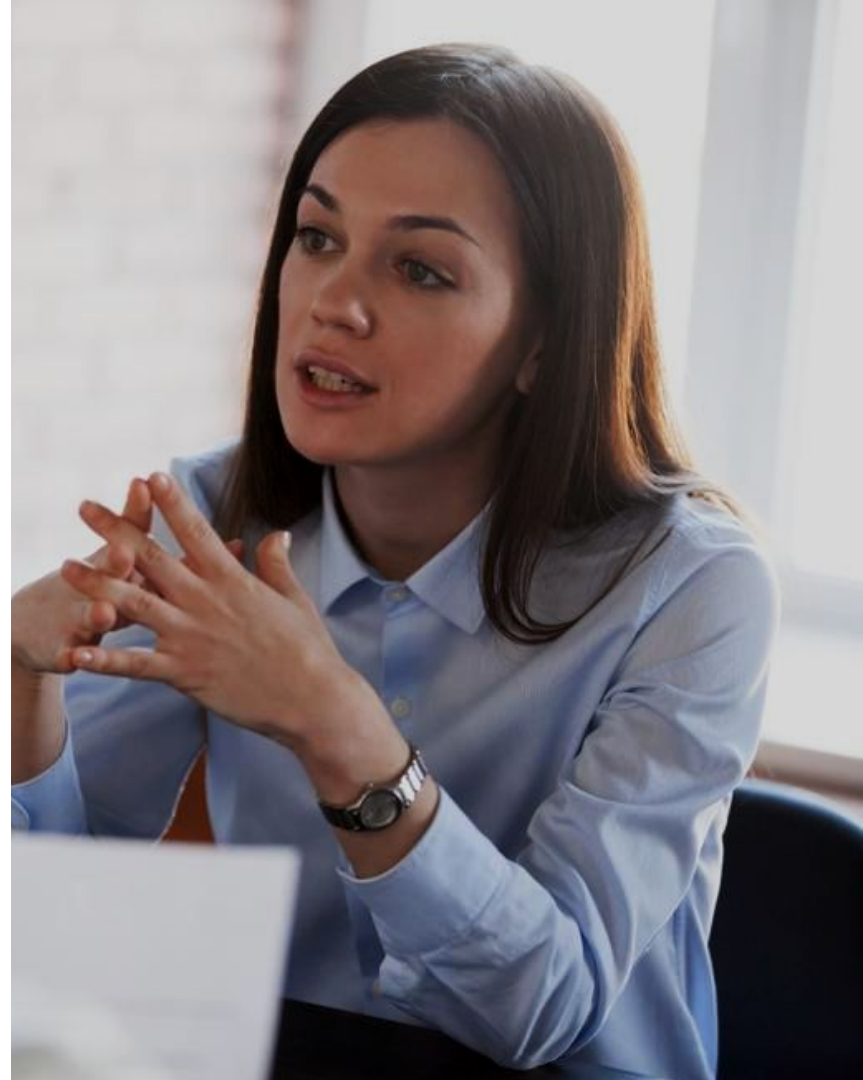


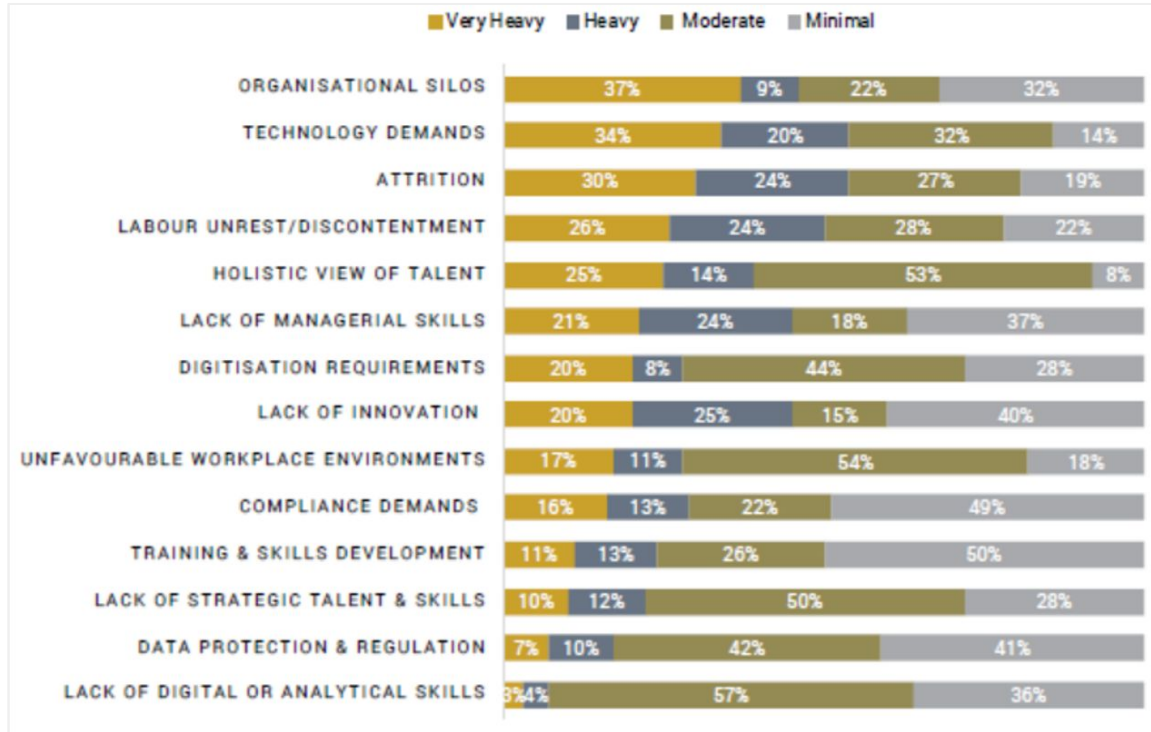
# PROBLEM STATEMENT

Pain Points & HRO-HRO

- A multitude of challenges face HR practitioners and organizations due to the disruptive impact of technology and an evolving employee demographic.
- “The generational challenges organizations face pertain to managing the company culture as Gen-X, Gen-Y and Gen-Z workers mix to create a diversified workforce dynamic,” says Adcorp.
- When considered in the context of a rapidly evolving workplace dynamic, embracing change and implementing change management in the workplace with minimal disruption will be imperative to success, believes WNS. “Integrating what worked traditionally with new processes, by combining technology and data analytics to deliver actionable insights that allow the HR organization to move forward, will be the ultimate challenge,” states WNS.
- Yet a few well-established pain points remain, such as finding, attracting and retaining the best staff. “Skills development across the organizational spectrum must also be addressed, from the workforce up to management and leadership talent development. Organizations need to pay special attention to building people managers, as opposed to process managers,” adds WNS



# The Graph Depicts the Biggest pain points or challenges in a survey held by WNS.



