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HR Business Outsourcing News

December 2009

CTG Business Development Department

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Executive Summaries

SUMMARY: INTERNATIONAL HR MARKET NEWS

DECEMBER

Perhaps the most interesting data compilation this month about the job market was released on December the 8th Manpower's annual Employment Outlook Survey. According to the analysis, employers will slowly come back to increasing headcount in companies across Asia, especially in India and China, where GDP growth rate is expected to exceed work efficiency growth rate.

In the USA, government data from the job market has shown that local employers kept cutting jobs, but slower than projected. Staffing companies stocks rose after publication of the news, indicating better outlook for the U.S. job market in the near future.

Unemployment surged across EU as the economies shrank by -4.1% in 2009 (EU27 Q3 y-o-y), according to EuroStat news release. Economists warn that unemployment across EU may still grow in 2010 or at best remain unchanged. Employers are expected to cut costs and increase work efficiency in the short term, before macroeconomic factors will allow coming back to hiring.

Present situation in the economy creates good opportunities for “cost-cutter” companies, able to advise clients on margin-widening strategies and more efficient use of the employees. According to Russ Fradin, CEO of Hewitt Associates, “increasing operational efficiency is an ongoing business trend and whether the recovery is robust or anemic, companies will need to identify areas of improvement”.

Economic downturn puts more pressure on companies as the remaining customers become more and more demanding. Harvard Business Review survey by Convergys identified “knowledgeable employees”, and “ability to resolve problems in the first call” as the two most important service quality factors, that should stay at the focal point of customer relationship managers. According to the research, 40% of customers who suffer through bad experiences stop doing business with the offending company.

Data from December shows that worldwide economy (especially in America and Europe) is still far from full recovery from the economic crisis. But it may be good news for companies who can offer business solutions lowering internal costs, widening profit margins and increasing work efficiency without hiring permanent staff (i.e. through staffing).

国际新闻摘要

12 月

本月比较注重编辑的信息是关于就业市场的,12月8日万宝盛华发布了年度雇佣前景调查。据分析,雇主对于亚洲的公司中增加员工人数的期望会缓慢回升,特别是在中国和印度,在那里的GDP增长率预计将超过工作效率的增长率。

在美国,政府数据显示本地就业市场依然是雇主裁员,但缓于预期。派遣公司股票上涨后公布的消息,表明美国的就业市场未来前景向好。

根据欧洲统计局发布的新闻,欧盟失业人数激增导致2009年经济收缩-4.1%。经济学家们警告,欧盟失业率在2010年可能仍然增长或充其量仍保持不变。雇主们在短期内期望降低成本和提高工作效率,之前的宏观经济因素将允许回到雇佣。

目前的经济发展现状为作为“成本消减者”的公司提供了良机,建议客户把战略放在扩展利润及提高员工工作效率上。翰威特首席执行官表示,“提高运行效率是一个持续的商业趋势,是否能恢复到精力充沛的状态还是依然处于贫血状态,需要公司明确改进的地方。”

经济不景气使得公司处于强压中对于剩下的客户变得越来越多苛刻。Convergys公布的《哈佛商业评论》调查确定“知识型员工”、“能力解决问题放在首位”作为两种最重要的服务质量因素应该集中保留在客户关系管理中。据研究,40%的客户曾有由于违规的公司遭受停业的不幸经历。

从12月的数据显示,全球经济(特别是在美国和欧洲)还远未完全从经济危机中康复过来。但对于一些能够为客户提供的商业解决方案,降低内部成本、扩大利润和提高工作效率不雇用职员(即通过派遣)的公司来说,这也许是个好消息。

SUMMARY: INTERNATIONAL ‘BIG PLAYER’ NEWS

DECEMBER

December news releases from ADP included an interesting case study of eTIME system implementation by ADP, tailored to reduce HR-related costs of a major American hospital. The case is actually several month old, but it is a good time now to expose all cost-cutter services that HR companies have to offer. A survey posted on NorthgateArinso website showed in December that for 53% of all respondents **cost reduction** will be the number 1 HR service delivery priority in 2010.



The European Commission approved Adecco SA's acquisition of MPS Group Inc., one of the largest U.S. staffing firms. This move is a continuation of the firm's strategy of **growth by acquisitions** around the world, and solidifies Adecco's dominant position on the European staffing market.



Manpower announced that it has signed a massive **200-million-dollar contract** with the Australian Defence Force (ADF). Leveraged by its robust RPO expertise and a wide office network of more than 50 offices across Australia and New Zealand, Manpower will lead ADF's outcome-based recruiting services program.



In December U.S. Congress passed a very significant regulation introducing important reforms into American healthcare system. The reform has already raised a plethora of legal compliance questions from businesses. In order to capitalize on this situation, Ceridian organized a series of free web-based seminars, briefing on the key issues in the health care reform and providing valuable insights into likely **compliance issues** for employers.



December was also a good month for NorthgateArinso, who announced signing two large, multi-million-dollar agreements with companies AstraZeneca and Leisureworld Caregiving Centres. Interestingly both of those companies are in the ever-expanding healthcare industry, which hints about Arinso's target group preference. NorthgateArinso solutions base on high-performance **SAP platform**, streamlining and consolidating client's HR functions into one system.



According to Manpower's December job market survey, employers in Asia may be the first to increase their net employment numbers in 2010. Anticipating the **incoming buzz in the recruitment sector**, Convergys started an innovative program of reaching the potential job candidates, by enabling them to apply for a job by simply sending a SMS message on a given mobile number. To further expand its reach even further, Convergys made use of popular online networking sites such as Twitter and Facebook.. According to the source, the new methods netted more than 13.000 new applicants up to date.



