

Asia CEO Forum NorthgateArinso

Delivering HR Excellence

Our Mission

To be the world's number one provider of global HR solutions and the trusted partner of HR decision makers.

Agenda Table



Agenda	
1	Introduction to NGA
2	NGA in the Philippines
3	HR enters the cloud - Preceda
4	Questions

Global services, local delivery



Global reach, local delivery

Scale

- c. 8,000 staff in 35 countries
- Global HR service delivery network :
 - 20 HR shared service centers worldwide
 - clients in over 100 countries speaking 25 languages
 - over 100 HR BPO customers
 - over 1,000 ERP-based HR implementations globally
 - supporting over 1/3 of the UK workforce

Scope

- Unique HR-centric business model: HR Outsourcing, HR Consulting & HR Technology
- Unique HR process capabilities: from HR administration, over payroll, to talent management and HR analytics

● NorthgateArinso global presence: delivery center or local sales office

NGA in APMEA



NGA	Head Count
Singapore	124
Malaysia	349
Thailand	25
Philippines	522
ANZ	160
Hong Kong	15
India	370
South Africa	35
China	49
Total	1,649

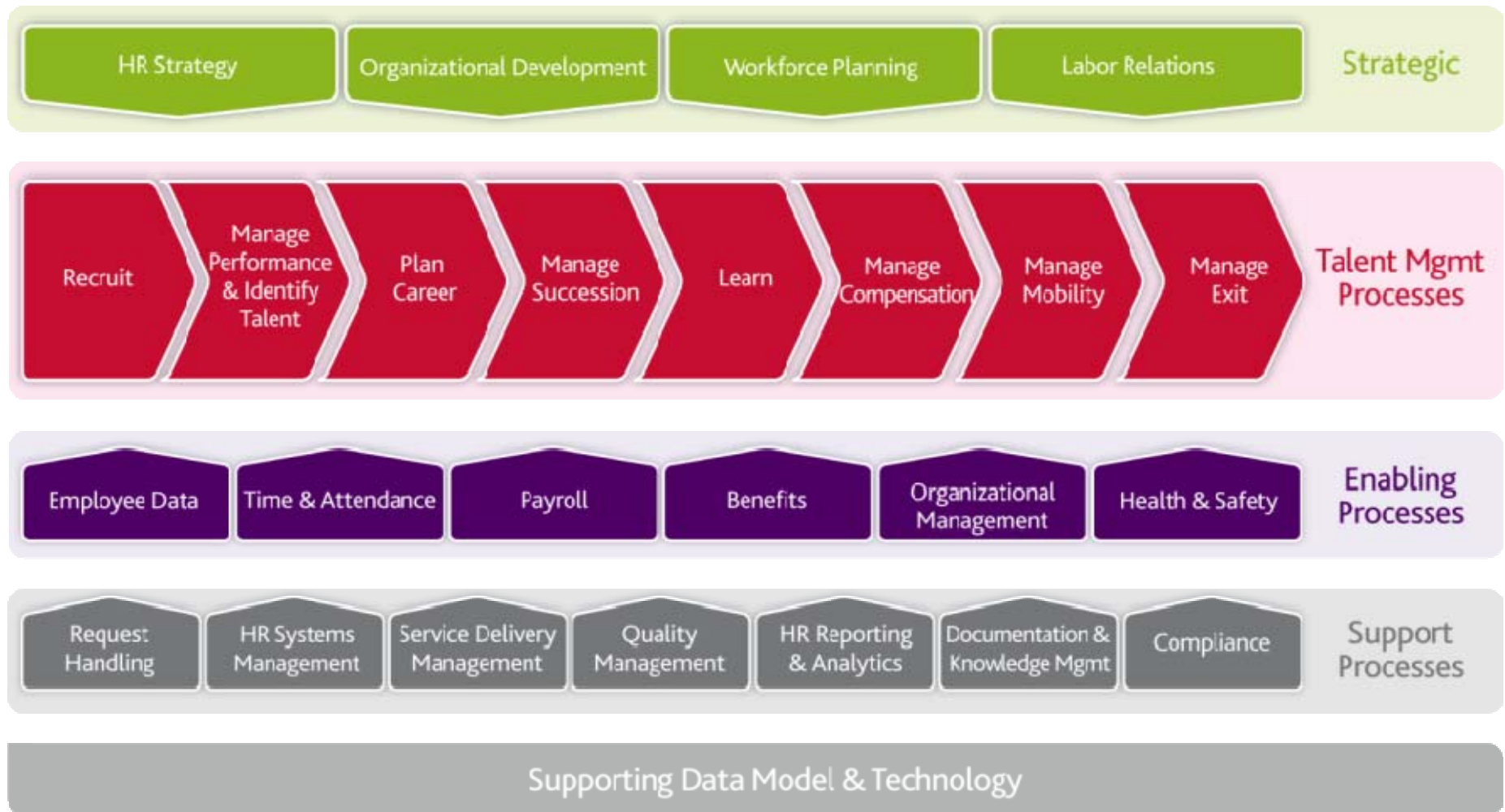


1,649+ HR Specialists across APMEA

All around HR



We cover a wealth of HR processes



Industry recognition

- Named hottest SaaS provider in the industry by ERP Executive
- 2010 SAP Pinnacle Award – **BPO Provider of the Year**
- 2010 ICT Awards – **Most Innovative BPO Provider of the Year**
