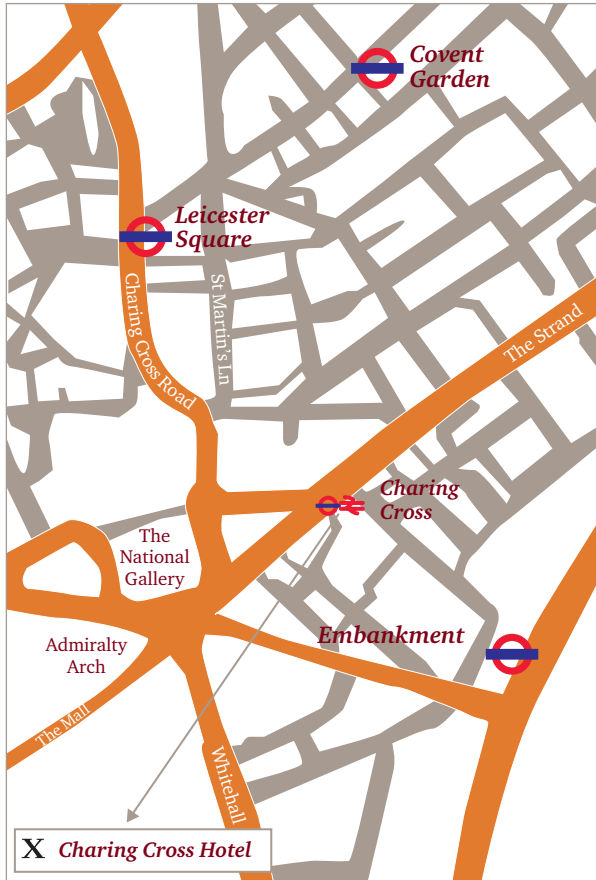


## Charing Cross Hotel

The Strand

London

WC2N 5HX



## Shared service and outsourcing breakfast briefing February 2013

Adecco

*Delivering  
shared services  
operational  
excellence  
applying lean*

*February 2013*



[www.pwc.co.uk](http://www.pwc.co.uk)

This publication has been prepared for general guidance on matters of interest only, and does not constitute professional advice. You should not act upon the information contained in this publication without obtaining specific professional advice. No representation or warranty (express or implied) is given as to the accuracy or completeness of the information contained in this publication, and, to the extent permitted by law, PricewaterhouseCoopers LLP, its members, employees and agents do not accept or assume any liability, responsibility or duty of care for any consequences of you or anyone else acting, or refraining to act, in reliance on the information contained in this publication or for any decision based on it.

© 2012 PricewaterhouseCoopers LLP. All rights reserved. In this document, "PwC" refers to the UK member firm, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see [www.pwc.com/structure](http://www.pwc.com/structure) for further details.

121207-114850-JH-OS

**pwc**



## Topic

Very often, businesses focus on broad strategic changes to drive improvements and reduce costs. Adecco, the world's leading provider of HR solutions, has been unique in that it's turned to its people.

Based out of Zurich, Adecco is the world's leading provider of HR solutions with over 31,000 employees operating across 5,500 offices in more than 60 countries worldwide.

Adecco have grown through acquisition and went through a period of integration following the purchase of Spring Group in 2009. Their Shared Service Centre (SSC) now looks after a number of core services including billing, credit control, payroll, accounts payable, accounts receivable, HR and the contractor helpdesk. Since the integration the SSC has had to adapt and make significant changes. The changes have had to be made quickly to make sure the back office function is a leader in their business, delivering improved performance at a lower cost.

In order to achieve this Adecco focussed on their people to deliver the step change in performance required within the SSC. They did not rely on IT investment to make these changes.

In this session Diane Thornett, Adecco SSC Director will talk about how they were able to reduce their SSC headcount by 25% whilst improving customer metrics and increasing staff engagement, by focusing on fundamentals of what motivates and drives people. This is an exciting initiative that puts people at the heart of transformation and Diane will bring it to life for us.

In summary, the topics will include:

- the challenge Adecco faced and why they chose to focus on their people
- how financial, customer and cultural benefits were realised
- lessons learnt and the journey ahead.

### **Presenter:**

**Diane Thornett**

*Adecco SSC Director*

### **Date:**

**15 February 2013**

### **Time:**

**8.30 am until 10.30 am**

*(Breakfast will be served from 8.00 am)*

### **PwC contact details**

Join our breakfast briefing to find out how Adecco's experience might benefit your organisation.

A light breakfast and refreshments will be provided.

To register for this event, please visit [www.pwc.co.uk/sharedservicebriefings](http://www.pwc.co.uk/sharedservicebriefings) or telephone +44 (0) 20 7212 4162.

If you have any questions, suggestions or a topic you would like to see in the future please contact our Shared Services Briefing team on +44 (0) 20 7212 4162 or [sharedservicesbriefings@uk.pwc.com](mailto:sharedservicesbriefings@uk.pwc.com).