



KPN and Logica: partners that click



ABOUT KPN

KPN provides fixed and mobile telephony, Internet, TV and data traffic/management, and the management of ICT services to more than 38 million customers across the Netherlands, Germany and Belgium.

WHAT KPN NEEDED

Post 2001, the company had taken tough restructuring measures such as a simpler portfolio, reduced workforce and tighter cost control strategy to recover their top position in the Dutch telecommunications industry. The organisation previously had 13 sites nationwide. Every site represented a district. Although each district used the same payroll system – SalReg, KPN's proprietary system – the administration methods differed at every site. They decided to centralise disparate administrative processes for the payroll system and set up a HR Shared Service Centre. This move meant they had automated administrative HR processes (self service tools for employees and managers), drastically reduced staff count (from 240 to 80) and lower accommodation costs.

THE CHALLENGE

In 2006, KPN began to look at the tangible benefits that outsourcing might bring to the organisation to help maintain continuity and quality of service. Every minute that employees spent on tedious tasks was a cost that could be saved. They decided to outsource as many non-core processes as possible.

OUR ANSWER

KPN's HR BPO in safe hands

KPN handed over technical management of their HR and payroll system to Logica. The selection process was extensive, with as many as 40 conditions that had to be answered by the prospective service provider.



KPN also quickly realised that by outsourcing the whole package of HR processes, they could achieve a lot more:

- flexible manpower for personnel administration
- control and reduction of HR ICT costs
- flexible HR budget
- cost reductions by making shorter and faster processes controllable from the change budget
- use of scale and flexible change capacity.

KPN had good reason to prefer Logica's proposition. As a trusted partner for thirty years, we have developed many mission-critical systems for them. Our investments in HR BPO solutions and the safe haven we offered to KPN employees were distinct advantages. We also had an existing contract for payroll and management of their HR system to ensure continuity and quality.

KPN's shared services centre was already a well-run outfit. We offered to do even better by proposing a joint approach in a multi-client environment. We took over the HR call centre and supporting information systems, and now provide personnel & payroll administration for 17,000 employees. Apart from taking in 60 KPN employees, we handle all related ICT tasks (both technical and functional management). A standard payroll system operates seamlessly across KPN's sites.

A SUCCESS STORY

Every facet of human resource management and personnel & payroll administration is taken care of. From advice and implementation to pay slip generation and assistance from expert personnel officers, payroll administrators and HR call centre employees.

Most importantly, KPN is reassured that their HR BPO is in safe hands – from quality to cost to people management.

WHY WORK WITH LOGICA?

We lead the Dutch market in providing HR and payroll services and solutions. Our payment solutions help process more than 10 million pay slips each year.

Plus we're global and local. And have helped companies of all sizes move out to low-cost locations like India and Morocco, while remaining close to our client.

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Logica is a business and technology service company, employing 39,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe's largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients' business needs. Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at www.logica.com

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