



Board of Regents University System of Georgia

Shared Service Initiative Update August 20, 2014



Shared Services: 2008

- Shared Service Initiative Approved By Board in 2008
- Initial Offering: Payroll and Benefits Administration
- Project Goals:
 - Reduce costs through economies of scale/shared capabilities
 - Develop an effective and efficient Human Resource Management and Payroll system
 - Streamline and standardize processes
 - **Improve functionality and service quality**
- Identify Additional Services for Shared Approach



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Shared Services Center



- Opened April 2010
- Located in Sandersville
- Call and Service Center for Payroll/Benefits
- 27,000 Square Feet
- 44 Employees
- Capacity for Additional Services

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SSC By The Numbers

- Shared Services Center (SSC) open in Sandersville
 - Employee/Retiree call center
 - Steadily increasing volume and timely resolution of issues
 - SSC Processes GPLS, Archives, ITS and System Office
 - SSC Statistics (Calendar 2013):
 - \$1.3 billion total taxable payroll earnings
 - 24,000 employees
 - 8,000 retirees
 - 737,000 payroll transactions (varying payroll cycles)
 - 64,000 employee W2s
 - 50,000 responses to employees, retirees and institutions



- Throughout transition – employees have been paid!
- Payroll and benefit function is



- Resistance to Change and Centralization
- Deployment Issues:
 - Payroll Process Not Standardized Prior to Rollout
 - 28 Institutions with



Future Opportunities

- Reaffirm Commitment to Shared Services and Original Project Goals
- Recognize the USG is One Company – Not 31!
- Administrative Efficiencies Exist – Money Can Be Saved
- Institutions Should Focus on Serving Students
- Steps Moving Forward:
 1. Partnership (Involvement of Entire University System)
 2. Business Process Standardization
 3. Vendor Selection
 4. Implementation
 5. Additional Services



Step 1 – Partnership with All USG Institutions

- Optimal Solution: Common HCM (Human Capital Management) Platform – **Entire University System**
- More Standardized HR Processes throughout USG
- Advantages:
 - Purchasing Power of System: Better Contract Terms/Price
 - Reduced Costs in the Future (Upgrades, Customization)
- Discussion and Exploration With Non-ADP Institutions
 - University of Georgia
 - Georgia Tech
 - Georgia Regents University
- Non-ADP Institutions = 48% of Employees



- Shared Services Center currently accommodates 28 institutions with up to 28 different business practices
- Additional vendor expense due to non-standardization
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Georgia *TEAM*

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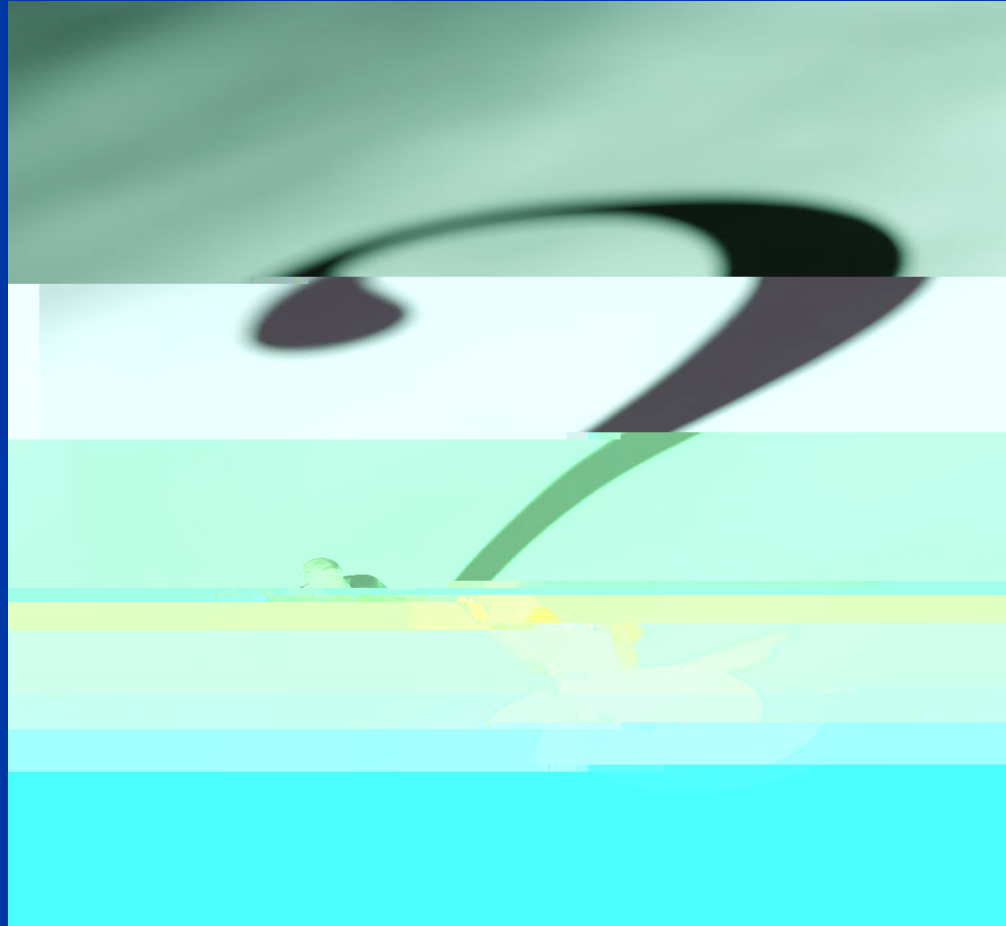
Step 4 – Implementation







Questions



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