

HR Managed Services

Integrated managed services to streamline operations and unlock business value



Why outsource HR?

As organisations face rising cost pressures, evolving regulations, and growing employee expectations, HR leaders are being asked to deliver more with less. Studies show that over 70% of enterprises are exploring or expanding HR outsourcing to address these challenges. At Grant Thornton Bharat, we help clients simplify operations, improve compliance, and free up internal bandwidth for high-impact work.

Here is why a growing number of organisations are making HR outsourcing a core part of their strategy:



Save 30-40% in HR costs without compromising on service quality

Eliminate the need to hire, train and retain in-house HR teams



Unlock up to 60% of your HR team's time for high impact work

Offload administrative tasks — letting internal staff focus on talent, culture and strategy



Enhance employee satisfaction (ESAT) by 25-30%, leading to higher engagement and retention

Standardise service delivery, improve helpdesk responsiveness and boost employee experience



Gain access to domain specialists, benchmarked processes and cross-industry insight — without building from scratch

Access to specialised HR expertise and skills



Cut ramp-up timelines for new hires and operations by 50%

Scale HR operations quickly and efficiently to meet changing business needs



Our solutions

Flexible, scalable, end-to-end HR support designed to lighten your load and deliver results.



Recruitment support services

We streamline recruitment with scalable support across sourcing, coordination, and onboarding — tailored to your hiring volumes and velocity across both Recruitment process outsourcing (RPO) and contingent staffing projects.

- Candidate sourcing and resume screening
- Interview scheduling and coordination
- Offer letter generation and release
- Pre-joining engagement and communication
- Background verification management
- Onboarding documentation and Day 1 readiness
- Applicant tracking and MIS reporting



Hire to Retire Operations

We manage the employee lifecycle with precision — from onboarding to exits — ensuring compliance, accuracy, and SLA-bound service.

- New hire data entry & HRMS record creation
- Probation confirmation & movement letters
- Internal transfers, promotions, and data updates
- Leave & attendance processing (input collation, query handling)
- Exit documentation, clearance and full and final support
- HR policy administration and communication
- Master data audit, cleansing and HR file management



Employee helpdesk support

We act as the first line of support for your employees, resolving HR queries efficiently through multi-channel helpdesk services.

- Tier-1 HR helpdesk via email, chat, or phone
- Query logging, routing and resolution tracking
- Standard response templates and knowledge base management
- SLA-based resolution (e.g. TAT, First Contact Resolution)
- Case analytics and monthly reporting
- Feedback surveys and continuous improvement loop



Programme management office

All our services are delivered under a robust governance framework with clear SLAs, proactive reporting, and continuous improvement mechanisms.

- Dedicated programme management office (PMO)
- Monthly governance reviews
- SLA-based performance management
- Custom reporting dashboards
- Continuous improvement loop



Value enablers

We embed tech enablers across every layer of delivery — from recruitment to offboarding — ensuring you benefit from consistent, automated, and insight-led HR operations.

- Automation and process orchestration
- Real-time dashboards and SLA trackers
- GenAI for content automation
- Smart document management
- Continuous process intelligence



Our value proposition



Trusted partner

With a deep understanding of our clients' business, we act as an extension of your team — advising, optimising, and continuously driving outcomes



Integrated end-to-end delivery

Unified delivery across the entire hire to retire lifecycle, we ensure seamless hand-offs and consistent service quality



Modular and scalable delivery

From single process outsourcing to end-to-end managed services, we're built to flex with your needs



Tech integration

Seamless integration with your existing HR stack — SAP, Darwinbox, Oracle, Workday, and more



Bespoke solutions

We don't sell templates - we co-create tailored delivery models that reflect your culture, scale and operating rhythm



Deep expertise and proven experience

Our teams bring decades of domain knowledge and delivery experience across sectors including tech, pharma, retail, BFSI and manufacturing



Flexible commercials

Our pricing models adapt to your scale, scope and budget cycles

What we bring to you



Reduce hiring cycles and turnaround times by 40–50%

Reduce time to hire and serve



Increase process automation and accuracy

Reduce manual effort by up to 60%



25–30% higher satisfaction scores through faster query resolution and consistent SLAs

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Ready-to-deploy delivery pods to ramp up or down based on business demand

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30-40% reduction in HR delivery costs

Cost efficiency

To know more, contact:



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