

# People matters

Leading People  
Building Organizations



September - October 2009

Rs. 75

## Times of Change

Want to Survive?  
**Be Disruptive**

**Change**  
But Legally

**Genpact**  
Leading through Uncertain Times

**Change Management's**  
Success Factor

**Darwinian Process**  
for Reward Management

Goleman's  
**Ecological Leadership**

Aspiring Minds is working in the space of Scientific Assessments, Talent Benchmarking and Acquisition of Entry Level Talent . Founded in 2007 by alumni from IIT, Delhi and MIT, USA under the mentorship of Prof. Tarun Khanna (Harvard Business School), Aspiring Minds has augmented scientific assessment with an innovative large-scale sourcing model analogous to a GRE-for-job concepts.

<b>Profile of Client</b>	All industry segments. Currently serving IT, ITES, KPO, BFSI, and Engineering
<b>Service locations</b>	Aspiring Minds offers delivery Pan-India. Already delivered in 12 states. Headquartered in Gurgaon with Sales offices in Pune and Bangalore
<b>Service offered - Overview</b>	<p><b>National Certified Candidate Pool:</b> The largest assessed pool of fresh graduates from across India helping corporates hire rapidly in a quality consistent manner. City level events, walk-ins and campus events can be setup</p> <p><b>Campus Recruitment:</b> Aspiring Minds specializes in end-to-end Campus Hiring - planning, assessments, hiring</p> <p><b>Assessments for Recruitment:</b> Assessments include Aptitude, Skill and Personality (inc. Indian languages). End-to-end delivery support Pan-India with technology, infrastructure and proctoring</p> <p><b>Talent Benchmarking:</b> TalentMap is a benchmarking activity that defines the unique traits in aptitude, skill, personality, education, background in the client's top performers. This helps clients to create recruitment benchmarks, skill gap analysis and inputs for promotions</p>
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**Success Story**

"I have been tremendously impressed with the scientific temper and great commitment to uncover the truth behind things in the products of Aspiring Minds. It is this rigor and quality that will set them apart from others." R. Anand, HR Director - OE, HCL Technologies

**Key Strengths**

**Computer Adaptive Assessment Technology** allows precise, standardized and reliable assessment and correlates strongly to recruitment. Delivery is available as client server app, Internet and single PC application

**Personality Assessment:** AMPI a scientific automated personality tool (India's first fully contextualized inventory) benchmarked for multiple job profiles including sales, support, etc

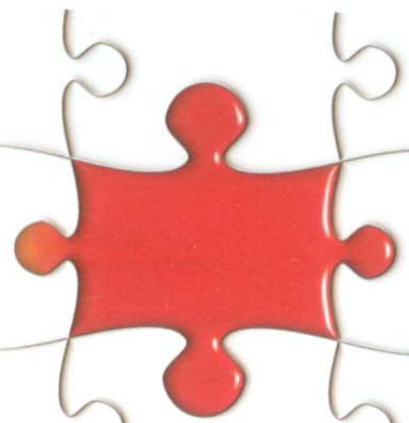
**Unique Sourcing Methodology:** Aspiring Minds runs AMCAT - India's Largest Employability Assessment. This test is delivered across the country agnostic of any particular company and is taken by 7000+ job aspirants every month

**Analytics Division:** Aspiring Minds analytic division comprising of statisticians and mathematicians helps do advanced modelling to come up with improved recruitment and talent benchmarks

# People Matters Special Features

Helping Key Decision Makers in taking the right path by providing relevant, practical and up-to-date information

Companies interested in being featured in this section, please contact Rahul Singh in the Marketing Team  
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Genpact is a leading Business Process Management company and a leader in the Globalization of services. The company has presence in 25+ cities across 13 countries and serves 100+ customers with an employee base of 37000+ employees.