人力资源外包“大玩家”新闻

12月

ADP 在 12 月的信息发布中包括了一个有趣的关于 ADP 执行 eTime 系统的个案研究,是针对一家美国医院适当缩减人力资本案例。这其实是几个月前的旧案例了,但是这是人力资源公司公开其所提供的成本削减服务的良好时机。NorthgateArinso 网站调查显示 12 月 53%的受访者会在 2010 年优先考虑第一位的人力资源外包服务以削减成本。



欧洲委员会批准 Adecco SA 公司收购 MPS 集团公司, MPS 为美国最大的人力资源服务公司。此次收购标志着 Adecco 公司世界范围内收购战略的延续,巩固了其在欧洲人力资源服务的地位。



万宝盛华宣布与澳大利亚 ADF 公司签定了 2 亿美金的合同。强大的招聘流程外包技术以及在澳洲和新西兰拥有超过 50 个办公点的宽广的办公网络作为杠杆作用,万宝盛华将领导 ADF 公司把招聘服务计划作为成果导向。



12 月美国国会通过了具有意义的法案主要是针对美国医疗保健体系的改革。此改革已经引出了很多合法合规管理中存在的问题。为了利用这一情况, Ceridian 组织了一系列免费的网络研讨会, 简述主要关键问题是卫生保健改革和提供有价值的见解可能是在对雇主的合规事物上。



对于 NorthgateArinso 来说 12 月是个好时机,他们宣布与 AstraZeneca 公司以及 Leisureworld Caregiving 中心分别签署了价值数百万美元的两大协议。有趣的是这两家公司在卫生保健领域日渐扩张。这暗示了 Arinso 的目标集体偏好。NorthgateArinso 解决方案是基于高性能的 SAP 系统平台, 流线型和巩固客户的人力资源职能于一体。



根据万宝盛华 12 月就业市场调查, 亚洲的雇主在 2010 年也许会首先开始加大员工人数。预计在招聘行业中, Convergys 开始寻找潜在工作申请者的改革计划, 使申请者能通过简单发送短消息到给予的手机号码上来申请工作。为进一步发展达到更深层次, Convergys 运用了广受欢迎的在线社交网站如 Twitter 和 Facebook. 根据消息来源, 到目前为止, 新的网络方式已经有超过 1.3 万的新申请者。



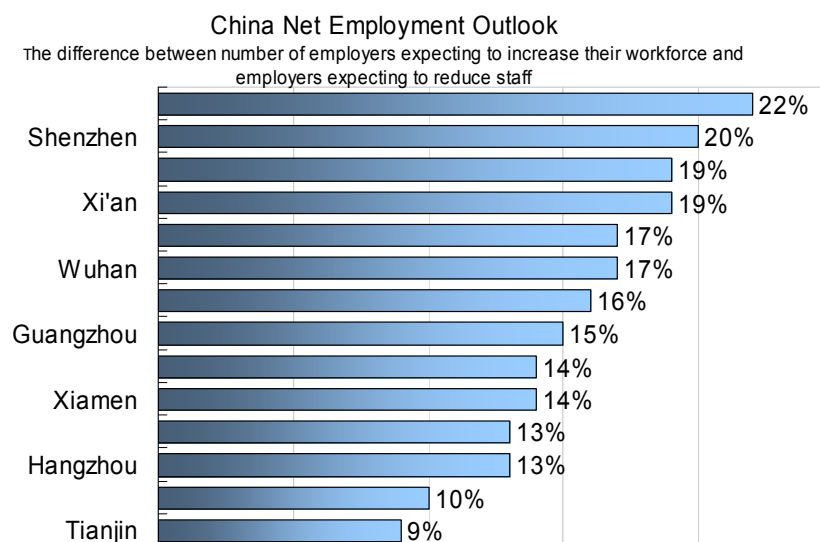
International HR Market News

MANPOWER SURVEY: PRE-RECESSION HIRING PACE TO RETURN TO ASIA PACIFIC AFTER NEW-YEAR

According to the global Manpower Employment Outlook Survey results released on Dec 08, 2009, by Manpower Inc., job seekers across most of the Asia Pacific region should start the new year with employment opportunities similar to those seen prior to the global downturn; Indian employers are reporting the strongest hiring plans globally. Meanwhile, employment prospects in the Americas remain muted but are generally improved from three months ago. In the U.S., employers are more optimistic than three months ago, but are still forecasting the weakest first-quarter hiring pace since 1982. Across Europe, hiring sentiments are mixed with employers in eight countries indicating modest improvements compared to three months ago.¹

CHINESE JOB PROSPECTS TO IMPROVE IN Q1, 2010

Employment Outlook Survey released by Manpower on December the 8th predicts that opportunities for job seekers are expected to improve throughout mainland China in the first three months of the year. The Net Employment Outlook of +14% (The difference between number of employers expecting to increase their workforce and employers expecting to reduce staff) indicates the hiring pace will remain steady, with employers in Chongqing, Shenzhen, Xi'an, Qingdao, Wuhan, and Suzhou anticipating a stronger hiring environment than their counterparts in Beijing, Guangzhou and Shanghai. This indicates that emerging cities may present more work opportunities for job seekers in the first three months of the year.²



