

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



Avaya Inc. – based in New Jersey – is a global leader in communication systems, applications, and services. With more than 20,000 employees, Avaya designs, builds, deploys, and manages networks for more than 1 million businesses worldwide. To manage its disparate worldwide workforce, the company enlisted the services of Convergys Corporation, a global provider of customer management, billing, and HR services with expertise in leveraging the benefits of SAP® software.

AT A GLANCE

Outsourcing Objectives

- Reduce HR transactions and costs
- Leverage existing systems and operations
- Manage a disparate worldwide workforce
- Drive increased value via measurable HR service

Scope of BPO Project

- 5-year contract
- Service for employees and retirees in 38 countries and support for 14 languages
- Based on functionality in the mySAP™ ERP Human Capital Management solution for talent management (such as recruiting and managing enterprise learning) and workforce process management (such as payroll and benefits)

Why Convergys/SAP?

- Convergys's global delivery capabilities and expertise with SAP® software
- Global scope of the project

Project Highlights

- Best practice methodologies allowed both companies to redesign processes to further streamline operations and gain greater efficiencies.
- Through a global shared service center, Convergys services provide Avaya staff a high degree of consistency – service levels and response times are contractually guaranteed.

Key Benefits

- Avaya expected to realize annual savings of more than 30%.
- Responses are faster and more accurate, with 80% of cases closing within 5 days, compared to 50% within 10 days just 3 years ago.
- Decision makers have a more holistic view of the workforce.

Customer Web Site

www.avaya.com

Industry

High tech – communications equipment

BPO Provider

Convergys Corporation

BPO Provider Web Site

www.convergys.com

SAP Solution and Services

mySAP ERP Human Capital Management

“Using Convergys to outsource key HR processes lets us take human capital management to the next level. By taking full advantage of SAP software, we can now provide decision makers with a more holistic view of our global workforce. Also, our HR processes now run faster and we’re saving money.”

Avaya Inc.



www.sap.com/contactsap

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