- 2009 Winner **Top HR Product of the Year** by HR Executive
- 2009 HROA Awards for **Technology Partnership & Thought leadership**
- 2008 Named **Major Outsourcer of the Year** by the IPP
- 2008 SAP Pinnacle Award – **BPO Provider of the Year**
- 2006 SAP Pinnacle Award – **Global Customer Satisfaction**

- Ranked as **top 3 HRO player** by HRO Today
- **Largest SAP HCM consultancy practice** globally with over 3,000 experienced consultants



Supporting global leaders



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NGA in the Philippines



Manila started as an offshore center for NGA, it is now shifting focus to delivering services locally to the Philippines



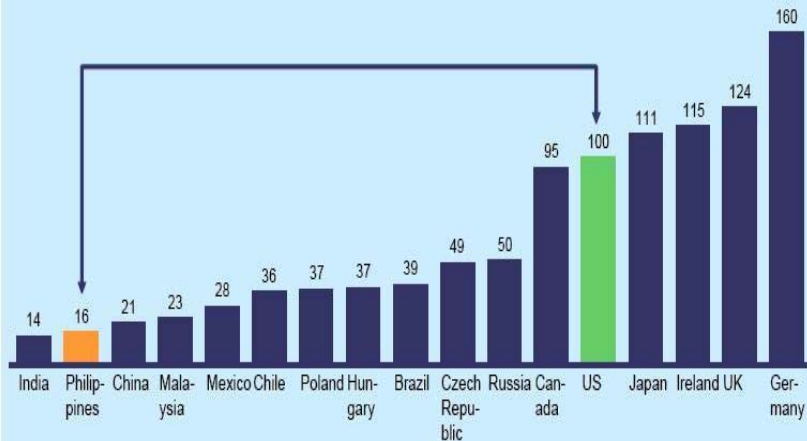
Languages	<ul style="list-style-type: none"> • English, Japanese, Mandarin, Tagalog, Bahasa, Thai, Hindi, Korean, Cantonese, Spanish and other European languages
Employees	<ul style="list-style-type: none"> • Currently 500+ BPO staff <ul style="list-style-type: none"> • 50 Call Centre agents • 100 Payroll/ HR SME's • 100 Support Consultants • 125 SI functional and technical • 125 Product development • 15 Management
Facility	<ul style="list-style-type: none"> • 2 Floors in a purpose built BPO facility • Capacity to grow to 800 staff and beyond
Services	<ul style="list-style-type: none"> • HR Operations – Tier 1 • HR Operations – Tier 2 • Application Management Operations • System Integration • Product Development



Why did NGA pick the Philippines?



