



Managed Services

Enhance employee satisfaction and streamline your HR and recruiting processes with our flexible, culture-driven Managed Services.

OUR MANAGED SERVICES SOLUTION MAY BE FOR YOU IF...

- You're in high-growth mode and need support for your HR team
- You're overwhelmed by managing the increasing demands on People Operations and Recruiting

Comprehensive support and flexible solutions where you need it most:



HR/People Operations as a Service

Complete management of HR functions including onboarding, offboarding, performance management, and employee engagement programs.



Recruiting as a Service

End-to-end recruitment support from job posting and candidate sourcing to interviewing and onboarding.

Let us help you save time and resources while enhancing employee satisfaction and maintaining a compassionate, culture-driven approach.

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Managed Services

Save time and resources with culture-driven, fully outsourced, or partially augmented People/HR Operations and Recruiting Managed Services for high-growth and enterprise organizations.

Our Managed Services provide high-growth and enterprise organizations with either fully outsourced or partially augmented solutions for People/HR Operations and Recruiting. By integrating seamlessly with your company's culture and values, we ensure that employees feel supported and valued which, in turn, makes your job easier by reducing administrative burdens and improving overall organizational effectiveness.

The Key Features:

- ✓ **Modern Approach** aligned to your unique culture
- ✓ **Tech-enabled/Automation** for efficiency
- ✓ **Single Point of Contact** with internal HR/Talent Acquisition/SME expertise
(No Call Centers)
- ✓ **CPO Level Principal/Executive Sponsor** as the main contact
- ✓ **Weekly Reporting, Project Status Updates, and Project Plans**
- ✓ **Communications, Creative, and Change Management Support**
- ✓ **Legal Hotline Support** from two best-in-class firms
- ✓ **Compliance and Policy Database** from BLR
- ✓ **Creative Team** for HR/Talent communications
- ✓ **Flexible Monthly Pricing** based on:
 - Number of employees or requisitions
 - Number of fully or partially dedicated team members
 - Volume and complexity of need

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The Benefits

Our human-centric, inclusive approach ensures your team members are treated with compassion and care. We also believe in ensuring technology is leveraged to its highest and best use.



Our Managed Services model *saves time* with:

- Hundreds of tools, guides, and resources ready to customize for your culture
- The experience of having supported high-volume, complex needs
- A process and quick ramp-up and discovery process to quickly get to work



Leveraging outsourced or augmented support will *positively impact your profitability* by:

- Saving on additional headcount so your team can focus where you need them most
- Creating a better employee experience overall to reduce turnover

The Impact

HR Spend

The average HR functional spend as a percentage of revenue is **0.76%**. Compared to other organizational support functions, such as finance (1.30%), IT (3.25%), marketing (7.5%), and sales (4.37%), HR receives a low level of investment.

Turnover Costs

Replacing an employee costs **6–9 months of their salary (SHRM)**. Also save on the cost of benefits, which can make up well over 30% of total costs.

Efficiency

HR functions deploy one HR FTE per **58 employees**.

Cultural Impact

Companies with strong cultures see a **4x increase in revenue growth**. (Forbes)

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livingHR's Proof Metrics

- **Net Promoter Score (NPS):** High client satisfaction
- **Employee Net Promoter Score (eNPS):** Increase in employee satisfaction
- **Turnover Reduction:** Significant decrease in employee turnover



Did you know?

Businesses that outsource part of their HR functions usually save more than

50%

off the cost of hiring a full-time in-house HR staff.

Source: Gartner

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HR/People Operations as a Service

Culture-Forward Augmented or Outsourced Core HR or People Operations Managed Services to support your team so you can scale and focus.

Choose from the following Managed Services:

- ✓ Employee Relations Support/Care and Response with SLAs
- ✓ New Hire and Onboarding/Offboarding Support
- ✓ Benefits and LOA Administration
- ✓ HR SOP/Workflow Management
- ✓ HR Technology Support and Maintenance

The Impact

Employee Experience

Effective onboarding and offboarding processes can boost new hire retention by 50% and increase productivity by 54%. (Glassdoor)

Increased Efficiency

Offloading administrative tasks and streamlining HR processes can increase efficiency and allow your team to focus on strategic initiatives.

Improved Employee Relations

Resolve issues faster and more effectively, improving overall workplace satisfaction with dedicated employee relations support and care.

