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**Eurobank**

Business Services



# Digital Campaign super heroes

Υπερήφανος Συνδιοργανωτής του **11th People Management Executive Seminar**  
 17 Δεκεμβρίου 2015, Athenaeum InterContinental, Αθήνα

# HR

## Super HeRoes

Τα μέλη μιας ομάδας αξιοποιούν τις δικές τους μοναδικές ιδιότητες για την επιτυχημένη ολοκλήρωση κάθε αποστολής.  
 Ιδιότητες σαν τις υπερδυνάμεις των **Super Heroes**.  
 Απάντησε στις ερωτήσεις του κουίζ που ακολουθεί και μάθε ποιος **Super Hero** της ομάδας σου είσαι!

ΜΑΘΕ ΠΟΙΟΣ **SUPER HERO** ΕΙΣΑΙ

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**• SUPER BOOSTER**

**Η ΥΠΕΡΔΥΝΑΜΗ ΣΟΥ**  
**ΕΙΝΑΙ Η ΠΑΡΑΚΙΝΗΣΗ**

Δεν υπάρχει ομάδα, την οποία δεν ενθαρρύνεις να αποδώσει στο **100%** των δυνατοτήτων της.

**• SUPER DOER**

**Η ΥΠΕΡΔΥΝΑΜΗ ΣΟΥ**  
**ΕΙΝΑΙ Η ΕΡΓΑΤΙΚΟΤΗΤΑ**

Δεν υπάρχει **task** που δεν μπορείς να φέρεις εις πέρας άμεσα και αποτελεσματικά.

**• SUPER INNOVATOR**

**Η ΥΠΕΡΔΥΝΑΜΗ ΣΟΥ**  
**ΕΙΝΑΙ Η ΚΑΙΝΟΤΟΜΙΑ**

Βλέπεις πάντα τον διαφορετικό, πιο δημιουργικό τρόπο με τον οποίο θα ολοκληρωθεί ένα **task**.

**• SUPER BRAIN**

**Η ΥΠΕΡΔΥΝΑΜΗ ΣΟΥ**  
**ΕΙΝΑΙ Η ΕΜΠΕΙΡΙΑ!**

Είσαι ο "από μηχανής" **super executive**, τη συνεισφορά του οποίου επιδιώκουν όλοι οι συνάδελφοι.

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# Teaming for Success: Taking the most out of your HR Outsourcing Partner

