

- Benchmark Analysis Service-

In today's changing and competitive Business environment, functional organizations have a critical need for both quantitative and qualitative metrics to evaluate current performance. HR21's **Benchmark Analysis Service** is designed to focus client Human Resource and Payroll leadership on an objective assessment of their environment, utilizing benchmark and best practice indicators to identify, quantify and prioritize improvement opportunities linked to business goals, strategies and objectives.

HR21's **Benchmark Analysis Service** is targeted for all clients requiring an objective "report card" analysis of their Human Resource and Payroll environment. Utilizing HR and Payroll industry benchmarks and best practice comparisons, the HR21 Senior team evaluates client function efficiency (productivity / cost) and effectiveness (service quality / value) within the context of overall business goals and objectives.

Flexible Rate Service: HR21 offers this service for a "fixed fee" based on the analysis effort required and overall client environment complexity (e.g. client organization, size, structure, analysis sites required, etc.) Service deliverables are consistent and uniform for each client environment.

During the **Benchmark Analysis Service** engagement, the HR21 Senior team works collaboratively with client Leadership and Subject Matter Experts to capture the required data / information on the current HR and Payroll environment. Utilizing standard data templates to accelerate this profile, all information is then carefully validated. At this point, the analysis phase then compares the client profile to industry HR / Payroll benchmarks and best practices. As a result, a "gap analysis" evolves based on the current environment versus the industry benchmarks and best practices. Finally, an Executive Summary document is written to deliver analysis findings, gaps and opportunities, with focused recommendations designed to drive client improvement initiatives / actions.

Service Deliverables:

- ❑ Blueprint of existing HR / Payroll environment ('what is / current state')
- ❑ Gap analysis of current environment versus organization goals and objectives (Leadership)
- ❑ Detailed functional benchmark and best practice comparison (HR, Payroll, Benefits)
- ❑ Focused recommendations for improvement with supporting 'high level' costs / metrics
- ❑ Prioritized client Action Plan

Proven Approach / Methodology: HR21's Benchmark Analysis Service is 'scalable' to deliver specific client benchmark and best practice comparisons. The goal is to provide HR and Payroll leadership with a Report Card on performance and opportunities for improvement. The Methodology involves a Phased approach: (1-2 week timeline)

- (1) Data collection phase (templates / questionnaires sent to client as pre-work to populate HR / Payroll profile. Includes technical, functional, costs and demographic data)
- (2) On-site HR21 team validates all data with subject matter expert interviews
- (3) Executive HR / Payroll interviews to document business drivers, goals and objectives
- (4) Analysis and Synthesis phase (current state versus industry benchmark / best practices)
- (5) Executive Summary Presentation including findings, gaps, focused recommendations and prioritized action plan

Client Service Benefits:

- Objective assessment of client HR / Payroll environment compared to industry benchmarks and best practices
- Gap analysis of current environment versus benchmark / best practices and stated business
- Executive Summary with identified opportunities for performance improvement
- Focused client recommendations and prioritized action items

HR21 Qualifications

HR 21 has over 10 years of experience as a 'recognized authority' in HR and Payroll, with an established record of Technology and Professional Services solutions to meet / exceed client requirements. A strong client satisfaction ethic, with nationwide presence and performance. HR21 is the Human Resource Practice for Janis Group Inc. (JGI), a Business Solution and Professional Services Firm.