



HR, People & Workforce

Operations Outsourcing

*Flexible. Scalable. **Globally** Delivered.*

www.talentacsolutions.com





Table of Contents

<i>Executive Summary</i>	3
<i>Outsourced HR Operations</i>	4
<i>Our Value Proposition</i>	5
<i>Shared HR Services</i>	6
<i>Workforce Operations Management</i>	7
<i>HR Compliance & Advisory Support</i>	8
<i>Virtual HR Services</i>	9
<i>Service Delivery Model (SDM) Governance & Control Framework Regional Delivery Adaptation</i>	10
<i>Pricing Framework</i>	11
<i>Engagement Approach</i>	12





Executive Overview

We support organizations in outsourcing HR, people, and workforce operations through a structured, compliant, and flexible delivery model. Our approach enables businesses to reduce operational burden while retaining full strategic and employer control.

Our service framework is modular and scalable, allowing clients to engage at the level required—from targeted shared HR support to fully integrated people operations management. This flexibility ensures alignment with business maturity, workforce size, and geographic footprint, while avoiding long-term fixed cost commitments.

We place strong emphasis on governance, data integrity, and process standardization. Clear service ownership, documented workflows, and defined escalation mechanisms ensure accountability and consistency across all engagements. Clients benefit from improved visibility into HR operations, enhanced decision-making through reliable reporting, and reduced exposure to compliance and employee relations risks.

Our delivery model is particularly suited to organizations navigating growth, restructuring, or regional expansion, where internal HR capacity may be constrained or unevenly distributed. By consolidating HR operational activities into a shared services structure, we enable cost efficiency, operational resilience, and continuity—without compromising local regulatory compliance or organizational culture.

Ultimately, our objective is to simplify HR operations while strengthening control. We help organizations move from fragmented, reactive HR administration to a streamlined, professionally managed function that supports sustainable growth, workforce stability, and long-term business performance.





Value of Outsourced HR Operations



Improved Cost Efficiency

Improved cost efficiency is achieved by replacing fixed HR headcount and infrastructure with a scalable shared services model. Clients benefit from predictable costs, optimized resource utilization, and reduced overhead without compromising service quality or compliance.



Flexibility for Business Growth

Flexibility for business growth is delivered through a modular HR services framework. Organizations can scale resources, processes, and compliance coverage dynamically, supporting expansion while maintaining operational efficiency and strategic oversight.



Streamlined Workforce Management

Our approach to workforce management standardizes HR processes, integrates technology, and centralizes operations. This ensures reliable employee administration, reduces manual errors, and frees leadership to focus on strategic initiatives.



Our Value Proposition



Shared HR Services



Workforce Operations Management



HR Compliance & Advisory Support



Virtual HR Services

***Remote and hybrid HR delivery model
Dedicated or shared HR resources
Clear governance, SLAs, and reporting
Full transparency and audit readiness***



SHARED HR SERVICES

Centralized HR operations (multi-location teams)

We provide a single, centralized HR operating model that supports teams across multiple locations and regions. This ensures consistent service delivery, unified communication, and coordinated HR execution while accommodating local operational requirements.

Standardized HR processes and workflows

Our shared HR services establish clearly defined, standardized HR processes and workflows aligned with best practices. This improves efficiency, reduces errors, and ensures consistent application of HR policies across the organization.

Employee data management and reporting.

We manage and maintain accurate employee records across systems, ensuring data integrity, confidentiality, and accessibility. Structured reporting provides management with reliable workforce insights to support informed decision-making.

HR service request and ticket management

A structured HR service request and ticketing framework enables efficient handling of employee and manager queries. Requests are tracked, prioritized, and resolved within agreed service levels to ensure transparency and accountability.

Regional coordination and escalation handling.

Our team coordinates HR activities across regions and time zones, managing escalations in line with defined governance structures. This ensures timely issue resolution while respecting local practices and client-approved decision authorities.

