

HR Business Process Outsourcing

By entrusting TELUS to manage critical Human Resources activities throughout your employees' life-cycle, your HR professionals can focus their attention where it's needed.

“ We deliver the expertise and technology to enable our customers to focus on HR strategy and support their core business. ”

HR Business Process Outsourcing

Today's organizations are asking their Human Resource departments to do more with less. HR's role has shifted from support to an active participant in determining an organization's strategy. This evolution places strain on HR's ability to successfully deliver traditional administrative service offerings.

The TELUS Sourcing Solutions HR Business Process Outsourcing (HRBPO) solution represents a cost effective alternative and an opportunity to make a fundamental shift in focus to core competencies. Increase your efficiencies and ultimately save money.

- Payroll Services
- Workforce Administration
- Benefits Administration
- Workforce Contact Centre

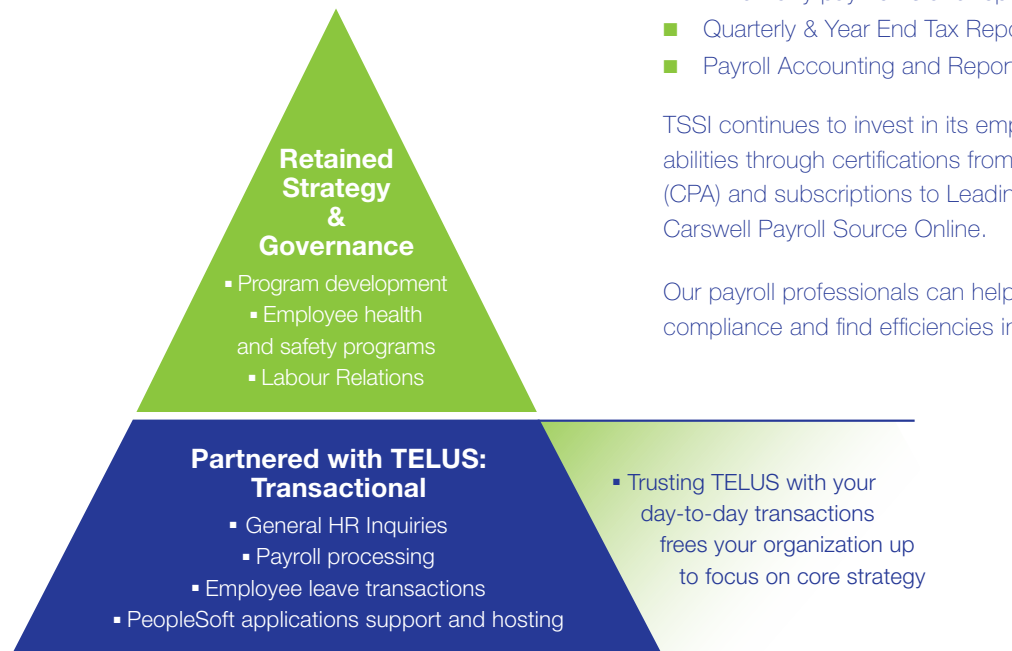
Payroll Services

Our team has extensive experience in servicing complex payrolls in the public sector and managing multiple collective agreements and payment schedules. Leverage this wealth of expertise to find increased efficiencies in your payroll processing.

- Payroll Preparation & Calculation
- Time collection & reporting
- Payment Distribution and Reconciliation
- Accrual Processing
- Third Party payments and reporting
- Quarterly & Year End Tax Reporting
- Payroll Accounting and Reporting

TSSI continues to invest in its employees' knowledge and abilities through certifications from Canadian Payroll Association (CPA) and subscriptions to Leading Edge Payroll Alert and Carswell Payroll Source Online.

Our payroll professionals can help you mitigate risk, ensure compliance and find efficiencies in your payroll functions.



