



WHIRLPOOL

AT A GLANCE

Outsourcing Objectives

- Support Whirlpool Corporation's rapid transition in workforce, both merged and acquired, and its business transformation
- Transform HR's role and support self-services delivery

Scope of BPO Project

- Services comprising recruitment, HR, payroll, benefits, workforce planning, compensation, performance management, and succession planning
- Comprehensive HR services for 80,000 active employees in the United States and Europe, plus U.S. retirees

Why Convergys/SAP?

- Convergys Corporation's experience in integrating single global platforms for the mySAP™ ERP Human Capital Management (mySAP ERP HCM) solution
- Goal to integrate the enterprise resource planning functionality of the existing SAP® software

Project Highlights

- Serves 80,000 active employees in the United States and 40 European countries, plus U.S. retirees
- Established common global solutions and administration
- Extended the contract scope during rollout to accommodate a major acquisition

Key Benefits

- Single global HR platform
- State-of-the-art manager and employee self-service
- Reduced administrative effort for HR professionals
- Clear ownership of technology maintenance and investment

Customer Web Site

www.whirlpoolcorp.com

Industry

Consumer products

BPO Provider

Convergys Corporation

BPO Provider Web Site

www.convergys.com

SAP Solution and Services

mySAP ERP HCM

Existing Environment

SAP software

“Our focus was on driving a global platform and having the right global technology solution to support it. One of the things we recognized in HR was that in order to meet and exceed our strategic initiatives, we needed to change our platform.”

Vice President of Total Rewards and HR Solutions, Whirlpool Corporation

Whirlpool Corporation, a major home appliances giant based in Benton Harbor, Michigan, sells its world-famous brands in over 170 countries. Annual sales exceed US\$19 billion. To sustain its strategic initiatives, Whirlpool needed to consolidate its HR platform. Convergys Corporation and the mySAP™ ERP Human Capital Management solution were key.



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