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Inside Outsourcing™



INTERVIEWED BY LARRY JANIS

Inside with:

John Gibson, President, HR Management

Convergys

Convergys Corporation (NYSE: CVG) is a global leader in relationship management. They provide solutions that drive more value from the relationships our clients have with their customers and employees. Convergys turns these everyday interactions into a source of profit and strategic advantage for their clients.

For more than 30 years, their unique combination of domain expertise, operational excellence, and innovative technologies has delivered process improvement and actionable business insight to clients that now span more than 70 countries and 35 languages.



LJ: For people who don't know you or the firm, how would you describe your role and responsibilities?

JG: Convergys is a global leader in relationship management. We help clients better manage their relationships with their customers and employees. Convergys Human Resource Management delivers comprehensive HR BPO and talent management solutions to global companies. Our focus is helping our clients improve the efficiency and effectiveness of their employee relationships. We serve approximately 3 million of our clients' employees and retirees with live operations in 68 countries. Our global reach will extend to 87 countries by 2010. We have built an extensive set of process, technology, and people assets to address the transformational needs of today's organizations.

Since September 2007, I have led Convergys' Human Resources Management (HRM) line of business for Convergys. I'm responsible for developing Convergys' vision and strategy for the business and empowering our global leaders to be innovative and excel in this challenging industry and business climate.

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FROM THE EDITOR

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Inside Outsourcing's goal is to provide you with articles of interest and with a forum for the exchange of information in this rapidly evolving industry.

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LJ: What level of person is buying HR BPO and what are their top concerns regarding HR BPO services?

JG: HR BPO buying decisions are made at top executive levels ranging from SVP of HR to the CFO/COO/CEO, so our relationships are with the senior executive leadership team within an organization.

A major concern for many companies in today's business climate is saving costs and managing cash flow. Clients are seeking to streamline HR processes and HR technology platforms. The focus of senior leaders is on building an integrated global model that gives them the visibility into their global workforce and the flexibility to serve employees where ever they may be in the world. They are looking to build an HR model that is flexible enough to meet their changing business needs and drive their business strategies. Many of our clients are shifting their focus to new markets and that requires infrastructure to support that growth and the shifting workforce needs that go along with that strategy. Leveraging a global provider such as Convergys is an economical and effective way to achieve the vision of a global infrastructure without making the investment yourself.

LJ: What innovations are these buyers looking for in a service provider and how will Convergys provide them?

JG: Clients are looking for efficient HR operations, while maintaining a quality employee experience. In addition, they are looking for ways to increase their global workforce effectiveness. They are looking to us to be proactive in bringing new ideas, technologies, and approaches to them that drive both cost and quality.

Our transformational approach both during the implementation phase and throughout the client relationship is a key foundation of how we approach innovation with our clients. Our client management processes involve looking at policy and process, comparing that to standards and best practices, reviewing new technology that can be applied, and investing in service delivery capabilities and systems.

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We are constantly looking at ways to streamline processes using our global standard templates; leveraging and driving technology utilization; and looking for new approaches to improving the employee experience through our service centers and relationship technology platforms. More and more we are assisting our clients in strategic and analytical analysis around work force initiatives and strategic business goals (i.e. divestitures/mergers).

“Technology is a key component in the BPO offering ”

LJ: What role does technology play in the success of a BPO offering?

JG: Technology is a key component in the BPO offering and is used to support the Convergys integrated global solution. Providing the tools to managers, employees, and our service center support staff is critical to allowing us to improve the employee experience while also driving down cost.

LJ: Are the third-party advisory firms involved in the transactions? What value do they add to you as the provider of outsourcing services?

JG: Yes, advisory firms are deeply entrenched in this industry. They provide a valuable role for many clients in educating them on the realities of the HRO industry and what is required to build a solid business case and long term relationship with a provider.

LJ: What has contributed to your individual success?

JG: Being lucky enough in life to have been surrounded by good people with great values. Most of my successes in life have been with others, not individual in nature. I have had great support from my family, friends, mentors, and business associates throughout my career and life. They have kept me line, and more importantly picked me up when we tried and it didn't work out.





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We are a retainer based executive search firm with over a decade of experience in successfully attracting top talent in the areas of Outsourcing (IT, BPO and BPM), Consulting (Strategy & Technology) and traditional corporate functions (CIO, CTO, CFO, etc). We have worked effectively with major corporations as well as venture capitalized start-ups. Executive recruiters typically pride themselves in their ability to recruit top executives, irrespective of the industry. Leaders tell us a different story; they value what we do because we understand their business.

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