Cost Differential



Government support

- Active government promotion of BPO
- Tax advantages and incentives offered (PEZA)
- World Class, purpose built facilities and real estate
- World Class telecomms infrastructure
- NGA is active member of BPAP

www.bpap.org

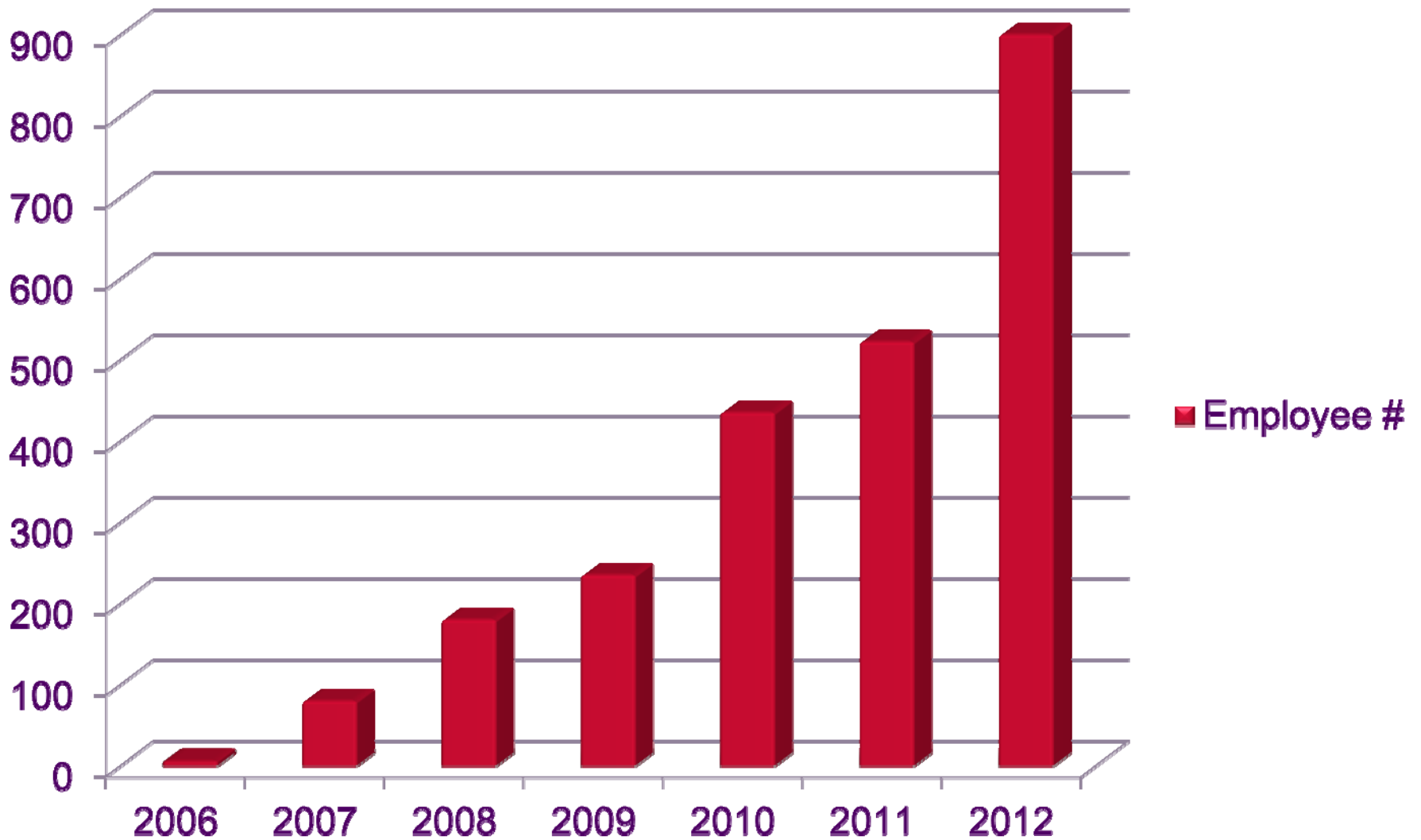
Resource Capabilities

- 100% college graduates
- 500,000 new graduates annually
- Large pool of experienced BPO professionals
- World class English Language skills cited by Gartner
- Availability of other Asian and European language skills
- Technical SAP skills available
- Shift work commonplace in the industry

Cultural Affinity

- Strong historic ties to US and Spain
- Education model based on US and predominantly delivered in English
- Financial and tax model based on US
- 3rd largest English speaking nation
- Predominant US-English accent
- Only Christian nation in Asia
- Strong affinity to US popular culture and sports
- Exceptional customer service attitude

