

Fusion HR Link 7.0

Datasheet

Updated November 2007



Shared Services, especially in HR, is an increasingly common organisational response to creating more efficient service delivery. Costs can be reduced through the economies of scale from centralisation of services and increased customer focus can lead to better quality outcomes. Fusion's HR Link is a Shared Service platform built on the BMC Remedy workflow technology; this technology can offer various routes to user friendly delivery.

Benefits of shared services

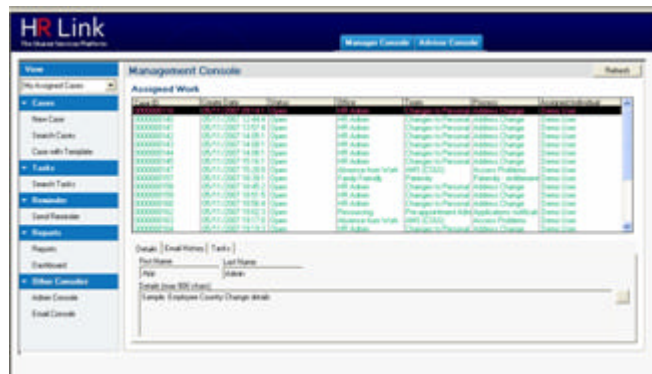
As one might expect, these changes can bring significant benefits, namely:

- Lower and more transparent costs
- More efficient Resourcing
- Better career development for staff
- Better quality services
- Higher customer satisfaction ratings, through an improved match between customer expectations and service
- A more integrated 'total solution' approach to problems.

Fusion's Solution

HR Link 7.0 provides customers with a dedicated platform for managing customer interactions and linking to core functional systems like HR. The solution is in use in HR Shared Service centres in global organisations as well as Shared Services centres covering finance, facilities and customer service. The solution covers:

- **Queue management** for incoming queries whether by telephone, email or web
- **Case Management** through flexible work assignment groups
- **Email response management** with automated logging and updating of cases
- **Service Request Management** with BMC SRMS providing a web based service catalog for web users
- **Service Dashboards** to monitor the status of the service down to an individual case level
- **Employee self-service** with Knowledge Management
- **An integration engine** for telephone systems and functional systems like SAP and Peoplesoft.



Fusion's HR Link 7.0 is based on 4 years of development and uses BMC Remedy's AR System Platform 7.0. The AR System is the premiere application platform and development environment for delivering Service Management solutions.

HR Link also integrates with the BMC Service Request Management System allowing web requests through a service catalogue.



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Fusion Customers

Fusion customers using the HR Link as a Shared Service platform shared include:

- FTSE100 Media company
- Global FTSE100 Pharmaceutical company using HR Link in their European Shared Services centre
- FTSE100 Utility Company
- FTSE100 Manufacturing company
- Major law firm using HR Link as a global HR contact centre



Pricing

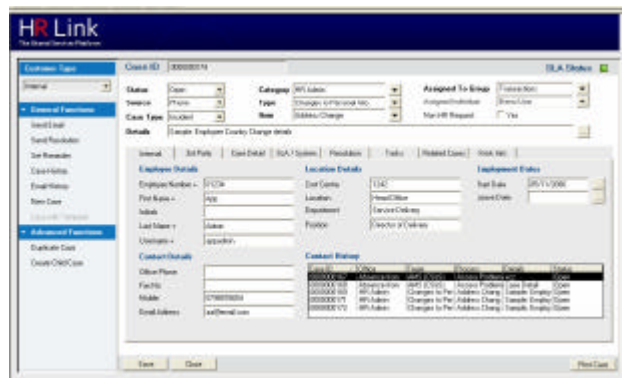
HR Link has an initial server price, with the user license pricing based on tiers. The platform also requires Remedy AR licenses, and if the SRMS option is taken additional licences will also be required.

Fusion Business Solutions and BMC Software

Fusion is an elite BMC solution provider and is the largest consultancy in Europe that focuses exclusively on BMC Software solutions. Fusion and HR Link are members of the BMC Technology Alliance Program and are applying to be a Marketzone member.

About Fusion Business Solutions

Fusion Business Solutions have been providing a variety of workflow solutions for over 10 years, during which time they have worked with a large number of regional and global organisations on HR Shared Services. With an ISO20000 Consulting and Service Management Practice, Fusion deliver best practice work-level processes and procedures to help any type of Shared Service Centre improve operational efficiency, reduce costs, and improve service levels.



From regional to global organisations, Fusion has developed and deployed successful HR Shared Service solutions for a range of multi-national and global companies. Fusion has worked with and supports well over 150 blue-chip customers in the UK and on a regional and global basis. Through our Fusion Support Centre (FSC) we offer a range of managed services.

Fusion Business Solutions (UK) started business in 1996 as part of the Horizon Technology Group plc and today is an independent, profitable business, with a strong balance sheet and A1 credit rating. Fusion's Headquarters are located in London.



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