Cost Effective

Businesses that outsource part of their HR functions usually save more than 50% off the cost of hiring a full-time in-house HR staff. (Gartner)

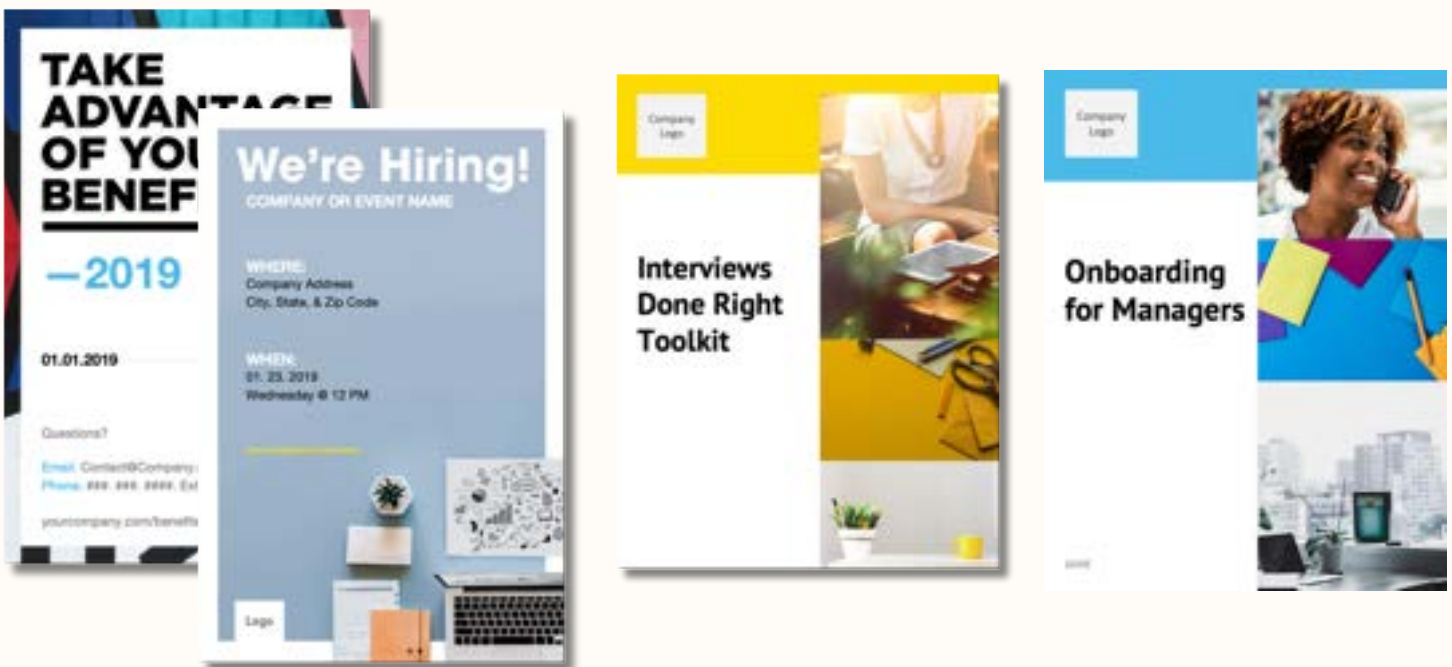
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Bespoke livingHR Library

Includes tools and templates for every stage of the employee lifecycle, customized for your culture:

- Handbooks/Culture Guide (Federal and State from Legally Reviewed Database of policy)
- Job Descriptions/Job Impact
- Performance, Coaching, and Development
- New Hire Paperwork
- Onboarding
- Benefits Guides and Resources
- Hiring and Selection Guides and Tools
- Org Charts
- HR Process Documentation and Workflow

Investigations billed hourly or outsourced to Empath Law based on severity.



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Recruiting as a Service

Whether you are scaling up due to growth and have a high-volume recruiting need or need to add a few new team members each month, our Talent as a Service offering gives you the flexibility to hire top talent with ease.

Talent Acquisition/Recruiting Support including:

- ✓ Source diverse candidates to widen the funnel
- ✓ Provide scheduling tool for ease of candidate scheduling (or leverage client systems for scheduling)
- ✓ Role marketing and job posts on multiple job boards, and social networks
- ✓ Partner with hiring managers to provide ease of candidate feedback
- ✓ Conduct interviewing and provide interview evaluation tools
- ✓ Facilitate pre-employment assessments, as needed in partnership with HR Business Partner
- ✓ Leverage livingHR's Applicant Tracking System (or clients'), as applicable
- ✓ Recruitment Marketing as a Service add-on or standalone

Hiring, selection, and pre-employment decisions remain with client hiring teams.