NGA Employee Growth in the Philippines



Key Drivers for HR in the Philippines



Businesses are now focusing on employee engagement

Increased reporting requirements

Improve employee user experience

Generation X + Y users demanding more technology

Improve visibility and control of labour costs

Rationale for a new solution



- HR Outsourcing in the Philippines is typically not a 'cost' saving exercise (low cost of labour etc).
- Lack of a robust cloud based tier 2 solution
- Providing more than just 'payroll'
- Sophistication of the PH workforce and the cross roads of HR and IT

Employee Numbers	# of companies
10,000+	147
5,000 - 10,000	209
1,000 - 5,000	234
500 - 1000	1,197
0-500	3,397
Total	5,184

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Preceda OnDemand



Integrated People Management

- Philippines Payroll
- Employee & Manager Self Service
- Rostering, Award Interpretation and Time & Attendance
- Strategic HR: Recruitment, Remuneration, Talent Management, Safety and Organisation management
- Smart reporting tools including report automation

Customers

- 1,100+ customers
- Customers in Philippines, Australia, New Zealand and Samoa
- Ranging in size from 200 – 180,000 employees
- Used by all industries: Government, Health, Retail, Manufacturing, Services, Call Centres, Banking & Finance, Construction, Transport, Insurance and Agriculture

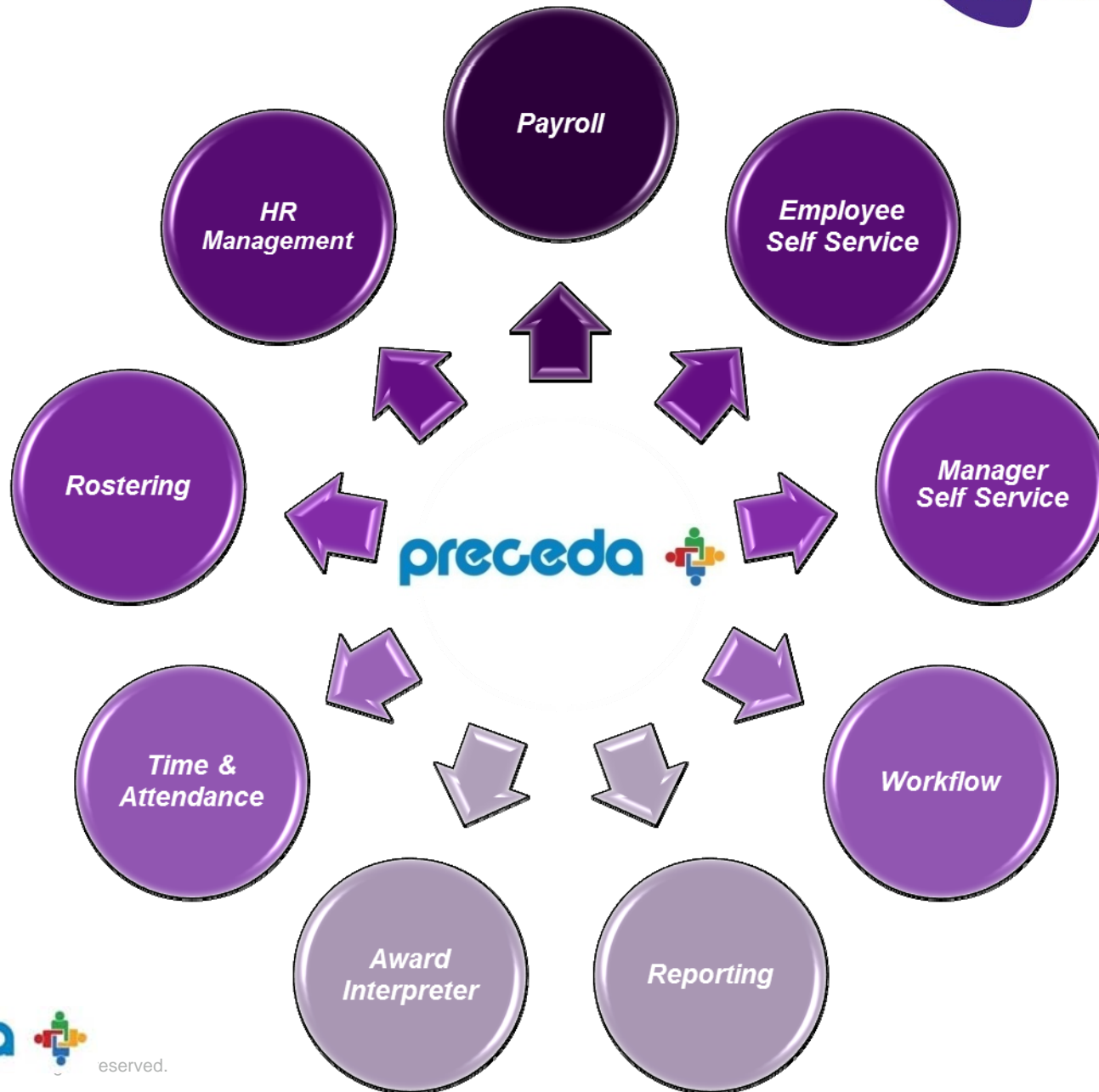
Technology

- OnDemand deployment
- Multiple data centres for instant data replication
- Secure data encryption (128bit SSL)
- Sarbanes Oxley (SAS70 II) Compliance