GENPACT

<b>Profile of Client</b>	Genpact provides services to over 100 clients. Over 30 of its clients are part of Fortune 500 spanning from diverse industry segments and varying client organization size
<b>Service locations</b>	Gurgaon, Delhi, Kolkata, Hyderabad, Bangalore, Jaipur, Mumbai
<b>Pricing Model</b>	Genpact provides multiple options for pricing based on services required and client need from Transaction based, FTE based, Per employee per month, and Success based
<b>HRO Service offered in India</b>	Key service offerings include: Recruitment (RPO Services), Learning & Development (Training Content & Delivery), Payroll & Benefits Administration, Rewards Administration, HR Analytics, HR Shared Services Creation, HR IT (Hosted HRMS Platform)
<b>Service Delivery Model</b>	Genpact provides flexibility in configuring service delivery as per client needs i.e. client location or Genpact delivery center. We can work on clients existing technology platforms or provide Genpact technology solutions
<b>Human Resources Management System</b>	Genpact provides a complete suite of HR applications for servicing all areas of HR. Service can be configured on pay per use basis
<b>Employee Shared Services</b>	Complete backend operations including centralized Help Desk and employee portal. In addition Onsite resources can be provided
<b>Payroll, Tax and Benefits Administration</b>	End-to-end Payroll and Tax compliance features available. Benefits services are delivered in conjunction with our partners. Genpact provides services for eligibility, enrolment, help desk and reporting
<b>Recruiting and Screening</b>	Recruitment process end-to-end, screening, joining and induction features
<b>Additional Features</b>	Genpact brings to the client deep domain expertise of operating in the Indian market. The services we provide to our clients are built on the strong foundation of our India based 25000+ employees. Our HR Delivery engine provides the same services to our employees with unfaltering commitment and efficiency
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### Key Strengths

- Strong DNA of Lean and Six Sigma expertise
- HR Analytics for business insights
- Industry leading Business Process Management capabilities

### Success Story

A global infrastructure, finance, and media company with an employee base of 300,000+ says about Genpact's Payroll, Benefits, and Workforce Administration services. "...Genpact's ability to identify process improvements, implement value added solutions, and overall commitment to quality and metrics have created a best in class operation. That dedication and effort has led to new and exciting opportunities for us. It is my pleasure each day to be able to interact with such amazingly talented individuals"

plugHR is India's first subscription based HR department. Launched in April 2007, plugHR today manages over 40 companies across India in its portfolio



PLUGHR

<b>Profile of Client</b>	People Centric and Growth oriented companies from 15 to 3000 people
<b>Service locations in India</b>	Mumbai, Delhi, Pune, Bangalore, Hyderabad, Kochi & Aurangabad
<b>Pricing Model</b>	Subscription based
<b>HRO Service offered in - Overview</b>	plugHR is actually a replacement or augmentation model for corporate HR. <b>India</b> Unlike other HR service providers who work for HR, plugHR acts like internal HR team and leads the people management function at client locations reporting into client CEOs
<b>Service Delivery Model</b>	plugHR manages HR Department for companies through its unique 3 pillar model. These 3 pillars are: knowledge model called pH8, Onsite Manager of plugHR and monitoring by operations head of plugHR
<b>Human Resources Management System</b>	plugHR is a technology neutral company. Currently plugHR manages HR on a range of backbones both high end ERPs and simple MS Office. So whether client can afford technology or not, plugHR can run its HR
<b>Employee Shared Services</b>	All onsite managers deliver to employees relevant HR content as and when needed. Employees also have access to plugHR's Operations Head for senior level interventions
<b>Human Resources Management</b>	plugHR creates and rolls out all the aspects of the HR Function: Recruitment, Compensation, Training and Development, Employee Engagement, Communication etc. Some activities are then outsourced to specialists
<b>Additional Features</b>	The fact that plugHR team acts as an internal team and is based at client locations helps in hand delivering HR to employees
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### Key Strengths

- The model is simple, quick to start, offers end-to-end functioning of HR department and it is easy to exit if plans change. Moreover setting up plugHR department is almost 30% cost effective than forming any other HR set up including internal team

### Success Story

*Dial 1298 for Ambulance* subscribed to plugHR services after unsuccessful experiences in finding the right HR person for their growing organization. plugHR provided a cost effective way to have access to a pool of experience professionals represented by one in-house HR person.

For *Phi Creativity*, the experience of working with plugHR has provided them not only support and peace of mind but also higher business performance as they can now concentrate more efforts on the business goals.