



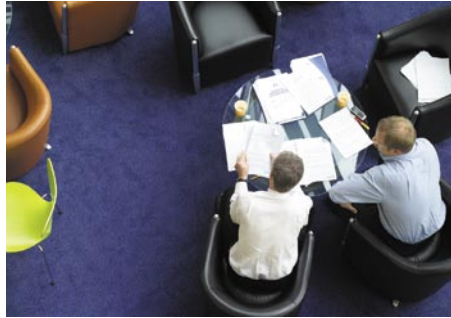
xansa
OUTSOURCING & TECHNOLOGY

Super Human Resourcing

The power to deliver better HR for less

World class HR.

The strategic view.



The big picture

As with each of Xansa's business and consultancy services, we approach the transformation of Human Resources with a simple philosophy: Xansa can take away many of your day-to-day hassles, leaving you more time, more resources and more budget with which to focus on the bigger picture.

We call it 'do more', and it works like this.

Through our proven expertise in processes. Through a flexible, award-winning onshore/offshore delivery model. And through the economies of scale and skills that we are able to apply at our world-class joint service centres.

Xansa's service draws on HR professionals – individuals who have proven their capability both client-side and supplier-side, and teams who have proven their ability to deliver cost savings and performance improvements. Our watch-words are optimism, collaboration, innovation and determination.

It adds up to a powerful offering, with ever-increasing relevance as organisations look to HR to lead on organisational change, efficiency drives and performance optimisation.

One size does not fit all

At Xansa, we recognise that no two clients are the same. More than any corporate function, HR requires complete sensitivity to the unique character of your company.

We don't do pre-conceived, off-the-shelf solutions. We don't presume to know more about your business than you do, and we don't impose proprietary IT. Our proposals take into account the size and nature of your organisation, the precise stage that you are at with organisational change, your strategic objectives, and more.

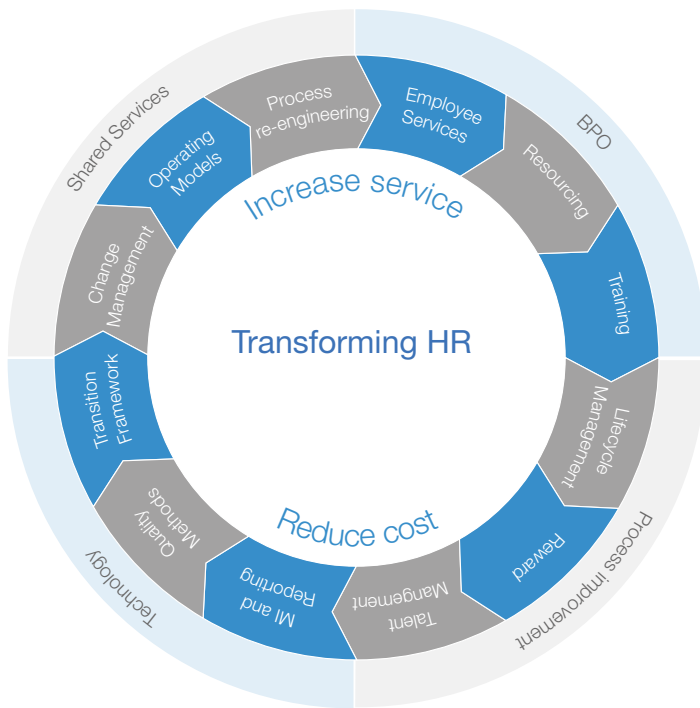
Whether you are looking for more efficient processes, or a strategic review, Xansa can help. Our operations are delivering tailored services to multiple private and public sector clients. And we have migrated more clients to a shared service model than any other company. It is an approach that enables us to manage volumes - we are processing 2.5 million employee transactions and £15 billion of payments per year, for example. It also enables us to win awards such as 'BPO Project of the Year' and 'Best Outsourced Shared Services Organisation' for the quality of our strategic input.

Practising what we preach

Xansa itself, an 8,000-strong organisation, went through a complex HR transformation - delivering many qualitative benefits and reducing HR costs by more than 50%.

Over 60% of our current employees joined Xansa via acquisitions or TUPE transfers from clients. With this highly mobile and widely distributed workforce came numerous sets of terms and conditions and significant Union representation. We understand as well as anyone the tough balancing act between efficiency and effectiveness, the sensitivity of managing change and working with stakeholders.

Based on an integrated onshore/offshore model, we now have a highly advanced shared HR service, capitalising on new processes, new technology and a high degree of self-service.



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HR, outsourcing and IT expertise

Xansa is experienced in the design, build and operation of Employee Service Centres, providing both transactional and advice-based services.

Our HR service portfolio includes:

- HR advice and guidance
- Learning and development administration
- Pay and benefits
- Performance management administration
- Resourcing services
- Employee life-cycle administration
- Expense payments
- HR change management
- HR organisation design

HR transformation in practice

Xansa delivers a range of services to Lloyds TSB – from Finance & Accounting, IT, through to a multi-process HR outsourcing contract.

The objectives of Lloyds TSB's HR transformation programme with Xansa included a closer alignment of the workforce with their business objectives, better management information, simplified infrastructure and more automated processes, as well as reduction in the cost of back-office functions.

Through an integrated onshore/offshore model, Xansa is taking responsibility for administrative, recruitment, training and helpdesk functions and enabling Lloyds TSB's senior HR managers to focus on strategic business issues.

More about Xansa

As an organisation, Xansa delivers a range of corporate services covering consultancy, business process operations, IT development and applications management. These can be delivered as part of the in-house team or through an outsource arrangement, up to 100% onshore or 100% offshore - entirely as you prefer. We engage in a wide range of commercial arrangements from fixed price through to joint venture but always in a way that aligns our objectives and yours. Each of Xansa's services is underpinned by a commitment to comprehensive business case development, measurable outcomes and clear governance:

- Shared services design, build and operation
- Transition management and support
- 3rd-party relationship management
- Process re-engineering
- Technology enhancement, implementation and support
- Application development and management

Multi-process HR service and Payroll BPO:



HR consultancy and Shared Services:



HR IT enablement:



To find out how Xansa can enable your organisation to do more with HR, please visit www.xansa.com/services/hr solutions or email hrsolutions@xansa.com

www.xansa.com

UK offices

Bedford

Lakeview House, Fraser Road, Priory Business Park, Bedford, MK44 3WH

Birmingham

2300 The Crescent, Birmingham Business Park, Birmingham, B37 7YE

Edinburgh

7 Lochside Avenue, Edinburgh Park, South Gyle, Edinburgh, EH12 9DJ

Leeds

15-16 Park Row, Leeds, LS1 5HD

London

6th and 7th floors, Holborn Centre, 120 Holborn, London, EC1N 2TD

Manchester

Parkway 4, Parkway Business Centre, Princess Road, Manchester, M14 7HR

Northampton

Suite 3, 1st Floor, 300 Pavilion Drive, Northampton, NN4 7YE

Reading (Head office)

420 Thames Valley Park Drive, Thames Valley Park, Reading, RG6 1PU