The Impact

Cost to Hire

The average cost to hire an employee is around \$4,700.

Time to Fill

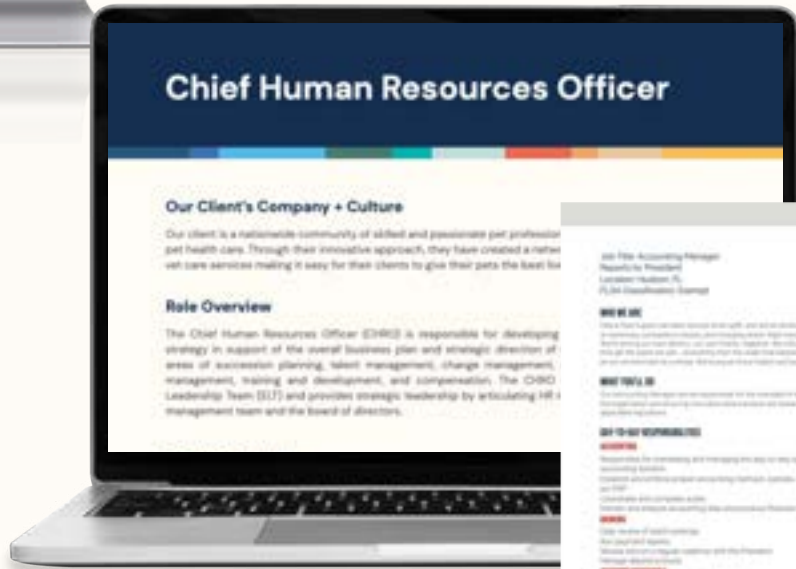
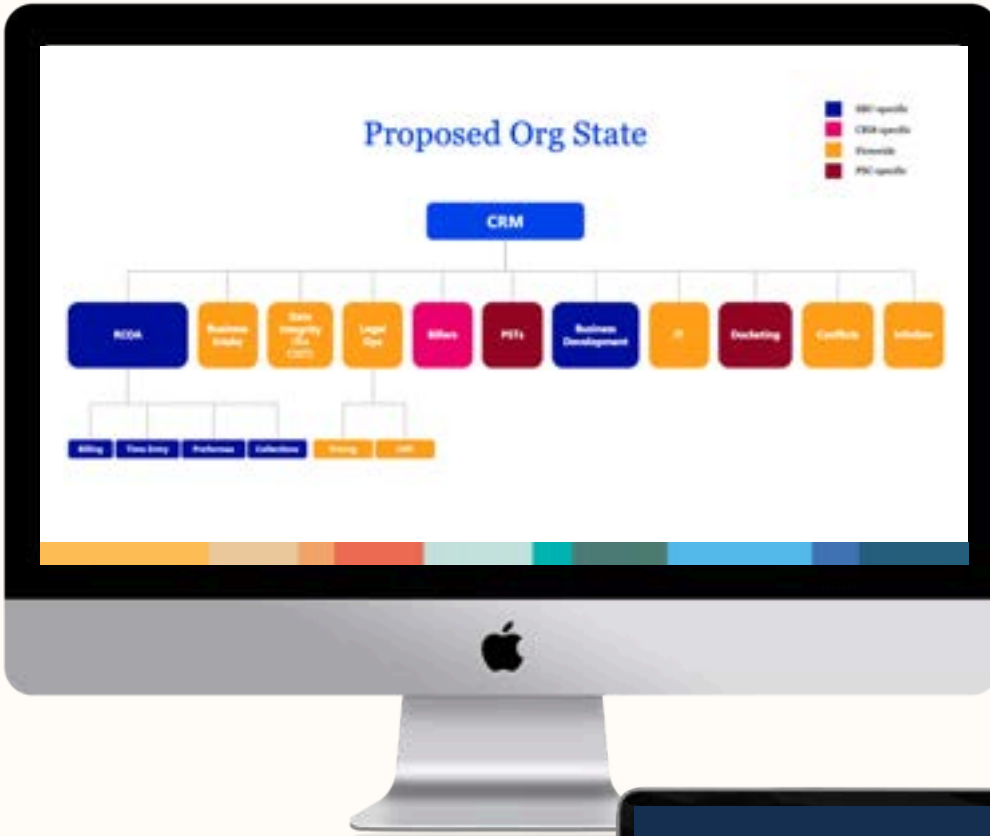
Our average is 30 days compared to the industry average of 42 days.

Cost Savings

Save on systems & recruitment marketing costs.

Source: SHRM

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Project Samples

Contact Us