

TELUS Sourcing Solutions

Helping public sector
and midmarket
organizations reduce
costs and improve
the delivery of HR
and payroll services

The TELUS advantage is our flexible service offering. From complete end-to-end Human Resources services to Single Point Solutions such as Recruitment, Learning and Performance Management, we can help you achieve maximum efficiency and a competitive advantage.

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

We embrace change and initiate opportunity.



Reduce costs and risks while delivering superior HR and Payroll services

Today's organizations face increasing pressure to reduce costs associated with HR and administrative functions. While capital and operating budgets fail to keep pace with this expectation, there is a consistent need to demonstrate financial performance yet deliver on increasing demands for service.

Human Resources Business Process Outsourcing (HRBPO) represents a cost effective alternative and an opportunity to make a fundamental shift in focus to core competencies. By relying on TELUS as a trusted partner to administer HR and Payroll functions, organizations across Canada are freeing up their resources to focus on delivering quality services to their customers.

Providing award-winning HR services for employees may seem out of reach for companies faced with limited staffing and restricted capital expenditure. By partnering with TELUS our customers reap the benefits of state-of-the-art services, expertise and technology which allow them to be employers of choice.

In fact, our customers are being recognized among the top employers in Canada. Contact us today and find out how you can make the list.

Our Core Services

With close to 10 years of experience in delivering HRBPO, our core service offering leverages our extensive public sector and midmarket experience, along with proven and repeatable business processes to deliver world-class services.

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

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.

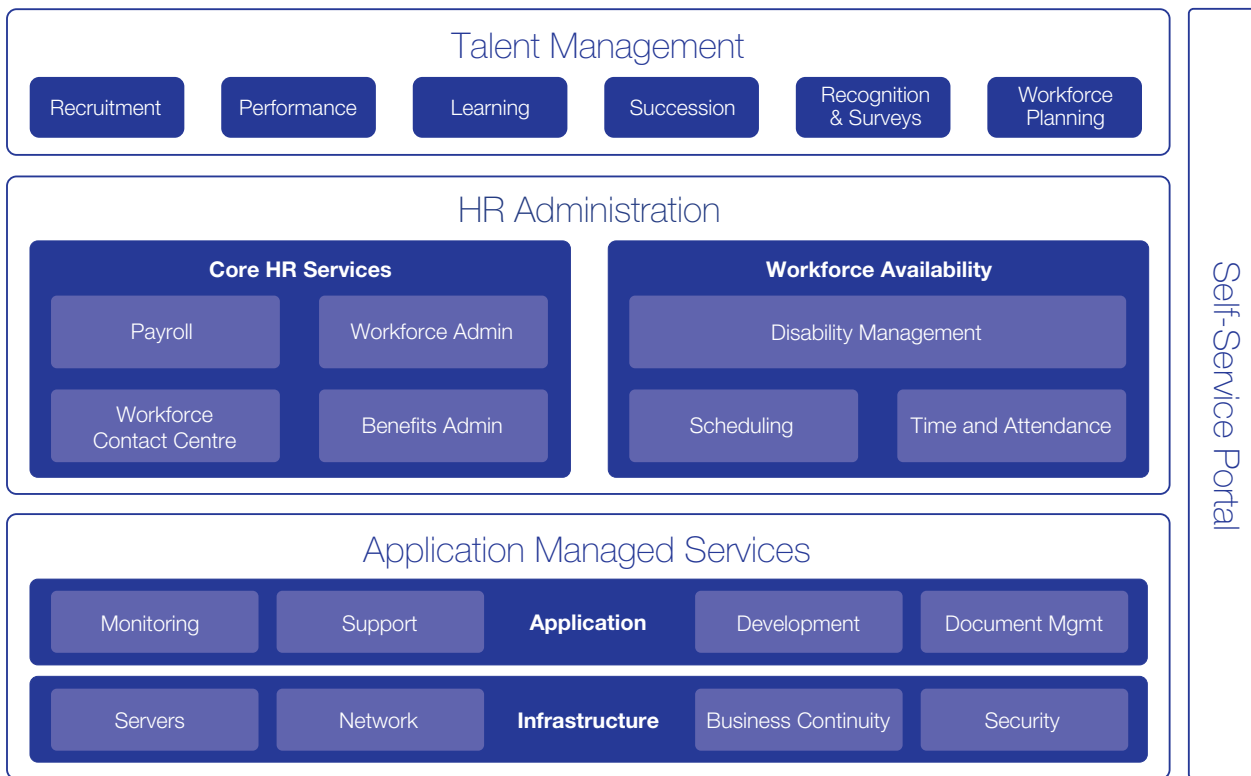
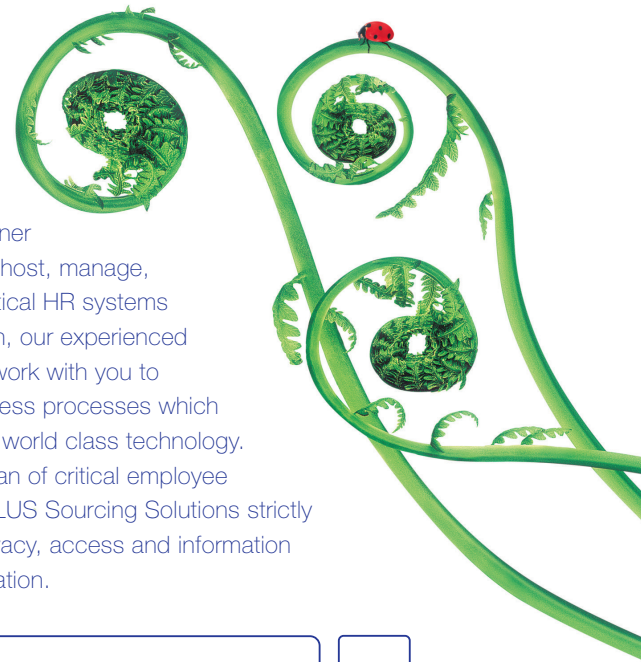
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Application Managed Services

