HP Business Process Outsourcing offering

Business process outsourcing (BPO) is a major transformational challenge for any organization. It requires a partner that understands its clients’ business requirements, has experience managing processes at world-class performance levels, and has the capability to respond to its clients’ specific needs.

Over the past 15 years, HP’s BPO business has developed business expertise to help clients with their transformational challenges.

HP works with the world’s leading organizations, supporting outsourcing and transformation requirements across finance and administration activities as well as specific process areas, including the following:

- **Procure-to-Pay** (e.g., purchase order processing, vendor management, payments processing)
- **Order-to-Cash** (e.g., order processing, rebates and contracts management, accounts receivables, cash application)
- **Acquire-to-Retire** (e.g., fixed assets and project accounting, asset management)
- **Record-to-Report** (e.g., general ledger accounting and close, inter-company accounting, tax and treasury accounting, reporting)

Contracts administration outsourcing solution

As part of its Order-to-Cash services, HP supports these claims- and rebates-processing activities:

**Contract creation and update**

HP stores contract terms and associated customer entitlements on a common reference database. HP then updates customer master data and transactional information on an ongoing basis.

Contracts up for renewal can be proactively identified and migrated to new terms, including contracts across merged business entities.

**Contract verification support**

HP validates customer requests around contractual agreements (e.g., repairs, services) and classifies them (e.g., under warranty, under extended contract, not billed, partly billed) per accounting requirements.

**Contract accounting and reporting**

Under contractual agreements, HP allocates services, repairs, and replacement costs to business accounts per defined rules. The HP team also generates periodic contract status reports. Additionally, HP provides updates on contract compliance and key metrics related to contracts administration.

Solutions for the adaptive enterprise.
HP’s contracts administration outsourcing value proposition

**Gained efficiencies**
Using Global Business Centers as back-office processing hubs, HP leverages economies of place/scale to leverage efficiencies and reduce costs.

Additionally, HP has invested in self-service (e.g., Web portals), automation capabilities (e.g., contract status reporting/reminders), and systems consolidation (e.g., contracts reference databases) to improve productivity.

Also, HP’s established workforce development systems, performance management approaches, and focus on Six Sigma tools help drive a culture of continuous improvement.

**Improved controls**
HP applies Six Sigma rigor to compliance with defined policies and reporting templates as well as ongoing performance monitoring to meet regulatory (e.g., Sarbanes-Oxley, Basel II) and internal compliance standards.

HP protects against wrongful access as well as compromising of data security through control frameworks around access and enforced authorizations.

HP enforces privacy by protecting company, employee, and customer data from misuse through advanced fraud and error detection tools.

HP facilitates business continuity and avoids service disruptions by planning for external (e.g., floods) and internal (e.g., labor strikes) disturbances.

**Business value and decision support**
The contracts administration team provides specific business insights around the status of contracts and helps drive standard policy and terms of business across the organization.

**Client case study**

**Contracts administration outsourcing**
A Fortune 100 company’s contracts administration activities, which consisted of disparate processes and systems, were dispersed across country and regional operations. The client wanted to streamline processes and improve efficiencies.

As a starting point, HP separated the back-office activities from the various business units, standardized and consolidated the activities into HP’s Global Business Centers, and moved all systems onto a single platform.

The BPO solution included these features:
- Automated tools for contracts repository and data migration management, follow-up reminders, and status reporting
- Highly skilled employees equipped with defined templates and process manuals for contracts administration support
- Dedicated Customer Response Center to handle voice and non-voice queries

Today, HP’s back-office operations support more than 100,000 contract administration transactions per month for the client’s businesses across the world. These include contract set-up and verification, contract cancellation or migration, and compliance checks.

**Benefits achieved**
- Turnaround time on contract administration reduced to less than 48 hours at more than 99% accuracy using automated tools and data libraries
- Reduced costs of contract administration through use of offshore, cross-trained resources
- Better controls through improved transparency on contracts made possible through a single, shared database

**The HP advantage**
HP’s significant experience in BPO allows its teams to leverage best-practice processes and technologies, control frameworks, and economy of scale to support clients’ outsourcing requirements.

With over 5,500 skilled employees across 56 local front-office operations, 7 regional centers, and 8 Global Business Centers, HP offers a front-office/back-office hybrid model, supporting more than 30 languages and currencies while managing compliance with local regulations.

For more information
To learn more about HP Business Process Outsourcing services, please visit [www.hp.com/hps/process](http://www.hp.com/hps/process) or e-mail us at bpo_info@hp.com.