WORKFORCE OPERATIONS MANAGEMENT



End-to-end employee lifecycle coordination

We manage and coordinate all operational aspects of the employee lifecycle, from onboarding through exit, ensuring each stage is executed consistently and in line with client-defined policies, processes, and approvals.

Onboarding, probation, and confirmation tracking

Our team supports structured onboarding activities and monitors probation and confirmation milestones. This ensures timely documentation, clear follow-ups, and consistent employee experience across roles, locations, and business units.

Offboarding and exit process management

We coordinate offboarding and exit processes to ensure smooth transitions, proper documentation, and knowledge handover. This includes managing checklists, approvals, and coordination with internal stakeholders and external providers.

Workforce data tracking and dashboards

We maintain workforce data and develop dashboards that provide visibility into headcount, employee movements, and key operational metrics. These insights support workforce planning and operational decision-making.

HR SOPs and process documentation

We document HR standard operating procedures and process guidelines to ensure clarity, consistency, and continuity. This supports governance, audit readiness, and scalable HR operations across the organization.





HR COMPLIANCE & ADVISORY SUPPORT

HR policy development and updates

We support the development, review, and periodic updating of HR policies to ensure alignment with organizational objectives, workforce structure, and evolving regulatory environments, while maintaining consistency across regions.

Non-legal compliance coordination

Our team coordinates HR compliance activities from an operational perspective, working alongside clients and their legal or local advisors to support timely filings, documentation, and adherence to employment-related requirements.

HR audits and process reviews

We conduct structured HR audits and operational reviews to assess process effectiveness, identify gaps, and recommend improvements. This helps strengthen governance, enhance compliance readiness, and improve overall HR efficiency.

Best-practice advisory aligned to local norms

We provide practical HR advisory support grounded in industry best practices and aligned with local market norms. This ensures HR processes remain effective, culturally appropriate, and operationally sound across regions.

VIRTUAL HR SERVICES



Provide organizations with dedicated, experienced HR professionals who operate remotely or in a hybrid model as an extension of the client's internal team. This flexible approach enables consistent, cost-effective HR support while ensuring alignment with client policies, governance structures, and operational requirements.

Dedicated Virtual HR Professionals

We assign dedicated virtual HR professionals who are aligned to the client's business, policies, and ways of working. These resources function as an integrated part of the HR team, ensuring continuity, accountability, and service consistency.



Employee query handling and HR helpdesk

Managing manages employee queries through a structured HR helpdesk model, ensuring timely responses, clear escalation paths, and consistent communication in line with agreed service levels.

HR documentation and contract administration

We support the preparation, management, and maintenance of HR documentation, including employment letters, contracts, amendments, and confirmations, ensuring accuracy and compliance with client-approved templates.

Leave, attendance, and policy administration

We administer leave and attendance processes and support policy application across the workforce. This ensures accurate tracking, clear approvals, and consistent application of HR policies.

Employee relations coordination support

We provide operational support for employee relations matters by coordinating documentation, tracking cases, and facilitating communication between stakeholders, while clients retain full decision-making authority.

SERVICE DELIVERY MODEL (SDM)



Our service delivery model is designed to be flexible, transparent, and scalable, enabling seamless integration with existing client systems, policies, and governance frameworks. Services are delivered through a remote or hybrid model, ensuring operational efficiency while maintaining alignment with client-defined processes and controls.

*Remote or hybrid delivery aligned to business
Integration with client HR systems, policies, and workflows
Scalable service structure to support growth and complexity*

GOVERNANCE & CONTROL FRAMEWORK

Our governance framework ensures clients retain full employer authority and decision-making control, while we execute operational activities strictly according to client approvals and guidelines. Engagements are guided by clearly defined SLAs and escalation pathways, with structured reporting and a regular performance review cadence, embedding accountability and oversight across all activities.

