



## Global Talent Management Deployment and Operate Solutions

Talent management is a critical component to an organization's HR strategy. Integration is often a challenge as clients struggle to design and manage a truly unified system.

From system deployment to flexible ongoing operate support, Aon Hewitt provides end-to-end global talent management solutions via a partnership with Cornerstone onDemand.

### Our Cornerstone Partnership

Our existing clients and potential new partners rely on us to help them understand the talent management landscape and its constant evolution. We work with companies to optimize the opportunities that SaaS creates in this space. To support our clients' comprehensive needs for integrated talent management, we partner with Cornerstone onDemand, a recognized leader in the market for its functional capabilities, customer experience focus, and innovation. Our global talent management solution leverages the Cornerstone onDemand platform along with our industry-leading HR process management expertise to offer our clients an innovative and flexible talent delivery model that meets their ever-changing needs.

### Global Deployment Services

A successful deployment is critical to achieving lasting transformation. Aon Hewitt's consultants have a deep understanding of core talent business processes and industry-specific needs that allow them to provide specific advice and best practice recommendations throughout the deployment process. Our comprehensive capabilities include implementation consultant services to support the technical implementation; learning strategy and roadmap development; and integrated business and learning process design, configuration, and alignment services.

## Ongoing Operate Solutions

Provide services using experienced resources that can be leveraged for ongoing, repeatable work activities in your environment (services are based on pooled hours except Customer Service).

### Application Management & Support

- Configuration management
- Update/Release management
- Feature/functionality consultation
- Vendor case management
- Reporting and analytics
- Enrollment management
- Catalog management
- Session activity management
- Licensing and certification management
- Roster management
- E-course load and test

### Learning Administration

- Learning activity management
- Registrations
- Curriculum management

### Customer Service

- Learner care
- Manager support
- Web chat, phone, email

## Solution Benefits

Our fixed fee services enable a turnkey HR Shared Service Support Model that is underpinned by quality service levels and a predictable fee structure. Benefits include:

### Mitigate Quality and Staff Retention Risks

Enjoy access to skilled resource pools with multiple Workday client experiences that are measured against quality service levels.

### Scalable Services

Buy only what you need based on your demand trigger and longer term objectives.

### Enable Long-term ROI and Realized Value

The real opportunity to optimize value from your Workday asset is over the lifetime of the subscription; it is not defined as of the Live Date.

### Manage Annual Costs

Predictable fee structure for outcome based services that utilize global assets that are maintained and managed by Aon Hewitt.