Nikos Mylonopoulos  
Associate Professor



George Katiniotis  
Managing Director



# Who we are – Indicative Clientele



## Customers

Θωμάς Κούγκουλος, ABBVIE Φαρμακευτική ΑΕ

Γιώργος Κουμαρτζής, DIXONS South East Europe ΑΕΒΕ

Στάθα Κρεμμύδα, NOKIA Λύσεις και Δίκτυα Ελλάς ΑΕ

Άντα Παπαδιά, COCA COLA 3Ε Ελλάδα ΑΒΕΕ

Νίκος Παριανός, COCA COLA 3Ε Ελλάδα ΑΒΕΕ

## Outsourcer

Γιώργος Κατινιώτης, Eurobank Business Services ΑΕ

Βασίλης Μακρίδης, Eurobank Business Services ΑΕ

Γιώργος Φράγκος, Eurobank Business Services ΑΕ

## Coordination

Νίκος Μυλωνόπουλος, ALBA Associate Professor

Δημήτρης Κουκουμπάνης, HR Advisor

Business Process Outsourcing in HR Management

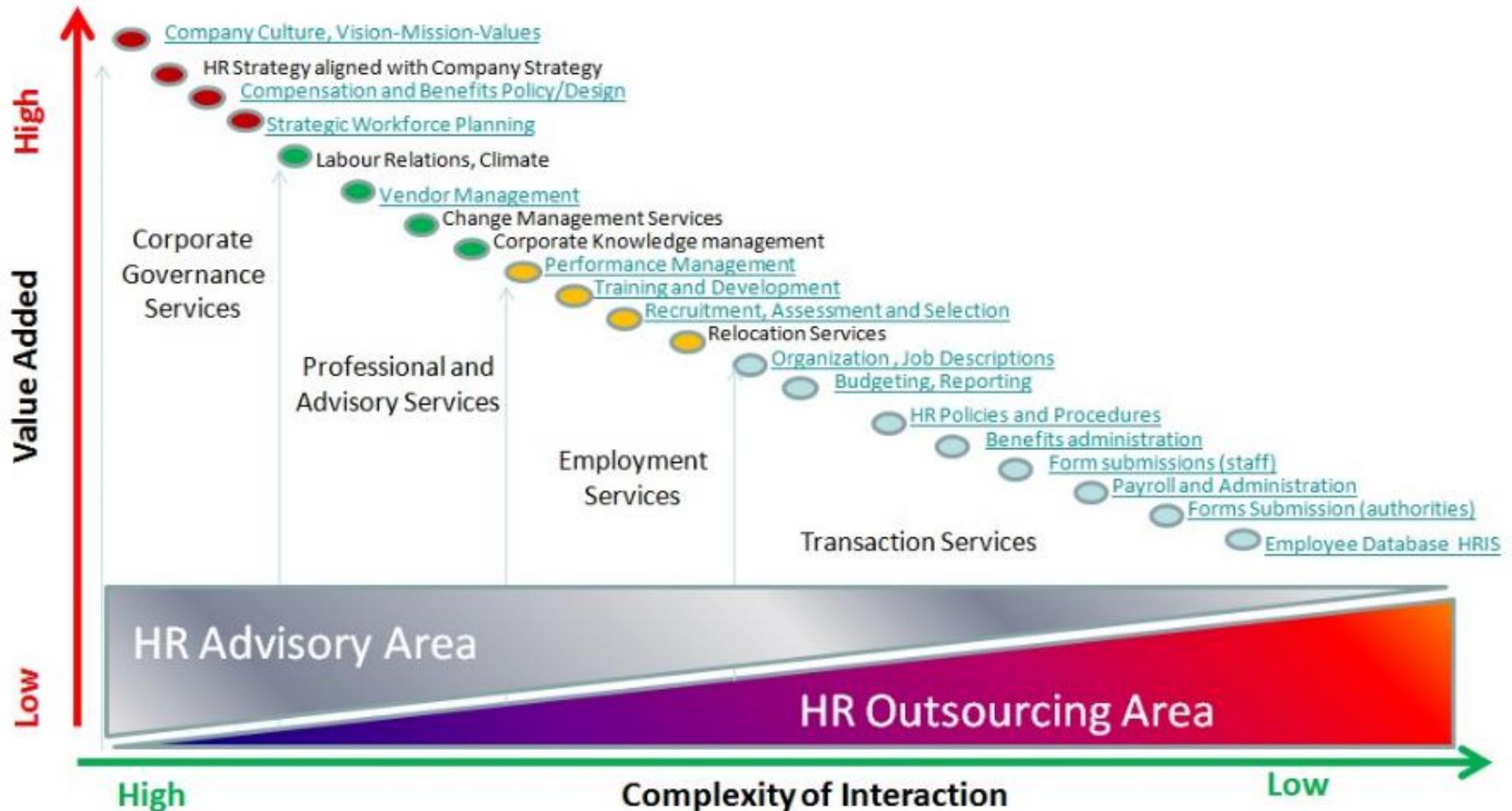
It's a Learning Process

Experience in the Greek Market Varies

Teaming as the “Engine of Learning and Innovation” in HR-BPO

Teaming Across Organizational Boundaries

# The HR Value Curve- Eurobank Business Services Contribution

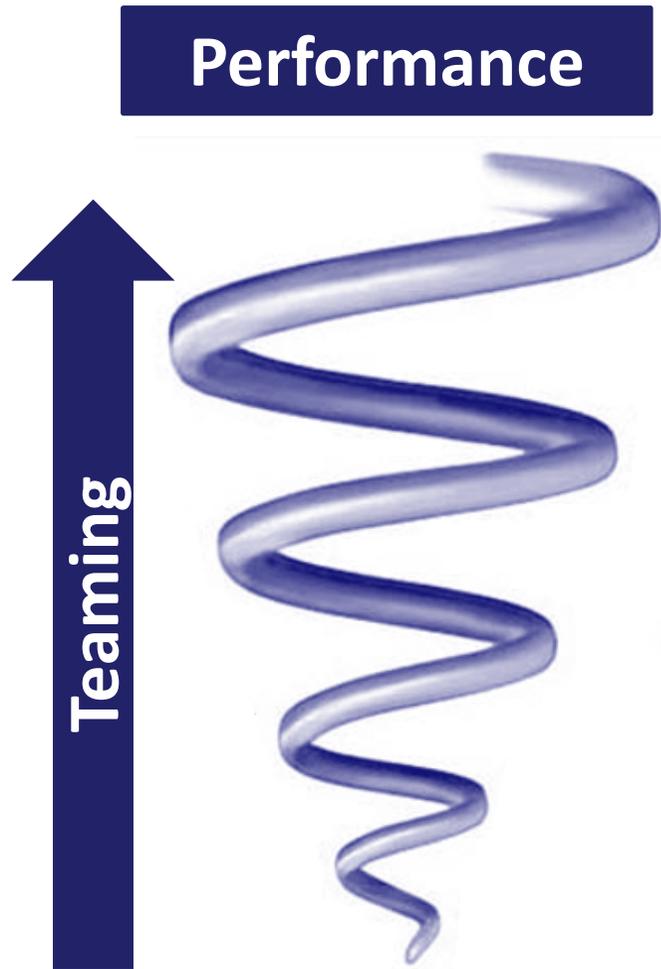


# Teaming as the Engine of Learning in HR-BPO

Clients shape their expectations depending on immediate needs, impetus for outsourcing and relevant experience.

