



EXCELLERATEHRO RELOCATES EMPLOYEES AROUND THE WORLD

STMICROELECTRONICS

CASE STUDY



ExcellerateHRO
The HRO business of EDS & Towers Perrin

With approximately 45,000 employees in 36 countries around the world, STMicroelectronics (ST) frequently moves employees among locations in Europe, Asia and North America. Since 1996, the company has relied on EDS, and now ExcellerateHRO, to manage relocations .

CLIENT PROFILE

www.st.com

STMicroelectronics, the world's fifth largest semiconductor company, is always striving to stay competitive in one of the world's most lucrative industries. With annual revenues of \$10 billion USD in 2007 and approximately 45,000 employees, security and organization are top priorities.

Industry: Manufacturing

Founded: 1987

Headquarters: Geneva,
Switzerland

Business Need Addressed:
Productivity

"Every single person who has dealt with ExcellerateHRO gave a glowing review of the people, the services, the ease of doing business and the invoicing."

Dan Fink
Procurement Manager
STMicroelectronics

ST's growing alliances have increased employee relocations

STMicroelectronics, based in Geneva, Switzerland, is an industry-leading developer and manufacturer of semiconductors for multiple applications. ST faces unusual challenges when it comes to staffing management. With 16 advanced research-and-development units, 39 design-and-application centers, 15 main manufacturing sites and sales offices in 78 locations around the world, the existing employees move frequently between countries on medium-term assignments - and new employees often end up on the other side of the world after they are hired. In addition to the challenges of integrating employees into new cultures, the moves also have significant tax implications for ST and the employees. To better manage these complex moves, the company had long relied on specialty relocation firms. When the market for ST's products began to grow exponentially in the mid-1990s, ST needed a company with the global resources to handle an increasing number of relocations. They chose EDS, and now ExcellerateHRO, for employees moving into and out of North America.

ExcellerateHRO's global approach to staffing eases transition for employees

Any move is stressful for employees - from finding a place to live to arranging for movers. But managing international moves requires a host of other considerations, from obtaining the necessary work permits to developing the communication skills to succeeding within a new culture. ExcellerateHRO helps ease the transition for ST employees by offering 24-hour support via pagers and wireless devices so that help is available instantly when issues arise. ST also benefits from ExcellerateHRO's global resources when it comes to negotiating lower prices on everything from movers to airline travel.

EASY TRANSITION FOR BUSY EMPLOYEES

Relocation and Assignment Services draws upon ExcellerateHRO's proven expertise in e-business, system development and integration, and business process management to deliver a single point of contact for employees managing relocations. Supported by a proprietary relocation management system, our online Customer Center creates a seamless electronic environment where information is shared, stored and distributed without shuffling paper among consultants, suppliers and our clients.

Services featured

- Relocation and Assignment Services

"ExcellerateHRO HRO has helped remove the anxiety and fears associated with corporate relocations so our employees can focus on their new assignments. Their personnel, systems and customer service philosophy allow us to feel comfortable placing our employees in their hands. They take pride in providing quality service."

Fran Sims
Director - HRIS and Staffing
STMicroelectronics

More importantly, ExcellerateHRO automates expense processing, audits all expense reports to verify consistency with ST reimbursement policy, manages receipts and ensures accuracy. ExcellerateHRO also calculates payroll tax withholding and prepares tax summary reports for each employee. Electronic payments are integrated with ST's own financial system, and weekly electronic transfers are set up to automatically create journal entries and assign expenses within the company ledger systems - speeding payment and minimizing the amount of cash on hand needed to float relocation costs.

ST met shifting demand with flexible staffing

Recent downturns in the semiconductor market have temporarily slowed the expansion of ST's workforce. But ExcellerateHRO's suite of Relocation and Assignment Services makes it easier for the company to respond to changing business levels by redeploying existing employees quickly. Today, ExcellerateHRO helps move dozens of employees annually - the majority of them across national borders. Consistently ranked as one of the top 10 global semiconductor manufacturers, ST's international staffing approach is clearly a big success.

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