

HR Managed Services

Integrated managed services to streamline operations and unlock business value



Why outsource HR services?

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. We, at Grant Thornton Bharat, 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:



30-40%

reduction in HR costs while maintaining exceptional service quality; eliminate the operational burden of recruiting, training, and retaining internal HR personnel.



Up to 60% unlock of HR team's time for high impact work; outsource administrative tasks to let internal staff focus on talent development, culture and strategy



25-30% improvement

in employee satisfaction (ESAT) leading to higher engagement and retention; standardise service delivery, improve helpdesk responsiveness and boost employee experience



Leverage specialised HR expertise, industry-benchmarked processes, and cross-sector insights—without the need to build internal capabilities from the ground up; gain immediate access to domain specialists and proven practices that drive strategic value.



Up to 50% reduction

in ramp-up timelines for new hires and operations; rapidly scale HR functions with agility and precision to meet evolving business demands—without compromising on efficiency or quality.

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

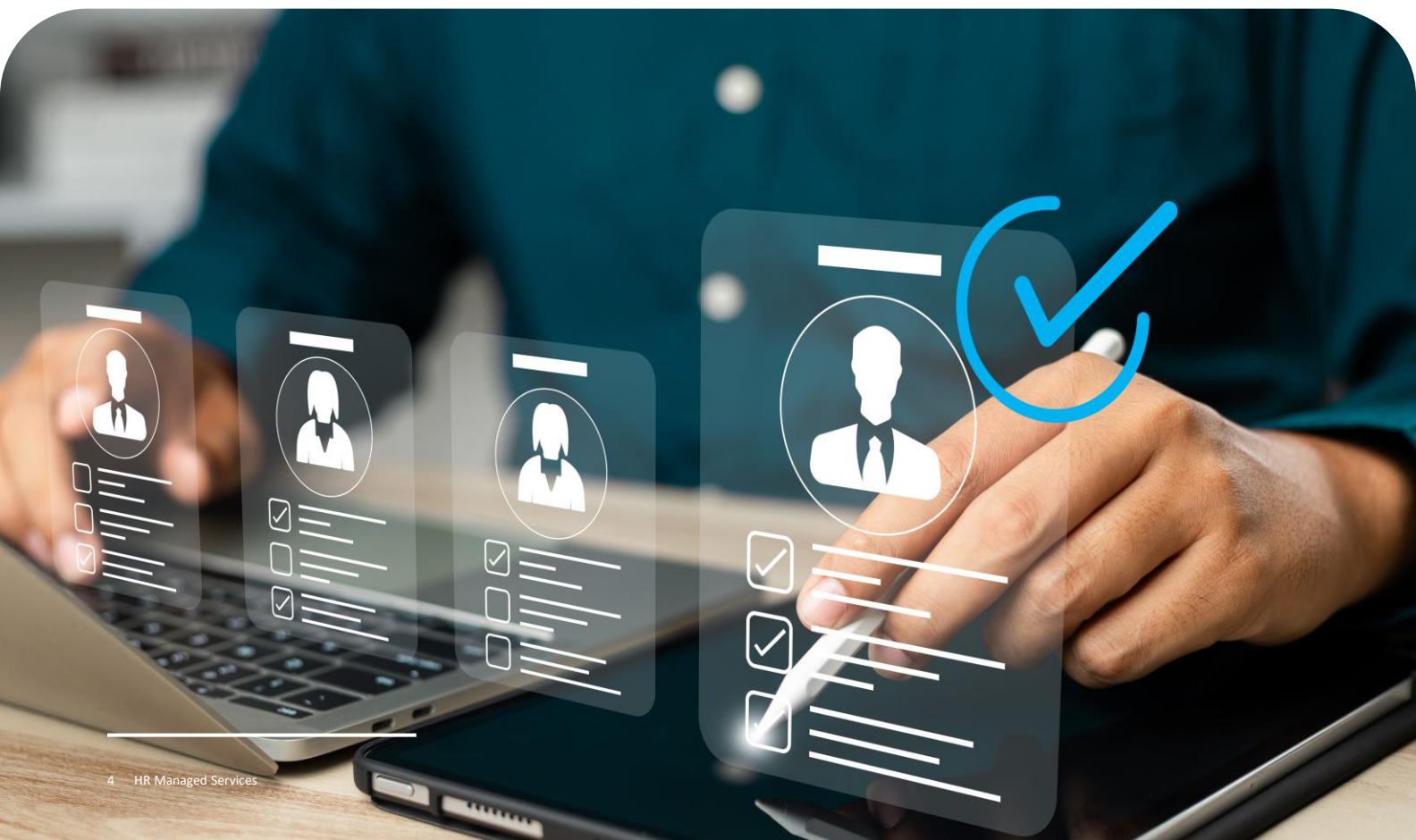
All our services are delivered under a robust governance framework with clear SLAs, proactive reporting, and continuous improvement mechanisms.

- 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



Modular and scalable delivery

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



Bespoke solutions

Assistance in drafting a response to deficiencies/queries and clarification raised by the STPI authorities.



Flexible commercials

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



Integrated end-to-end delivery

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



Tech integration

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



Deep expertise and proven experience

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



What we bring to you



40-50%

reduction in turnaround times by accelerating hiring cycles; streamline recruitment and service delivery processes to enhance responsiveness and operational efficiency



Up to **60%** **reduction in manual effort** through enhanced process automation and improved operational accuracy; streamline workflows and minimise human intervention to drive efficiency and consistency.



25-30%

higher satisfaction scores through faster query resolution and consistent SLAs.



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



30-40% **reduction in HR delivery costs** through streamlined operations and optimised resource allocation

To know more, contact:



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