

Digital Fuel and TPI Showcase How Companies Are Managing HR Services to Deliver Business Value

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Presentation illustrates how companies improve Human Resource (HR) services delivery through SLA Management in shared services and/or outsourcing service relationships

San Mateo, Calif. (PRWeb) February 21, 2007 -- Digital Fuel, the leader in [Business Service Management](#), today announced that it will co-present a session at The 2nd Annual HR Week West in Santa Clara, CA on February 22nd at 10:45 am, entitled "Managing HR Service Relationships for Increased Business Value".

Tom Schaefer, Digital Fuel's Executive Vice President, will co-present with Jeff Krynski, TPI's Associate Partner. This co-presentation by Digital Fuel and TPI, the largest sourcing advisory firm in the world, will provide insight into how leading companies are using new technologies to automate the management of service relationships to transform shared services and outsourcing human resource service delivery processes to ensure customers get the service and quality they expect and pay for.

"Despite the increasing investment in [human resources outsourcing](#), many HR departments are not equipped to be proactive in identifying potential issues before problems occur that effect the company," said Tom Schaefer, executive vice president of Digital Fuel. "By leveraging the right software technology to manage service relationships, organizations are able to address any service level issues before they escalate, resolve issues in a collaborative fashion, and ensure that all needs are being met."

Digital Fuel and TPI define outsourcing HR as outsourcing workforce administration. These HR services being outsourced include processes such as operation/maintenance of HRIS, payroll and benefits administration, basic employee data maintenance, employee and manager self service, employee customer service, and policy and procedure support.

Digital Fuel and TPI will also provide customer examples of managing the quality and cost

performance of HR, IT, and other business process outsourcing agreements as well as how other companies are leveraging a standard system of record to measure and manage successful delivery of all business service obligations.

About Digital Fuel

Digital Fuel is the leader in business service management (BSM) software solutions for IT, business process services such as HR, finance and accounting, and telecommunications. Digital Fuel's business software, called ServiceFlow™, is a comprehensive business application that automates [SLA management](#), Service Billing and Chargeback processes that are critical to successful service relationships. With Digital Fuel's patented visual approach, customers are deployed rapidly to quickly drive business value from automating the management of service level agreements with their customers and vendors. ServiceFlow manages billions in business and IT services for global companies such as Procter & Gamble, General Electric, Cummins, Capgemini, BT, IBM, SITA, Siemens Business Services, O2, Atos Origin, Telefonica and CSC. Digital Fuel is headquartered in San Mateo, California, with offices across North America and Europe. Learn more at <http://www.digitalfuel.com>.