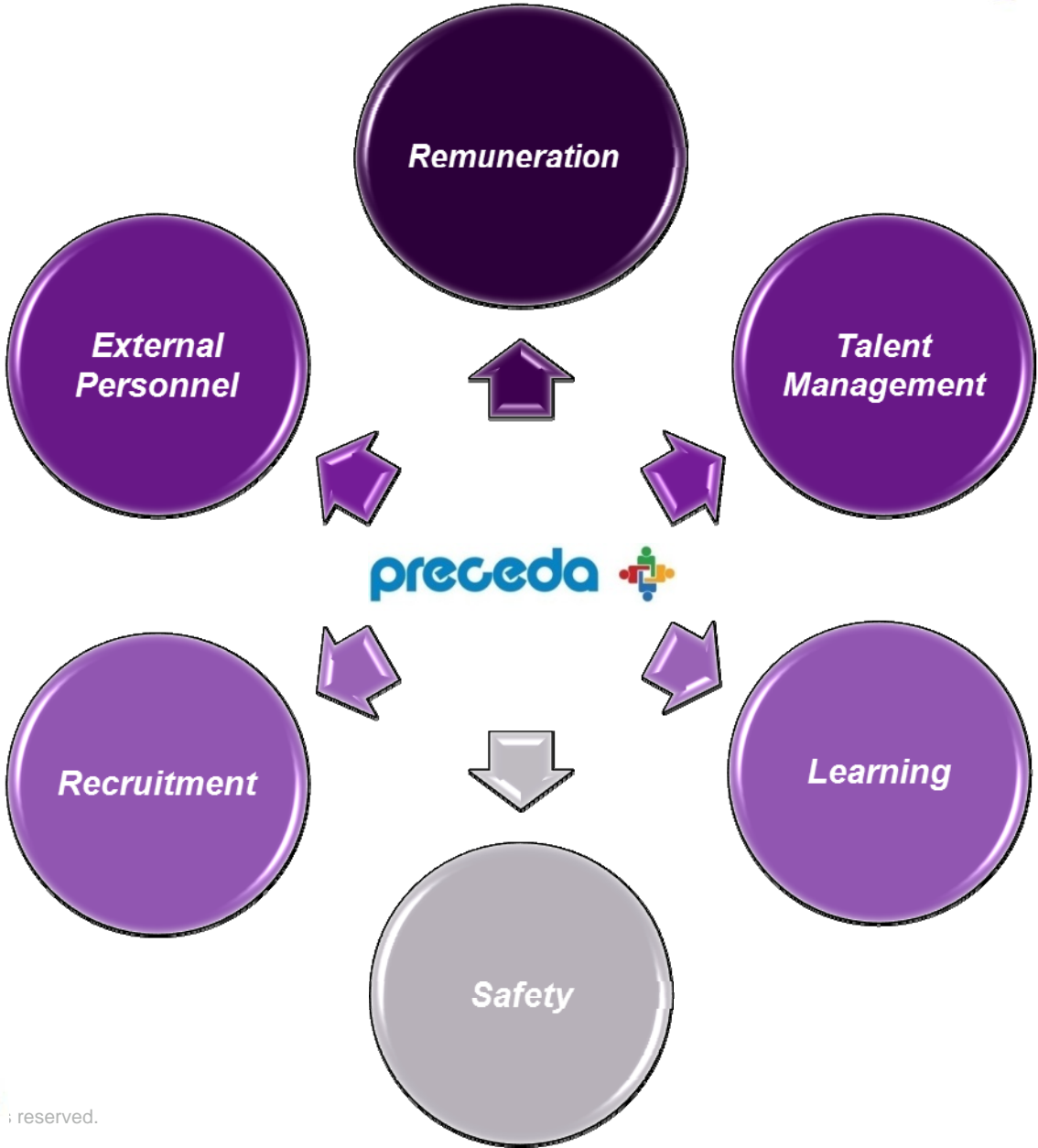
On-boarding

- Deployment: OnDemand
- Utilisation: In-House payroll team or Managed Service
- *Implementation Certainty* on-boarding process taking 3 – 4 months for transition
- Local On-Boarding team to partner with clients for simple transition
- Local research and development team in Manila
- Local Managed Payroll Service team processing payroll today

