

## Joint SAP/Partner Business Process Outsourcing (BPO) – SAP Customer Success Profile



## DUPONT

### AT A GLANCE

#### Outsourcing Objectives

- Reduce costs and free up resources for strategic tasks by standardizing and automating business processes
- Provide transparent data to improve management decisions
- Move company's large number of HR-related applications to a standardized platform

#### Scope of BPO Project

- Provide services comprising recruitment, HR administration, compensation and benefits, payroll, and workforce planning based on the mySAP™ ERP Human Capital Management (mySAP ERP HCM) solution
- 13-year contract for project scoped to cover services for 60,000 employees and 102,000 pensioners and survivors

#### Why Convergys Corporation/SAP?

- Convergys Corporation's winning value proposition to provide both process support and underlying IT enablement
- Demonstrated commitment of SAP to the HR outsourcing marketplace and existing product investment in addition to its commitment to ongoing enhancements in functionality and architecture

#### Project Highlights

- DuPont's global footprint covered, with the implementation supporting 70 countries and 30 languages
- Global infrastructure to be implemented within 2 years

#### Key Benefit

DuPont expects to realize a 20% productivity improvement as services move to Convergys, increasing to 30% after 5 years.

#### Customer Web Site

[www.dupont.com](http://www.dupont.com)

#### Industry

Chemicals

#### BPO Provider

Convergys Corporation

#### BPO Provider Web Site

[www.convergys.com](http://www.convergys.com)

#### SAP® Solution and Services

mySAP ERP HCM

#### Existing Environment

SAP® platform

**“We were looking for someone who was going to help us . . . take a fragmented set of processes from around the world and simplify and standardize them globally and implement them globally through the mySAP ERP Human Capital Management solution.”**

Director of Human Resources Portfolio and Program Management, DuPont

DuPont's solutions – used in markets ranging from agriculture to electronics to apparel – make life better, safer, and healthier. Founded in 1802 in the United States and now operating in over 70 countries, DuPont asked Convergys Corporation to simplify, standardize, and globally integrate its disparate HR operations based on the mySAP ERP™ Human Capital Management solution.



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