TELUS Sourcing Solutions

Workforce Administration

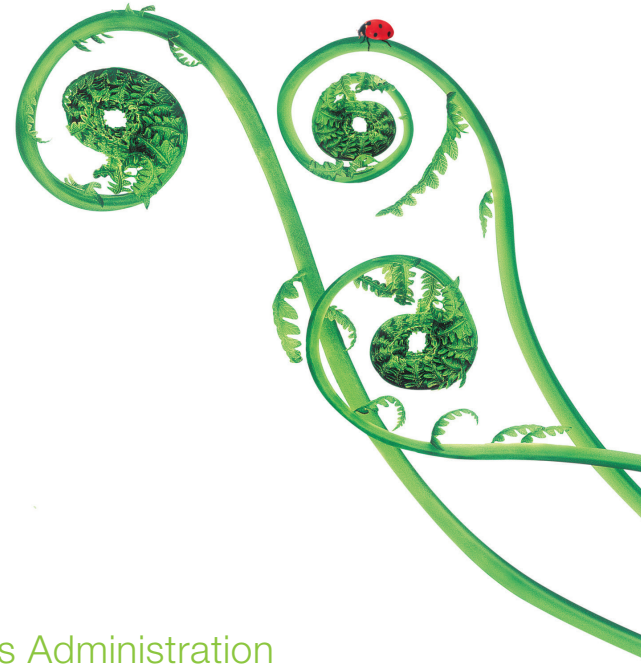
By entrusting TELUS to manage critical Human Resources activities throughout your employees' life-cycle, your HR professionals can focus their attention where it's needed - HR Strategy. Rather than managing transactional work, your efforts can be applied to strategic planning, increased productivity and improved customer service.

Choose a team of qualified Human Resources professionals, backed by best in class technology to manage your HR transactions and improve the employee experience.

Employee life cycle transactions (end-to-end processing)

- Workforce Administration
 - New hire on-boarding
 - Transfers
- Salary administration (step increments, annual increases)
- Employee demographic changes
- Leave administration
- Life event management
- Scheduled & ad hoc reporting
- Employee records retention and file management
- Compliance & monitoring

The option to deliver our solutions online, anytime via employee and manager self-service technologies creates a further opportunity to realize cost savings while improving the employee experience.



Benefits Administration

Benefits are a key component of a complete compensation package and are often the reason potential talent joins your organization.

Trust TELUS to manage the transactional elements of your benefit offering.

- Determine and maintain eligibility for benefits coverage
- Perform annual enrolment
- Administer collective agreement benefit offerings
- Beneficiary/dependent maintenance

Workforce Contact Centre

The TELUS Workforce Contact Centre solution creates a single point of contact for your employees, freeing up valuable Human Resources talent to focus on HR strategy and support your core business.

We combine state of the art technology with experienced customer service agents to create a flexible single point of contact, to meet the unique needs of your organization. Your employees find answers quickly and easily about:

- Pay
- Benefits
- HR
- HRIS Technology



A Cost Effective Call Centre Solution

- Document the trends in your organization, improve business intelligence and analytics.
- Delivery as a Software as a Service (SaaS) reduces the organization's capital investment and maintenance of a contact centre solution. Leverage best in class technologies at a fraction of the cost to own.
 - Up to 25% reduction in Setup costs vs. creating your own Contact Centre
 - Reduced overhead Operational costs compared to setting up your own Contact Centre

World Class Infrastructure without Capital Investment

Our Application Managed Services deliver the expertise and the technology at the heart of your Human Resource services.

TELUS' success has long been predicated upon the solid delivery of our strategy in the markets of data and wireless. We are continuously taking advantage of the latest advancements in network technology to increase network speeds, capacities and reliability. By managing the life cycle of current technologies and the timely introduction of new ones we deliver superior service value to our customers.

When you partner with TELUS to host, manage, or enhance critical HR systems and information, our experienced professionals work with you to engineer business processes which are backed by world class technology. As the custodian of critical employee information TELUS Sourcing Solutions strictly adheres to privacy, access and information recovery legislation.

Put our proven, cost-effective solutions to work for your company while you concentrate on your core business.

For more information about TELUS
Workforce Contact Centre, HRBPO, or
Talent Management Solutions visit us
at telussourcingsolutions.com

We have the courage to innovate.