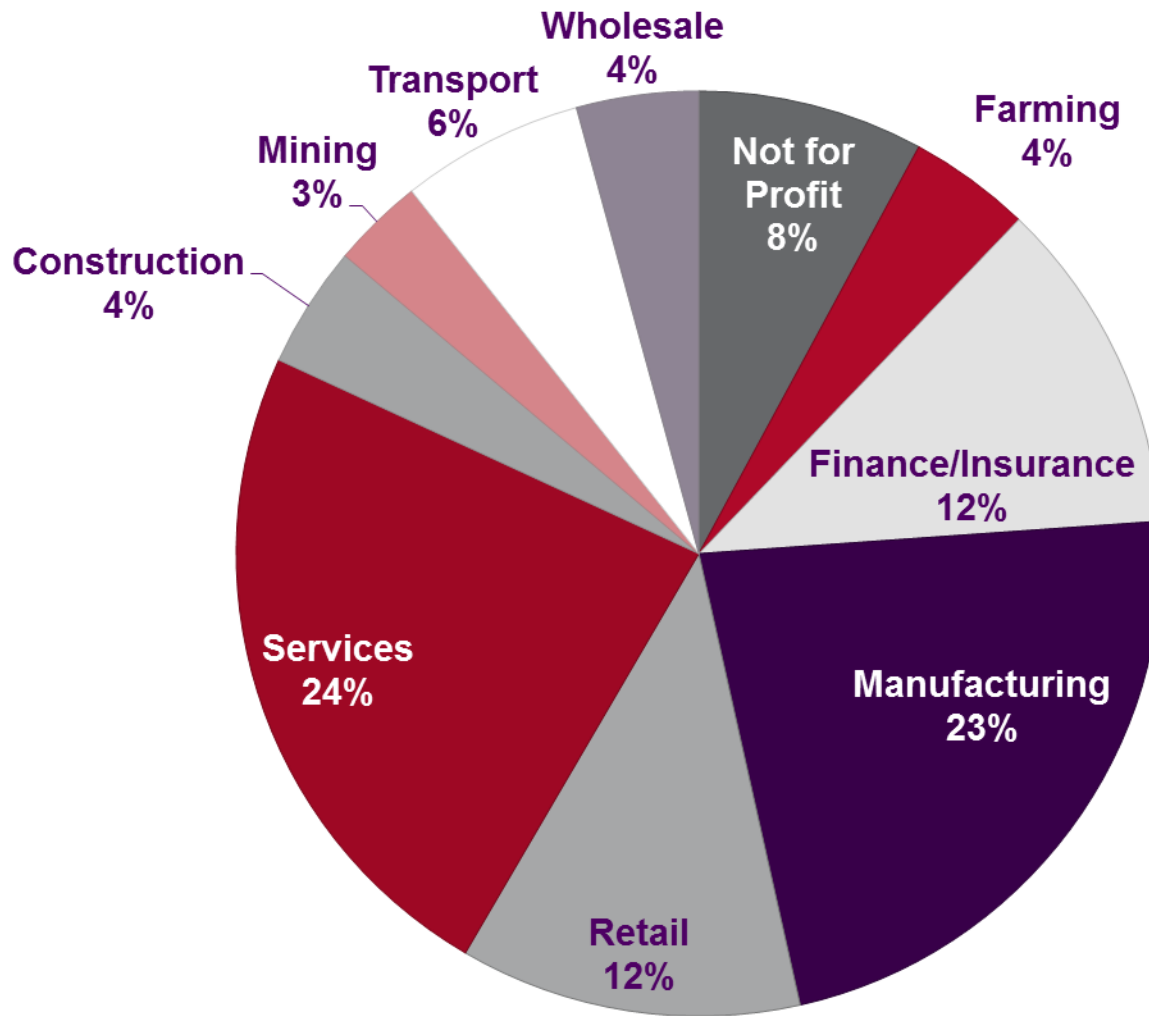
Preceda – Integrated People Management



Human Resource Management



Preceda Clients by Industry



Preceda Clients



Case Study:

AHL



RYDGES
HOTELS • RESORTS



Amalgamated Holdings

- Operate Hotels, Cinemas and Ski Resorts throughout Australia & New Zealand
- 6,000+ Employees
- Over 200+ Locations with over 6.000 users

Solution

- Preceda OnDemand: HR, Payroll, Time & attendance and Reporting
- Client since 2004
- Operate “Shared Services” facility in Sydney with 5 payroll staff
- Deployed biometric finger scanners to capture start & finish times
- All employees have access to Employee Self Service
- Manager use Manager Self Service to allow for decentralized HR Management

Business Benefits

- Better control of labour costs delivering significant reduction in overtime costs
- Same size payroll team since implementation, yet employee population has trebled in size
- Better management of employees due to the easy access to data
- Enhanced compliance due to simple access to business critical information
- Engaged workforce as they can access information



Case Study: **Jet**★



JetStar Airline

- Australian Low Cost Airline operating domestic and international routes
- 2,600 Employees throughout Australia and Asia

Solution

- Preceda OnDemand: HR, Payroll, Time & attendance and Reporting
- Client since 2007
- Managed Services payroll operating from Manila
- Time Collection: Combination of timesheet, biometric finger scanners and auto-paid employees
- All employees have access to Employee Self Service
- Managers use Manager Self Service to allow for decentralized HR Management of staff issues

Business Benefits

- Low Cost Managed payroll service
- Web based tool allows HR team and line managers to access the same Preceda database
- Has delivered significant labour cost savings due to costed rosters
- Managed Payroll (Outsourcing) delivered increase accuracy

Technology Evolution



Mainframes



Clients / Servers



OnDemand Deployment



