

Benefits of an Integrated Global Delivery Model for providing HR back-office and pre-assessment of candidates

The term Global Delivery Model (a.k.a offshore delivery) is typically associated with companies engaged in IT, consulting and services delivery business and using a model of executing a technology project using a team that is distributed globally. While the commonly understood meaning of the term implies globally distributed resources, the term itself has acquired a broader definition. Gartner, for example, defines global delivery model to encompass a “focus on the technical skills, process rigor, tools, methodologies, overall structure and strategies for seamlessly delivering IT-enabled services from global locations.”

Like other HR IT and back-office functions, efficiency is no exemption when it comes to pre-assessment as well. Especially, in these demanding times, there is a constant pressure to,

1. reduce cost
2. reduce turnaround time,
3. increase process efficiency, and
4. ensure compliance

Reduce cost

Having an offshore back office centre in a low cost region can save huge amount of cost. Transactional activities in the entire hire-to-retain cycle can be delivered from an offshore service centre for almost half the cost.

Reduce Turnaround Time

Just-in-time hiring is no longer wishful thinking; it is becoming a reality. When there is an offshore centre the turnaround time is reduced. The reduction is a result of an extended window of operation, round the clock operations, and segregating processes into effective “time buckets” helps reduce the cycle time of the process element (transaction).

Increase Process Efficiency

Many companies have leveraged offshore partnerships to drive process efficiencies. A strong Service Level Agreements (SLAs/ KPIs) ensures that the desired levels of efficiencies are contractually achieved. Many of the contracts these days require committed continuous improvement; this means that the performance does not remain stagnant at the agreed levels but continues to improve over time as the process stabilizes. Many companies deploy what is commonly called “moving SLAs” to achieve this objective.

Ensure Compliance

Compliance, more importantly data security and privacy seems to be the biggest concern for background screening firms. Given the access to sensitive personal information, this seems to be a valid concern. However, companies that have



“successfully” leveraged offshore advantage have not just succeeded in ensuring compliance but many have reported increased compliance levels leveraging offshore partnerships. This is achieved through two basic means; (i) by using technology architecture that restricts the flow of data i.e., the data stays the client’s data and information is released to partner on a strictly need-to-know basis, and (ii) leveraging the offshore partner’s best practices including ISO 27001 certified processes, paperless environment, & world-class physical/ logical security measures.

“Flat world” offers significant advantages and benefits to be exploited in the HR and allied arena. Few pre-assessment firms have exploited this advantage, many are still considering, and many are still unaware.

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