Source: Manpower Employment Outlook Survey 2010

¹ <http://www.manpower.com/investors/releasedetail.cfm?releaseid=428696>

² <http://www.manpower.com/press/meos.cfm>

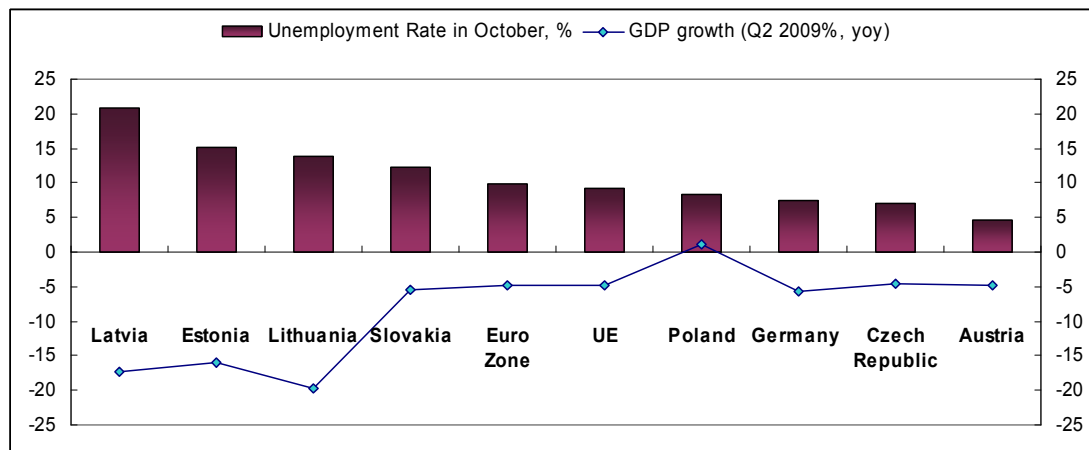
EUROPEAN JOB MARKET STILL IN CRISIS

In the next year the unemployment level in many European countries may at most stop climbing due to slow recovery of the economy. In order for the companies to come back to employing, the GDP growth needs be much higher than 2%.

“A year to a year-and-a-half after the crisis the unemployment level rarely decreases” says Jan Rutkowski, The World Bank economist in Poland. Companies usually start employing when GDP growth rate is higher than work efficiency measured by sales revenue per employee.

“At this time, most European companies will probably not look into increasing their headcount”, according to Jakub Borowski, the main economist of Invest-Bank. European economies were overheated before the crisis, hiring more employees and expecting further fast GDP growth. According to Borowski, opinions that companies will be able to quickly re-build their employment levels from 2008 are too optimistic.

All changes in the employment structure are associated with relatively high costs and during crisis the employers are much more careful when it comes to hiring new people or reducing staff numbers. The recently published Employment Survey by Manpower shows that the current economy revival and production growth will be mainly driven by the drastic growth of the work efficiency of the employees that remained in the companies. According to the survey there is a growing number of companies who do not want to fire people, but the percentage of firms planning to hire new employees is still small.³



Source: Rzeczpospolita4

³ http://epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/2-13112009-AP/EN/2-13112009-AP-EN.PDF

⁴ http://www.rp.pl/arttykul/9,405837_Rynek_pracy_nadal_w_kryzysie.html

U.S. COMPANIES CUT JOBS, BUT FEWER THAN EXPECTED. STAFFING STOCKS SURGE

Shares of staffing companies soared on Friday, December 4th, after a government report showing U.S. employers cut far fewer jobs than expected last month heralded increased demand for the companies' services as the labor market improves.

The economy shed 11,000 jobs in November, far below the 130,000 loss financial markets had expected, while the unemployment rate unexpectedly dropped to 10 percent from October's 10.2 percent, according to a government report.

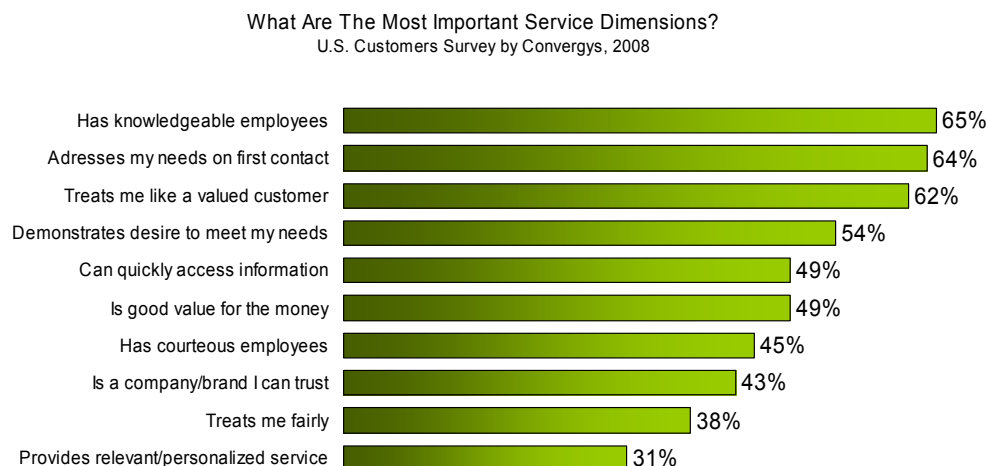
Stocks rose across the board, with the Standard & Poor's 500 index <.SPX> up 0.2 percent, but staffing company shares outpaced the broader market.

Staffing companies typically track the government's job data, said Krause. "The whole sector was beaten down a year ago," Krause said. "If the jobs numbers are going up, people figure maybe they should own the stock."

Dice Holdings was up 8.3 percent in early afternoon trading on the New York Stock Exchange; Spherion's shares were up 12.55 percent and Adecco's shares were up 7.7 percent.⁵

HARVARD BUSINESS REVIEW: “KNOWLEDGEABLE EMPLOYEES” THE MOST IMPORTANT SERVICE DIMENSION

Recent customer survey by Convergys published in Harvard Business Review demonstrated that customers surveyed across industries care most about two things: Knowledgeable frontline employees and if the problem is resolved on the first call.



Source: Convergys 2008 U.S. Consumer Scorecard

According to the research, 40% of customers who suffer through bad experiences stop doing

⁵ <http://www.ibtimes.com/articles/20091207/staffing-stocks-surge-ons-jobs-data.htm>

business with the offending company.

As the companies rebuild themselves after the recession, the managers should aim to have consistently high-quality interactions between customers and frontline employees, as this will create positive word of mouth and increase the number of opportunities for future sales.

U.S. customers surveyed chose knowledgeable (able to reply most of the questions without having to transfer the call) frontline employees and one-call-and-done as the most important customer service factors.⁶

CONSULTANTS ABLE TO LOWER INTERNAL COSTS WILL BENEFIT FROM THE EMPLOYMENT DOWNTURN TREND.