Production & *Hot Site* Data Centres

- 24 hour x 7 day operations with 99.8% uptime over past 10 years
- Instantaneous data replication to hot site - 2 Hour response from Disaster
- Redundant Facilities: Power, Communications & IT Infrastructure
- Daily off-site data backup in vault
- Deployed to 1,100+ clients

Audit + Security by



- Annually Audited & bi-annually tested Disaster Recovery plan
- Business-wide Business Continuity Plans (BCP)
- Sarbanes Oxley (SAS70 Type II) Audit
- Annual Penetration Testing
- ISO17799 Information Security Management
- Full data encryption with 128Bit SSL



Virus proof technology platform

- IBM I Server platform
- Virus proof server with object level security
- Proven deployment platform for secure internet access



Implementation Certainty

Implementation certainty

- Proven low-cost and low-risk Implementation Methodology
- Rapid implementation 10 – 16 weeks
- 1,100+ implementations in the region over past 10 years
- Data migration & mapping tools from current provider
- Dedicated Project Team: Project Manager, On boarding Consultants, Trainers & Account Manager

Phased roll out strategy

- Deploy critical business functionality followed by process improvement
- Focus on knowledge transfer to reduce implementation timeframe and cost
- Delivery of planned cost and efficiency savings

Risk and change management plan

- Identify all risk areas and take mitigation steps
- Include Change Management requirements in project plan
- Allocate full time project team

Preceda OnDemand

- Proven Integrated People Management solution
- OnDemand (Cloud) deployment
- Utilisation options: Process payroll yourself or Managed Service
- Rapid Return on Investment (ROI)
- Greater Business insight with powerful reporting tools
- Reduction in labour costs due to rostering & biometric technology
- Rapid on-boarding in 10 – 16 weeks

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Questions



NGAHR– Your Trusted Partner in HR

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