REGIONAL DELIVERY ADAPTATION

*Africa: Scalable shared services with cost-efficient workforce administration
Asia: Local labor law compliance across multiple countries
Europe: GDPR-aligned processes and audit-ready documentation
GCC: Compliance coordination with multilingual HR support
USA: Federal and state-compliant payroll and HR processes*

PRICING FRAMEWORK



Services Include:	Cap. 25 FTEs	Cap. 200 FTEs
HR Professional - shared services model (Scope: Core HR administration, coordination, oversight)	590.00	890.00
Core HR Administration & Documentation (Scope: ER management, HR letters and Documentation, Policy and template administration)	190.00	290.00
Employee Lifecycle Coordination (Scope: Onboarding checklist coordination, Documentation and system updates, Exit process coordination)	175.00	355.00
<u>Managed by Global Shared Team</u>		
Helpdesk & Ticket Management (Scope: Employee query handling, Ticket tracking and resolution, Escalation coordination)	85.00	85.00
Standard HR Reporting (Scope: Monthly workforce summary, Headcount and movement tracking, SLA performance overview)	50.00	70.00
	Managed by 1 PTE HR Manager for combined with maximum of 54 hours on a monthly schedule.	Managed by 1 PTE HR Manager along with an HR Officer attached for combined with maximum of 162 hours on a monthly schedule.
Monthly Estimated Cost (as from) - USD	1090.00	1690.00

Additional Cost per FTE
 (For organizations above **25 employees** up to a maximum of 199 combined)

\$ 35.00

Additional Cost per FTE
 (For organizations above **200 employees** up to a maximum of 399 combined)

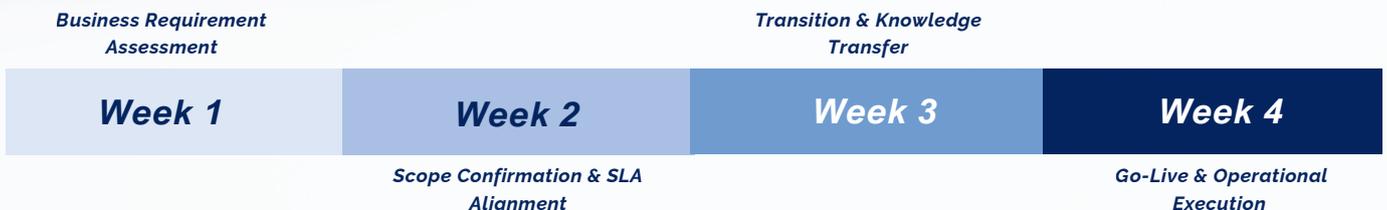
\$ 25.00

The above pricing is an indicative estimate based on a shared services model. Actual pricing may vary depending on workforce size, service scope, regional complexity, and delivery model. Talentac Solutions offers flexible, scalable engagement structures and can tailor HR, People, and Workforce Operations outsourcing solutions to organizations of all sizes—from early-stage teams to multi-country enterprises. (Scope: Monthly workforce summary, Headcount and movement tracking, SLA performance overview)

ENGAGEMENT APPROACH



Our engagement approach is structured to ensure a seamless transition, operational continuity, and clear governance from the outset. We follow a phased implementation model designed to align with client systems, policies, and organizational priorities while minimizing disruption.





Email us

harshid@talentacsolutions.co

cdptalentac@outlook.com

Call us

+1 (302) 219 4207

(+971) 52 439 0471 (Whatsapp)

Our mailing address

Budsbear LLC (dba. Talentac Solutions)

8 The Green Ste, Dover 19901 -19904, Delaware,

United States of America



Budsbear LLC, dba. Talentac Solutions, based in Dover, Delaware since 2019, is a global HR consulting firm specializing in recruitment process outsourcing, payroll outsourcing, and HR, people, and workforce operations consulting. With a focus on Africa, the Middle East, and Europe, we partner with organizations to streamline HR operations, optimize talent management, and deliver compliant, efficient, and scalable human capital solutions worldwide.