Worker productivity in the US advanced 9.5% in the third quarter of 2009, prompting speculation that a hiring rebound is imminent. Yet, many companies are running smoothly with fewer workers. Although the recession decimated payrolls, it also catalyzed efficiency. As deleveraging continues, companies will attempt to widen profit margins as revenue grows modestly.

According to Hewitt's CEO Russ Fradin, increasing operational efficiency is an ongoing business trend and whether the recovery is robust or anemic, companies will need to identify areas of improvement. In the near future we may observe a steadily growing demand for services tailored to lower clients' internal costs, like those offered by Hewitt Associates.⁷

⁶ <http://hbr.org/2009/09/what-service-customers-really-want/ar/1>

⁷ <http://www.thestreet.com/story/10632086/1/cost-cutting-consulting-under-the-radar.html>

HRO ‘Big Player’ News

ADP



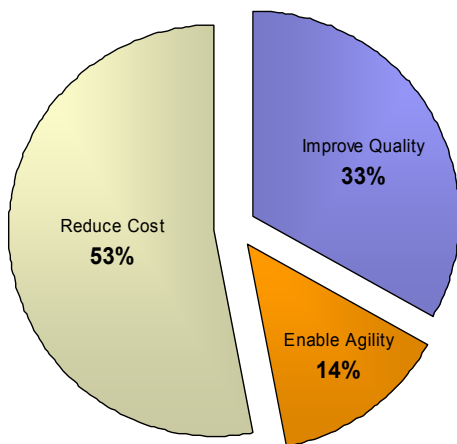
HOSPITAL REDUCED ITS PAYROLL EXPENSES BY USING ADP ENTERPRISE ETIME⁸

December 20, 2009

Despite steadily increasing labor costs, a large East Coast hospital reduced its payroll expenses by using ADP Enterprise eTIME, to reduce overtime, eliminate paper costs, and improve the productivity of its managers and payroll administrators.

According to the case study report, the investment’s annual ROI equaled to 1006% with the payback period of just 1 month. (ADP Solution’s implementation cost ~US\$200k, total benefits per year ~US\$2.2M)⁹

What will be your number 1 HR service delivery priority in 2010?



Source: NorthgateArinso Poll

⁸ <http://www.healthcaretechnologyonline.com/article.mvc/Hospital-Reduced-Its-Payroll-Expenses-By-0002?VNETCOOKIE=NO>

⁹ http://www.adp.com/workforce-management/docs/case_study/h82-ADP_ROI_case_study-Major_Hospital_final.pdf

ADP CHINA WON “OUTSOURCING FIRM OF THE YEAR”



ADP China News Release, December 3, 2009

The HR industry's prestigious "2009 ChinaStaff Human Resources Award" event was recently held in Beijing. ADP China won the Outsourcing Firm of the Year award for its leading HR outsourcing solutions and world-class services. This is the second time that ADP has received this honor, having previously won it in 2007.

As an important industry award, the "ChinaStaff Human Resources Awards" is held once a year, and is sponsored by the ChinaStaff magazine published by CCH under the Wolters Kluwer Business Group. All the award winners are carefully considered by experts, and the winners are individuals and organizations that implement human resources strategy to help companies achieve organizations' growth targets.¹⁰

Adecco



EUROPEAN AGENCY APPROVES ADECCO ACQUISITION OF MPS

December 18, 2009

The European Commission approved Adecco SA's acquisition of MPS Group Inc., saying the deal would not hinder competition in the European Economic Area.

Adecco's and MPS' operations significantly overlap only in providing information technology, legal and financial workers in the United Kingdom, according to the European Commission.

However, "the proposed acquisition would not raise competition concerns in these sectors as the merged entity would continue to be constrained by strong competitors," the commission wrote Friday, December 18.

Adecco announced its offer to buy MPS in October for \$13.80 a share in a deal valued at \$1.3 billion.

MPS ranked No. 13 on Staffing Industry Analysts' list of largest U.S. staffing firms. In addition to providing professional staffing, MPS also operates the Beeline vendor management system.

Adecco is the world's largest staffing firm in terms of revenue.¹¹

¹⁰ <http://www.adpchina.com/English/news/news1.html>

¹¹ <http://www.workforce.com/section/00/article/26/89/17.php>

Manpower



MANPOWER INC. TO EXECUTE WORLD'S LARGEST AND MOST COMPLEX RECRUITMENT PROCESS OUTSOURCING PROGRAM

Australian Defence Force Returns to Manpower to Leverage Global Footprint, Critical Workforce Expertise

Manpower News Release, SYDNEY, December 21, 2009

Manpower Inc., announced that the Australian Defence Force (ADF) selected Manpower to lead its outcome-based recruiting services program. Delivering the largest and most complex Recruitment Process Outsourcing (RPO) program in the world, Manpower will manage ADF's complete recruitment-process life cycle as a seamless extension of the company's human resources department.

Under the \$200 million contract, Manpower will employ approximately 300 staff over the next 27 months. The transition period will begin immediately and continue until the February launch of the formal program.¹²

Ceridian



CERIDIAN HOSTS WEB FORUM TO PREPARE US EMPLOYERS FOR HEALTH CARE REFORM

Ceridian Press Release, December 9, 2009

Ceridian Corporation, a leading provider of managed human resource, employee benefits administration, tax filing and payroll outsourcing solutions, presented the first in a series of free educational Web forums on health care reform to prepare organizations for the legislative changes pending in US Congress.

