostic solution means that Dynamic HC Managed Services works to optimize clients' preferred platforms and related HR technologies

Since Dynamic HC Managed Services wraps around a client's existing tech stack, Deloitte can rapidly deploy transformation and HCM implementation specialists, advise on best practices, and leverage other resources at our disposal to operate the HR systems that power today's complex organizations. With the Dynamic HC Managed Services solution, Deloitte's specialists become our clients' valued service providers, eager to help HR teams of all varieties make progress on their tech roadmaps and overall strategic and operational goals.

Contrast the Dynamic HC Managed Services solution to the formulaic, top-heavy approach traditional outsourcing providers often take toward technology and HCM platforms and organizations will appreciate Deloitte's ability to enhance familiar technologies and processes that prioritize a client's strategic goals and prior investments. Despite serving a client base that grew accustomed to and increasingly demands customizable software solutions, traditional outsourcing providers often cling to an inflexible model that imposes unfamiliar technologies.



An outsourcing solution that evolves

The potential benefits of Dynamic HC Managed Services extend beyond its tech-agnostic and flexible approach. One important factor that differentiates Deloitte's outsourcing solution from traditional models is that it constantly evolves to meet an organization's needs.

While clients of traditional BPOs may have the opportunity to influence their provider's solution, their voice is but one of many. As such, traditional BPO providers usually rollout changes more slowly because they must ensure new platform features meet the needs of a large, diverse client base.

HR leaders grew accustomed to evolving their technology more quickly, as most HCM platforms are highly customizable. Consequently, clients of traditional BPOs often feel as if they are frozen in time once they begin their outsourcing arrangement. This rigidity comes even though organizations have made massive technology investments with the expectation that they'd be able to make further enhancements as they see fit.

Deloitte takes a more client-centric approach to this conundrum. Grounded in the ability to continually add value to organizations, the Dynamic HC Managed Services solution allows HR organizations to continue the evolution of their preferred HCM systems. In addition, Dynamic HC Managed Services brings unparalleled analytical prowess to the outsourcing model. As a result, Deloitte specialists can uncover opportunities for operational efficiencies that drive process and technical improvements and fuel the ability to pivot to more value-added activities.



The power of Deloitte innovation

By bringing Deloitte on board, organizations can unlock the power of our number-one ranked Human Capital practice. Clients leveraging Dynamic HC Managed Services thus benefit from insights only Deloitte can uncover, which can be harnessed to further drive innovation.

The benefit of working with Deloitte for HR Managed Services means our experienced and knowledgeable human capital team will keep a client's specific best interests in mind throughout the entire engagement. Clients that select Dynamic HC Managed Services gain Deloitte as an integral part of their journey. We will advise HR organizations on what's ahead and contribute to their ongoing success by constantly pursuing innovation, aligning with our clients' needs, and incorporating Deloitte's leading market and industry insights when pragmatic to do so.

With Dynamic HC Managed Services technology agnostic approach, Deloitte also leverages the profound agility afforded by many of today's HCM platforms to develop new tools and features, improve data workflows, provide insights through analytics, and continue to optimize and evolve to improve the overall experience. Deloitte's Dynamic HC Managed Services solution effectively closes the loop on the HR technologies powering HR organizations. We are there to analyze what's driving inbound calls, which transactions take the longest to complete, and what other pain points forestall continued evolution of HCM platforms.



Unleash automation's potential

The Deloitte Dynamic HC Managed Services solution brings more than operational experience to an HR organization. Importantly, Dynamic HC Managed Services introduces the ability to recognize internal trends that could benefit from automation.

Quite simply, traditional outsourcing providers typically do not add that type of value to any organization because they are not technology specialists. The inability to devise and implement truly innovative solutions could imperil HR teams' ability to contribute toward vital enterprise-wide transformation milestones.

Deloitte's deep analytics prowess means the Dynamic HC Managed Services solution can skillfully create and launch automated tools for information pushes that provide actionable data to users. Intelligently developed and deployed automated tools will enable users to leverage information more quickly from HCM and engagement platforms, which facilitates more efficient decision making throughout the organization.



Passionate human capitalists on the ready

Selecting Deloitte can help empower HR organizations to capitalize on the power of Deloitte's industry-leading HR and workplace transformation practices. Fueled by world-class analytics, Deloitte's passionate and experienced cadre of advisory and implementation specialists, along with our trusted operational ecosystem alliances, will advance the quality of any organization's favored HCM platforms.

The upside of working with Deloitte means Deloitte's dedicated HCM resources will measure their success on how well they help improve the quality of our client's HR technology systems and contribute to their strategic and operational goals. They can embed within HR and IT organizations and work with other teams to ease complicated technology implementations, better facilitate day-to-day operations, and aid progress toward enterprise-wide transformation efforts. The experienced teams powering Deloitte's Dynamic HC Managed Services solution are driven by a commitment to their clients and constantly strive to exceed expectations. For us, the relationship goes beyond simply fulfilling the exact parameters outlined in an SLA.



Bottom line: Dynamic HC Managed Services offers an efficient and evolving solution

By wrapping Deloitte Advise-Implement-Operate offerings around an organization's existing HR technology stack, the Dynamic HC Managed Services solution stands ready to enhance HR departments in a myriad of ways that other providers can't rival. Challenges that once seemed too daunting and time consuming to overcome, such as overhauling a performance management process, can be redesigned in a much shorter time frame thanks to the many benefits of Deloitte's Dynamic HC Managed Services solution.

Organizations demand so much out of their HR teams. It's time for HR leaders to demand more out of their managed services. By offering unmatched analytical capabilities and continuous innovation, the game-changing Dynamic HC Managed Services solution expands beyond the operational-focused delivery model other outsourcing firms typically provide. In addition, with Dynamic HC Managed Services, Deloitte will provide services that streamline processes and introduce automation, without the need for organizations to give up the technology investments they made over the years.

Dynamic HC Managed Services also aligns its offerings to match an organization's long-term HR strategy while fulfilling employee needs in a cost-effective manner. Not only that, but the Dynamic HC Managed Services solution helps organizations manage their talent risks and Deloitte stands prepared to advise HR leaders on how their HCM systems can be optimized to grow into a virtually undisputed asset in achieving their organization's strategic and operational milestones.

Deloitte's Dynamic HC Managed Services solution means HR organizations gain a true Human Capital transformation provider for all their technology and operational needs.

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