

OPTIMIZE YOUR INVESTMENT IN HR PROCESSES AND PROGRAMS

EXCELLERATEHRO COMPANY PROFILE

Value-adding capabilities

Our expert people, excellent service and exceptional solutions add up to full value for clients:

- We hire, develop and retain the most knowledgeable and experienced HR and business processing outsourcing professionals.
- ExcellerateHRO is committed to a customer-focused business strategy based on the highest levels of quality, consistency, reliability and operational excellence.
- ExcellerateHRO's exceptional solutions are founded on leading processes, integrated across HR functions and delivered over a global, secure technology infrastructure.

Our Client Base

- More than 350 clients in the United States, Canada, EMEA (Europe, Middle East and Africa) and Latin America
- Complex, dynamic organizations in every major industry: communications, media and entertainment; consumer industries and retail; energy; financial services; government; healthcare; manufacturing; and transportation

ExcellerateHRO is a global, full-service human resources outsourcing (HRO) company offering a flexible portfolio of services to mid-size and large organizations. As the HR outsourcing business of EDS, an HP company, ExcellerateHRO brings decades of proven HR administration and business process and technology expertise to address clients' business needs.

A global firm with a reputation for client-centricity

Here's what ExcellerateHRO delivers to clients:

- A full range of solutions across three lines of business - Benefits Administration, Relocation and Assignment, and HR Outsourcing - built for the business needs of complex, dynamic organizations
- A flexible balance between transaction cost-efficiency and service excellence
- A lower total cost of ownership, thanks to predictable pricing, efficient technology and client-centric delivery practices

We build on these strong foundations:

- Experience delivering across complex environments
- Global, scalable delivery infrastructure and resource base
- Deep expertise and thought leadership in HR, business process outsourcing and IT
- Flexible, Best Shore® sourcing options

Our offerings

Benefits Administration encompasses comprehensive health and retirement plan administration services. In the United States and Canada, services include fully outsourced and co-sourced health and welfare plan administration and fully outsourced and co-sourced defined benefit plan administration. In EMEA, services include Pension Plan Administration, Flexible Benefit Plan Administration and Share Plan Administration. In Latin America, services include Pension Administration.

Relocation and Assignment Services assumes complete process management responsibility for an organization's worldwide relocation operations and global assignments.

HR Outsourcing is our fit-for-purpose, multi-process offering, which consists of both foundational Core HR Services (Workforce Administration, Payroll Administration, Benefits Administration, Leave Administration) and value-adding Talent Administration Services (Compensation Administration, Recruiting Administration, Learning and Performance Management Administration, Relocation and Assignment Services).

COMPANY RECOGNITION

Since its inception, ExcellerateHRO has received recognition from the HR outsourcing industry and our clients.

- Selected as a leader in the International Association of Outsourcing Professionals' Global Outsourcing 100 list of the world's top outsourcing service providers (2006, 2007, 2008)
- Named best-performing HRO provider in *Global Services* magazine's list of 2008 Global Services 100
- Ranked No. 2 Enterprise HRO provider in *HRO Today* magazine's list of top 10 global providers (2008)
- Ranked No. 3 global HRO provider by *The Black Book of Outsourcing* (2007)
- Named a 2008 Supplier of the Year by Gulfstream Aerospace
- Named to *Workforce Management* magazine's list of Top End-to-End large-market HR Outsourcing Providers and Top Relocation Providers (2008)

ExcellerateHRO
H3-6C-45
5400 Legacy Drive
Plano, Texas 75024-3199

phone: 1 866 458 0613
 global: 44 (0) 870 901 2165
 e-mail: info@excelleratehro.com

ExcellerateHRO's full range of services

Core HR - The Foundation

Workforce administration

- Employee data management
- Expatriate services
- Unemployment administration
- Employee/labor relations
- Outplacement services
- Ongoing drug testing services
- Disciplinary services
- Service awards
- Employee discount programs

Payroll administration

- Payroll administration
- Source-to-gross administration
- Gross-to-net administration
- Time and attendance
- Direct deposit
- Tax filing
- Client payroll reporting
- Audit and compliance (payroll)
- Special projects (payroll)

Benefits administration

- Defined benefit administration
- Health and welfare administration
- Share plan administration
- Pensions administration
- Flex administration

Leave administration

- Eligibility determination
- Absence intake
- Absence notification
- Leave case management
- Return to work administration
- Vendor management
- Leave/benefit program assessments

Reporting and metrics

Self-service

Contact center

Fulfillment

Talent Administration - Added Value

Compensation administration

- Focal point planning
- Off-cycle and group updates
- Market pricing support
- Incentive compensation administration
- Variable compensation administration
- Executive administration
- Stock option administration
- Merit increase administration
- Surveys
- Compliance-based reporting

Recruiting administration

- Requisition management
- Applicant tracking
- EEO/AAP reporting
- Profile-based tools
- Integration with job boards
- Internal and external candidate experience

Learning and performance management administration

- Learning management system
- Learning content management system
- Performance management
- Goal management
- Succession planning
- Reporting and analytics

Relocation and assignment services

- Policy and program development
- Assignment management assistance
- Home sale assistance
- Destination services
- Mortgage services
- Expense processing
- Domestic tax reporting
- Temporary housing/rental assistance
- Household goods move management
- Travel assistance
- Spousal career assistance
- Group move services
- Visa/passport/work permit services
- Cross-cultural and language training
- Property management assistance
- Settling-In services
- Repatriation services

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