The one-hour Web Forum, provided the following:

- Up-to-the-minute briefing on the key issues in the health care reform proposal being discussed in Congress
- Valuable insights into likely compliance issues for employers, including any new legislation regarding COBRA continuation coverage
- 2010 outlook for health care legislation

¹² <http://www.manpower.com/investors/releasedetail.cfm?releaseid=431913>

The remaining Health Care Reform Web forums will be held in 2010, starting in January. They will feature additional in-depth information on topics of vital interest to employers and organizations, such as changes to Flexible Spending Accounts and new employer mandates and compliance issues.¹³

NEWPAGE CORPORATION SIGNS ON WITH CERIDIAN, ANTICIPATES SIGNIFICANT SAVINGS



Ceridian Press Release, December 3, 2009

NewPage selected Ceridian Human Resource Outsourcing (HRO) to manage its payroll, HR, Self-Service, tax filing, and related services; expects to save significant HR management costs.

NewPage is the largest coated paper manufacturer in North America with approximately 7,800 salaried, hourly and hourly union employees located in multiple states and Canada. NewPage's size and geographic diversity make it a challenging HR environment to manage, but one especially well suited to Ceridian's expertise. In early 2008 Ceridian released the industry's first HR/payroll management solution that managed payroll and related HR services for both Canada and the U.S.

The NewPage team was especially careful and deliberate throughout the RFP process. They were familiar with the kind of HR and payroll management solution they required and because they were a second generation HR and payroll outsourcing buyer, they knew what kinds of solutions to look for and questions to ask.¹⁴

NorthgateArinso



NORTHGATEARINSO TO PROVIDE HUMAN RESOURCES SOLUTIONS AND SERVICES TO ASTRAZENECA

NorthgateArinso Press Release, December 17, 2009

NorthgateArinso, a leading global Human Resources (HR) software & services provider, announced it has signed a seven-year, multi-million dollar contract to provide global HR software and services to AstraZeneca, a major international healthcare business.

The decision to work with NorthgateArinso to provide HR support services is part of AstraZeneca's long term corporate initiative to improve efficiency and reduce costs.

¹³ http://www.ceridian.com/about_us_article/1,6266,15893-73045,00.html

¹⁴ http://www.ceridian.com/about_us_article/1,6266,15893-72997,00.html

NorthgateArinso will provide AstraZeneca with the support and expertise to help achieve these goals:

- Streamlining and consolidating HR services and solutions onto its globally deployed euHReka HR services platform, powered by **SAP**
- Providing in-country payroll services from its global delivery network for over 100 countries
- Delivering HR administration and talent management services from HR service centres in Manila, Buenos Aires, Granada and Katowice (POLAND)

AstraZeneca has approximately 65,000 employees in over 100 countries.¹⁵

NORTHGATE ARINSO'S SOLUTION RESOURCELINK AURORA BRINGS INTEGRATED HR SERVICES TO LEISUREWORLD CAREGIVING CENTRES



NorthgateArinso Press Release, December 15, 2009

Leisureworld Caregiving Centres, the third largest owner and operator of long term care homes in Ontario, has selected NorthgateArinso's ResourceLink Aurora solution to unify HR, talent management and payroll services for its 5,500 employees in 26 locations throughout Ontario.

ResourceLink Aurora, NorthgateArinso's new SaaS HR solution, will provide Leisureworld with integrated HR services in one comprehensive and easy-to-use platform. In the high-demand market of long-term care and home care, Leisureworld places a high importance on finding and retaining employees with the right skill set. Aurora enables Leisureworld to manage its important people assets with a broad suite of services including recruitment, self-service, payroll, HR, and time and attendance. Aurora is also highly deployable, cost-effective and can scale with company growth.

Convergys



CONVERGYS' INNOVATIVE RECRUITMENT TECHNIQUES KEEP APPLICATIONS COMING-IN BEYOND EXPECTATIONS

Convergys News Release, December 02, 2009

Recent research from Nielsen Index shows Millennials (generation born between 1980 and 1995) – a large target audience for contact center recruitment – are more receptive to internet and mobile services. They are far more likely to use text messaging and social networking sites than any other age groups.

In advertisements across the Philippines promoting many career possibilities to Filipinos, Convergys provides individuals an easy option to send their application - by simply texting the word 'APPLY' to the number 2600. Convergys responds to the applicants' text with instructions on how they can start the employment application process.

This innovative utilization of the mobile service proved effective in raising the nationwide yield of applications and referrals for the company. Within the first two months of its implementation, Convergys Philippines received 3,000 applications and referrals and to date, gained more than 13,000 interested candidates from these digital channels.

Recently, a FORTUNE Top 50 Convergys client required new agents to be employed for its customer service program located in the Philippines. To expand its reach Convergys made use of popular online networking sites such as Twitter and Facebook. Convergys Philippines also began posting regular announcements of job openings and recruitment events on its Facebook, Multiply and Friendster pages.¹⁶

¹⁶ http://www.convergys.com/company/news-events/newsroom/news_release.php?newsid=4725

China HR Market & Competition News

中国人力资源外包市场状况及竞争格局分析

2009 年 11 月报

INDUSTRY TRENDS AND IMPORTANT NEWS - 行业动向及重大新闻

经济中心由东向西部转移 西部人力资源市场将迎来全面发展

China's economic center will move from east to west. Human resource market will develop rapidly in western China

随着西部大开发的推进，人才也由东部沿海向西部转移，陕西、甘肃两省将筹集上亿资金，在三年内建立省、市、县三级统一规范的人力资源市场，其中省中心人力资源市场和首批 4 个市(州)人力资源市场将于明年五一前全部投入使用，到 2010 年，总投资预计 66 亿元建设的 87 个人力资源市场将覆盖全省。届时，毕业生、下岗职工可在此市场找工作、办理人事代理服务，而且市场还可为市民提供办理养老保险、失业保险、医疗保险等服务。

2010 年毕业的大学生就业压力加大，就业难将持续到 2013 年

2010 graduates increased employment pressure, employment difficulties will continue into 2013

