



“Outsourcing to AdviserPlus provides a cost-efficient model for delivering expert HR advice and guidance across a geographically-dispersed workforce.”

Business Services Director, United Utilities

What are the benefits of outsourcing?

**empower**<sup>®</sup>  
by **AdviserPlus**

# What are the benefits of a managed service?

Some HR leaders are nervous at the thought of outsourcing manager advice and guidance in fear of 'losing control'. The objective of our **empower**® technology is to support managers to handle the majority of cases through guided digital journeys, with the advice line reserved for cases that carry risk or complexity. The advice line in this model is typically staffed, therefore, by our most senior case advisers, not administrators or entry level practitioners.

## 1 Remove the burden of recruitment, onboarding and training

- Our 3-stage recruitment process includes an assessment of both HR technical knowledge and alignment with our culture and values, which are centred around ensuring our clients receive the best possible service from us.
- Our comprehensive induction programme includes; training in employment law statutes, case law, call management, practical role play centered training, as well as support from a mentor to ensure they understand your policies and processes, your strategy and culture.
- Our ongoing development structure facilitates personal and professional development and succession planning, supported by internal accreditation and a CIPD apprenticeship programme.

## 2 Get access to a dedicated team of HR experts

- We can provide an advice line team of ER case advisers to replace, or complement, your current team in line with as broad or narrow policy scope as you require. They can provide advice throughout the entire lifecycle of an ER case, or hand it off to a retained HR team member due to risk profile or at a particular stage in the process.
- Your dedicated team of qualified case advisers will be trained in your policies, processes, procedures, culture and risk appetite. Where possible, we offer a continuity of case adviser on on-going cases for optimum manager experience and all calls are recorded.
- Due to their focus, ways of working and enabling technologies, in our experience a case adviser's caseload may double when outsourced to AdviserPlus.
- We'll train back-up advisers to ensure you have continuity of service in the event of absence.
- A supporting HR Technical Consultant will support your dedicated advisers with points of particular complexity, obscurity or lack of precedent.
- Supported by the technology, they will engage seamlessly with both line managers and your retained HR team, positioned as a natural extension of your in-house HR Team.

## 3 Uplift the manager experience

- Our advisers assess both the competence and confidence of the manager they are engaging, adapt their approach accordingly and adopt a coaching style to ensure a manager that requires closer guidance receives suitable support.
- Our case advisers are not targeted on transactional metrics such as call length, they are measured on call quality to ensure the best possible experience and outcome for the manager.
- As well as offering core support during normal office hours, we can further make an advice line available for longer hours during weekdays and/or on weekend days and UK public Bank Holidays.
- Advisers will diarise follow-up calls and ensure the line manager takes the right action at the right time.
- We deliver an uplift in service delivery, monitored through SLA and KPI tracking to provide you with quality assurance whilst also giving you comprehensive management information and insight.

For more information, please get in touch