Due to the fast pace of technological innovation and development, most organizations (54%) are finding it either very heavy or heavy to manage technology demands in house. They will therefore increasingly look to HRO providers to deliver these capabilities and to keep pace with technology-led disruption. Transcending organizational silos and arresting employee attrition are additional prominent pain points cited. Paradoxically, technology is one solution that can address both of these challenges.

# HUMAN RESOURCE OUTSOURCING (HRO)

HRO clients are increasingly selecting a hybrid delivery model which is a key trend in the research findings. Organizations are looking to retain in-house the elements they believe are key to their strategic DNA, and outsource other aspects that require heavy lifting velocity and personnel mass, which can all be done off-site.

However, deciding what and how much to outsource is a highly individualised decision that is based on specific client requirements. "Organizations that require quick access to new capabilities will often leverage a fully outsourced model to switch over with a quick implementation, whereas organizations with sophisticated approaches or sunken investments, a co-sourcing approach makes more sense."

A singular processes that can be replicated through economies of scale are most often the functions that organizations tend to completely outsource. "The most common include the recruitment process, payroll and benefits administration."

Ultimately, though there's no one-size-fits-all approach to HRO, "WNS Found that a modular service model is preferred where companies can choose what they outsource and what they retain. This also offers the ability to build out a more comprehensive outsourced model over time."