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.



Workforce Availability Solutions

Augmenting these core services, our Workforce Availability Solutions deliver a comprehensive, flexible and scalable alternative which minimizes financial commitment and risk. Our Disability Management Services deliver cost reductions by mitigating the cost and impact of absence, and reducing insurance board premiums by creating a favourable experience rating through effective claims

management. Scheduling applications, backed by improved business processes, decrease overtime cost by optimizing workforce utilization. Time and Attendance integrated with detailed reporting provide comprehensive workforce analytics and support efforts to proactively reduce costly absenteeism.

We believe in spirited teamwork.





Attract, retain and grow top talent

At the heart of a high-performance culture is the close relationship between your employees' work and the objectives of your organization. Our Talent Management solutions represent an integrated system that aligns people to the strategies, goals, and values of an organization. Our processes and technologies enable the selection, recruitment and retention of top talent.

Delivering the same suite of tools that has helped TELUS become a Canadian leading employer of choice, we do more than provide state-of-the-art technology without freezing precious capital funding. Our team of experienced professionals has a wealth of expertise with HR processes, technology and best practices. We work with organizations to implement talent management solutions that:

- Add value and reduce costs with consultative recruitment solutions, from process engineering to world-class recruitment technology
- Facilitate employees and leaders in managing performance, plus career development, training and recognition
- Engage employees through dynamic communications, surveys and involvement strategies
- Help you create a culture of performance based learning
- Provide employees with services that enable them to self-manage without employing HR resources
- Offer you a capital-free, software-as-a-service pricing model to align with limited funding ability

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

A wealth of experience and world class leadership

As the country's second-largest communications company, with annual revenues of \$10 billion and 34,000 employees, TELUS is a major Canadian employer. This size and experience provide the company with an unparalleled breadth of HR expertise.

Our customers have the peace of mind of knowing that TELUS Sourcing Solutions' extensive expertise in providing HR services is backed by world-class technology, performance, service and reliability.

Contact us today to discover how you can avoid financial and operational risks while continuing to provide superior Payroll and HR services.

Whether you are looking to streamline your Workforce Administration, or improve your talent management capabilities, put our proven, cost-effective solutions to work for your company while you concentrate on your core business.

We focus on what we do best, so do our customers.

We have the courage to innovate.