“2010 年毕业的大学生就业压力要比 2009 届的还要大，首先是离校毕业生总量增多，并创历史新高，全国高校毕业生数量达到 634 万人，比今年 611 万增加 23 万人。教育部部长袁贵仁在 2010 年全国普通高校毕业生就业工作视频会议上直言：国际金融危机对我国就业的不利影响还没有消除，如果说 2009 年是我国经济最困难的一年，2010 年可能是最复杂的一年，整个宏观层面就业形势就很严峻。那么，2010 年的毕业生人数 630 万，再加上往届没有实现就业的，需要就业的毕业生数量之大可想而知。

SAP 大学联盟携手西部 完善 SAP 生态系统

SAP forms university alliances in China to educate local IT talents

2009 年 11 月，SAP 在西安召开 2009 年 SAP 大学联盟学术研讨会，宣布 12 所西安高校加盟 SAP 大学联盟项目，同时，SAP 西部高端 IT 人才培养中心落户西安。SAP 此次发力西部，宣布的西部人才培养计划具体包括两方面内容，针对不同的目标群体提供相应的培训，预将今天的栋梁与明天的种子“一网打尽”。一方面，SAP 大学联盟新增 12 所西安高校包括西安交通大学、西北工业大学、西北大学、西北电子科技大学等，它们将享受 SAP 通过此计划为在校学生提供的系统培训。目前，已有 35 所中国高校加盟 SAP 大学联盟。

ANALYSIS OF MAIN COMPETITORS - 主要竞争者情况分析(重要新闻及发展动向)--2009 年 11 月报

北京 FESCO



1. **”中国人力资源服务 30 年高峰论坛”暨 FESCO 成立 30 周年庆典:** 2009 年 11 月 6 日, 在 FESCO 成立 30 周年之际, 在中华人民共和国人力资源和社会保障部人力资源市场司的指导下, 由北京外企服务集团有限责任公司(FESCO)、北京外企人力资源服务有限公司主办, 中国人民大学劳动人事学院、中国对外服务工作行业协会协办的“中国人力资源 30 年高峰论坛暨 FESCO 成立 30 周年庆典”在北京国际饭店国际会议中心隆重开幕。
2. **北外服上海签约德国馆:** 北京外服上海有限公司 (FESCO Shanghai) 与 2010 年上海世博会德国国家馆在 FESCO Shanghai 公司正式签署了人事委托服务合同。 在成功与 2010 年上海世博会德国馆签订人事委托服务合约之后, FESCO Shanghai 又与比利时馆正式签署了人事委托服务合同。
3. **FESCO 正式推出企业年金产品:** FESCO 企业年金账户是采用统一计账、分户管理的方式对参与企业缴纳的资金进行管理。即“FESCO 企业年金计划账户”相当于一个资金集合式账户, 在总账户下将分设各参与企业的支账户; 各企业支账户下还将设有企业子账户、员工子账户及企业公共账户。采用此种方式的目的是为便于参与 FESCO 企业年金计划的客户及员工对本企业或员工本人的账户进行核实、查询。

上海外服

1. **外服将举办”2009 企业人力资本健康管理实战论坛”:** 峰会由易贸会展携手上海外服共同举办, 将围绕“健康, 提升企业竞争力”这个主题, 结合中国现行的社会医疗保障制度, 从多种视角、多个层面探讨企业如何更好地管理员工的生理及心理健康, 为提升企业竞争力出谋划策。
2. **上海外服访汇思集团, 共同探讨人力资源行业发展前景:** 上海对外服务有限公司研究发展部总经理兼中国对外服务工作行业协会副秘书长徐建昌及研究发展部部分成员一行来苏对汇思进行了参观考察, 并与汇思劳务派遣事业部及市场营销部高层就人力资源行业发展前景进行了深入探讨。



3. **上海外服与华信惠悦联合开展的《2009/10 在华外籍雇员薪酬福利调研》**：随着本地化外籍雇员逐渐增多，企业将如何取得最新的薪酬和福利数据，以及时响应市场上的变化及对于海外归国人士将采取怎样的薪酬策略，等问题为企业提供决策依据。

中智公司



1. **中智集团接受凤凰卫视采访**：2009年11月，中智集团总经理王旭东、副总经理石磊接受了凤凰卫视“共和国的脊梁——寻访大国企的‘强国梦’”专题采访，分别就中国人力资源行业发展趋势、中智集团发展战略、信息化创新、企业文化等问题进行了阐述。
2. **中智旅游网正式上线**：“中智旅游网”于2009年11月10日正式上线，并启用新域名“www.ciicts.com.cn”。“中智旅游网”是一个综合性旅游网站，集专业商旅管理平台、商务会奖、旅游产品介绍、邮轮假期、签证等为一体，为客户提供旅游资讯、差旅管理等互联网应用服务。
3. **智薪酬绩效中心推出2009年上海外资企业的薪酬福利数据**：中智人力资源管理咨询公司薪酬绩效中心最近推出了2009年上海外资企业的薪酬福利数据。中智薪酬绩效中心在保持原有产品的同时，推出了新的官方网站，方便客户下载所需要的薪酬数据，同时创办了全新的电子杂志《薪视野》，拉近了和客户的距离。

51JOB



1. **前程无忧2009年Q3财报总评**：前程无忧第三季度营收为2.196亿元人民币(约合3220万美元)，同比增长5.1%；净利润为3590万元人民币(约合530万美元)，同比增长27.0%。前程无忧第三季度印刷广告收入下降了7.2%，至7710万元。前程无忧第三季度网络招聘服务收入为9010万元（约合1320万美元），比去年同期的7770万元增长了16%。前程无忧第三季度成本为1147万美元，较上一季度的1078万美元增长6%，较去年同期的1376万美元减少17%。前程无忧第三季度运营费用为8960万元（约合1310万美元），去年同期为8230万元。基于目前的市场和运营条件，考虑到第四季度一直是招聘的弱季，前程无忧预计2009年第四季度营收为人民币2.15亿元到2.25亿元。
2. **前程无忧人力资源外包Q3业务点评论**：其他跟人力资源相关的收入增长了8.6%，至5240万元（约合770万美元），去年同期为4820万元，在总营收中的比重约为23.9%。其它人力资源相关收入的增长，主要得益于客户对业务流程外包服务需求的提升，但被经理人搜索及培训服务营收的下滑所部分抵消。

3. **前程无忧首席财务官吕自强离职:**前程无忧于 11 月 23 日宣布公司 CFO 吕自强(Peter Lui) 因为个人原因离职。前程无忧同时宣布, 公司现任 COO, 同时也是前任 CFO 简思怀 (Kathleen Chien) 将代理该财务职位。前程无忧将继续寻找该职位的继任者。

ANALYSIS OF NEW ENTRANTS - 新进入者情况分析(重要新闻及发展动向)--2009 年 11 月报

广州仕邦

1. **广州仕邦拟在成都投资人才培训基地:** 近期有网络报道中称“仕邦人力资源有限公司与成都 BPO 企业巅峰科技签署总投资额超过 6000 万人民币的合作项目, 双方计划在成都温江建立仕 邦巅峰西部人才培训基地”, 经过核实, 此报道只是个投资计划, 还没有付诸实施。易才西区目前还没有与仕邦发生过正面的竞争情况。目前仕邦在西区还无分支机构, 广州的营销人员会直接联系西区的一些大客户, 主要营销对象就是大的国有制烟制酒企业。
2. **仕邦作为中国人力资源外包行业代表参加西博会分论坛:** 西博会期间, 作为仕邦构建西部“鸟巢计划”中的一部分, 仕邦人力资源有限公司与巅峰科技签署一份关于在成都市温江区合资建设一个首期合作投资超过 6000 万、占地 138 亩, 二、三期占地 1300 多亩, 10 万人受惠的服务外包培训基地的协议, 首期投资 6000 万元, 此次强强合作必将为提升西部服务外包产业作出自己的贡献。
3. **"仕邦结算中心"正式进驻上海闸北区:** 仕邦结算中心”进驻上海闸北区对仕邦公司的发展具有特殊的意义, 非常有利仕邦公司东部战略的开展。同时, 也希望借此机会, 能对闸北区服务外包展业的发展贡献力量。

ANALYSIS OF POTENTIAL COMPETITORS - 潜在替代者情况分析(重要新闻及发展动向)--2009 年 11 月报

Manpower



1. 原上海任仕达派遣人才总经理杨锦荣从蓝海集团离职后加盟 Manpower,任派遣事业部总经理一职。Manpower 在租赁派遣业务方面的力度将会加强。
2. Manpower 的服务形式与 Adecco 相似，都是以招聘为切入点的临时员工派用服务，其服务内涵与易才传统的派遣代理服务差别较大，再加之中国市场对此服务的认可度及需求量并不高，所以短期内在战略上 Manpower 都无法与易才形成直接竞争的局面。

ADP



1. **ADP 公司公布 2010 财年第一季度业绩：**截止于 2009 年 9 月 30 日的财政季度收入为 21 亿美元，较去年同期下降 4%。由于从上个财政年度第一季度开始的严峻经济环境持续发酵，这对公司的收入带来不利影响。
2. **ADP 公司完成收购人力资源服务企业——HRinterax 公司：**HRinterax 专注于小企业市场，致力于为该市场提供人力资源内容、支持类服务。该公司成立于 2001 年，除了提供人力资源咨询服务外，还拥有荣获大奖的行业门户网站 HR411 ® www.HR411.com。目前，HR411.com 拥有超过 10 万家企业主和人力资源专家级订户。这些订户透过网站获取联邦和州的合规信息、员工管理的最佳实践、员工手册向导（Employee Handbook Wizard©）等内容和功能。
3. **ADP 公司荣膺人力资源外包协会颁发的年度客户关系大奖：**ADP®与客户艾利丹尼森（Avery Dennison）于 2009 年 11 月 19 日在伦敦举行的年度人力资源外包全球峰会欧洲大会上荣获人力资源外包协会（HROA）颁发的年度人力资源外包大奖（the Year HROA Award™）之统一流程客户关系奖。

CDP



- 1. CDP 与 Continental 共庆项目上线:** CDP 集团在和平官邸宴请来自德国的 Continental 全球 HR 副总裁 Klemens Schuerger 博士一行，庆祝双方合作的大型人力资源外包合作项目成功上线。此次 Continental 集团中国区的人力资源外包项目历时 4 个月，项目范围覆盖 6 个公司，9 个工厂。在双方项目组成员的共同努力下，已经于 2009 年 9 月成功上线。
- 2. CDP 推出全球人才测评和领导力发展工具:** CDP 与上海瑞博咨询有限公司 (SRC) 合作，运用一系列的人才测评与领导力发展工具，共同为企业 提供测评中心 / 发展中心的方案。SRC 成立于 1999 年，专注于人才选拔及组织发展方面的人力资源咨询服务，SRC 已将人才管理及工作挑战管理的方法论成功引入中国市场，该方法论已经过 40 多年的研究及应用推广并为诸多国外政府机构及跨国公司广泛应用。
- 3. CDP 招聘流程管理按需服务平台:** CDP 集团自主研发的 TMS 平台，是基于 SaaS 架构，集整合性、开放性、灵活性、简易性和可用性为一体的高度客制化招聘流程管理平台。CDP TMS 平台主要关注招聘过程管理，为企业招聘提供从招聘需求发布、简历收集和处理、面试安排、测试评估、录用决策、Offer 制作发放到员工报到、备用人才甄选等招聘整体解决方案。



好事成双 易才连获《商务周刊》两项年度大奖

CTG WINS “SERVICE INNOVATION AWARD” AND “CHINA FAST GROWING 100” AWARDED BY CHINA BUSINESS MAGAZINE

2009-12-04 16:52

近日，2009年《商务周刊》“中国100快公司”评选揭晓，海尔、联想、IBM、诺基亚、三星等巨头纷纷榜上有名。值得一提的是国内最大的人力资源外包企业易才集团继去年成为2008年《商务周刊》快速成长公司TOP10后，今年又成为唯一一家同时享有“中国100快公司之快速反应公司TOP10”和“2009《商务周刊》“100快公司”之服务创新奖”两大殊荣的企业，备受关注。

在论坛颁奖及发表获奖感言中，易才集团总裁李浩还表示，公司之所以在今年整体经济仍未全面走出低谷的情况下延续持续发展的势头。主要是“因为抓住了危机中的机遇，及时对业务做出调整，整体还得到了提升。”据李浩总裁介绍，易才的客户绝大部分受到了危机不同程度的影响，面对这种情况，易才的选择是相机而动，“我们除了提升原有竞争力，还要不断的拓展业务范围，给客户提供更多的业务组合。我们有针对性的解决方案在危机中吸引了很多新的客户”。

另外，李浩还表示，为应对日益激烈的市场竞争，提高服务质量和客户满意水平，易才在危机时期开展了全面的内部人才提升计划。“易才的许多高层管理人员都来自世界500强企业，比如CFO来自摩根斯坦利，人力资源副总裁过去是GE和ABB的”。李浩表示：“这对企业提升业务整体水平将起到至关重要的作用”。

对于此次易才集团再次获奖，有关专家表示，再次获奖“不仅标识了其在行业中的领先地位，也进一步证明了易才集团强劲的发展速度和发展势头”。¹⁷

¹⁷ <http://www.chinatalentgroup.com/index.php/news/584-2009-12-14-07-54-32.html>

共赢未来，易才首份人力企业社会责任报告出炉

WIN-WIN FUTURE: CTG PUBLISHES ITS FIRST CORPORATE SOCIAL RESPONSIBILITY REPORT

2009-12-15 17:09

在 2009 年 12 月举办的第四届《新人力》论坛上，易才集团发布了人力资源行业首份企业社会责任报告，并由易才集团李浩总裁、中国人民大学劳动人事学院彭光华副教授、河北工业大学城市学院常务副院长刘兵教授以及华夏盟三周俊杰副秘书长共同启动了 2009 企业社会责任报告发布仪式。

报告中阐述了“以人为本，执心于托，共襄和谐盛世”的社会责任观，为人力企业社会责任树立了标杆。报告中，易才集团总裁李浩还提出：易才要建立并巩固“责任-发展”循环圈，确保良性循环。

易才集团 2009 年社会责任报告总共分成四个部分：第一是易才集团的社会责任战略体系，第二是为客户创造价值，第三是携员工共同的成长，第四是与社会共创和谐。这四部分是易才集团工作多年来的工作回顾，烘托出易才集团“以人为本，执心于托，共襄和谐盛世”的社会责任观。

发布人力资源行业首份企业社会责任报告后，易才集团将继续完善社会责任体系，逐渐形成服务外包行业的企业社会责任标准。做为人力资源行业领军企业，易才集团将起到很重要的示范作用，在政府政策有力引导下带动其他中国人力资源企业加深对社会责任的认识，各企业发挥专业优势承担社会责任，实现跨越发展。¹⁸

易才《新人力》论坛在沪举行 转危为机实现跨越

THE 4TH ANNUAL “NEW MANPOWER FORUM” ORGANIZED BY CTG CONCLUDES IN SHANGHAI

2009-12-21 10:26

知足而后知不足，疗伤之后再启航。12 月 18 日由新人力杂志社、易才集团人力资源学院主办，中国劳动保障科学研究院、易才集团协办的第四届《新人力》高峰论坛在上海成功举办。上海闸北区区长周平、人力资源和社会保障部法制司副司长余明勤、中国劳动保障科学研究院党委书记兼副院长刘学民、易才集团总裁李浩以及博鳌亚洲论坛秘书长龙永图、国家发改委对外经济研究所所长张燕生、中国人民大学劳动人事学院副教授彭光华等领导和专家出席了本次上海论坛。

据悉，此次上海论坛重点讨论了在目前起稳回升形势下，企业应该采取哪些促动机制；经

¹⁸ <http://www.chinatalentgroup.com/index.php/news/593-2009-12-15-09-16-45.html>

济转暖的情况下，人力资源如何帮助企业实现跨越发展；由人力资源的创新发展解读了目前中国人力行业方向。相关政府部门领导深入详细地讲解中国人力政策法规、“起稳回升期的中国人力”等内容，知名经济学家对世界经济形势及经济走向进行精准剖析。与会者通过主题演讲、案例分享等，对中国人力资源行业的责任有更明确的认识，更快地抓住经济转暖中企业发展机遇，帮助企业实现创新成长的探索与突破。

此次上海论坛不仅取得了丰硕的成果，同时通过中外知名企业 HR 高管的互动交流，以及各方学者的充分讨论和深入研究，给在场企业 HR 提供了具有操作性以及前瞻性的决策参考。论坛受到各大媒体的高度关注，产生了巨大的社会影响力。可以预见，随着经济形势转暖，人力资源行业也必将迎来一个发展的新高潮。



据悉，本次《新人力》高峰论坛围绕“2009 中国人力的责任与跨越”这一主题展开，是后金融危机时代对中国人力探讨的一次大会。此次论坛分别在北京、广州、成都、上海巡回召开，上海是最后一站。作为人力资源行业少有的盛会之一，《新人力》高峰论坛已经具有行业翘楚地位，在业界已经具有非同凡响的影响力。

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About CTG:

China Talent Group is a Chinese leader in Human Resources services, helping local and foreign companies to manage their HR, Payroll&Benefits and Tax in China since 2003.

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¹⁹ <http://www.chinatalentgroup.com/index.php/news/597-2009-12-21-02-28-55.html>