Through the experience of team dynamics, client and vendor cultivate new ways working, reach for higher levels of performance.







## Expectations

- Discovery
- Hesitation
- Corporate mandate
- Imitation

## Team Structure

- Ad hoc
- “Interface” person
- Employed by client or vendor

## Team Dynamics

- Making it work
- Problem-solving
- Different org. cultures
- Internal politics

## Organizational Capabilities

- Stabilizing the process
- Trust in the vendor relation



### Expectations

- Cost minimization
- Precision, Timeliness, Zero-errors
- SLA reporting

### Team Structure

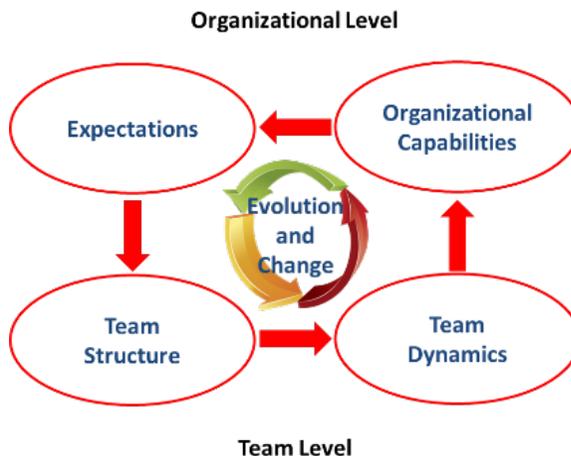
- SLA and KPI experts
- Engagement/satisfaction survey

### Team Dynamics

- Collaborative process redesign
- Data-driven decision making
- Proactive problem solving

### Organizational Capabilities

- Effective and efficient process management
- Managing Service Level Agreements (SLAs)
- Business agility



## Expectations

- Knowledge transfer
- Continuous improvement
- Process and service innovation

## Team Structure

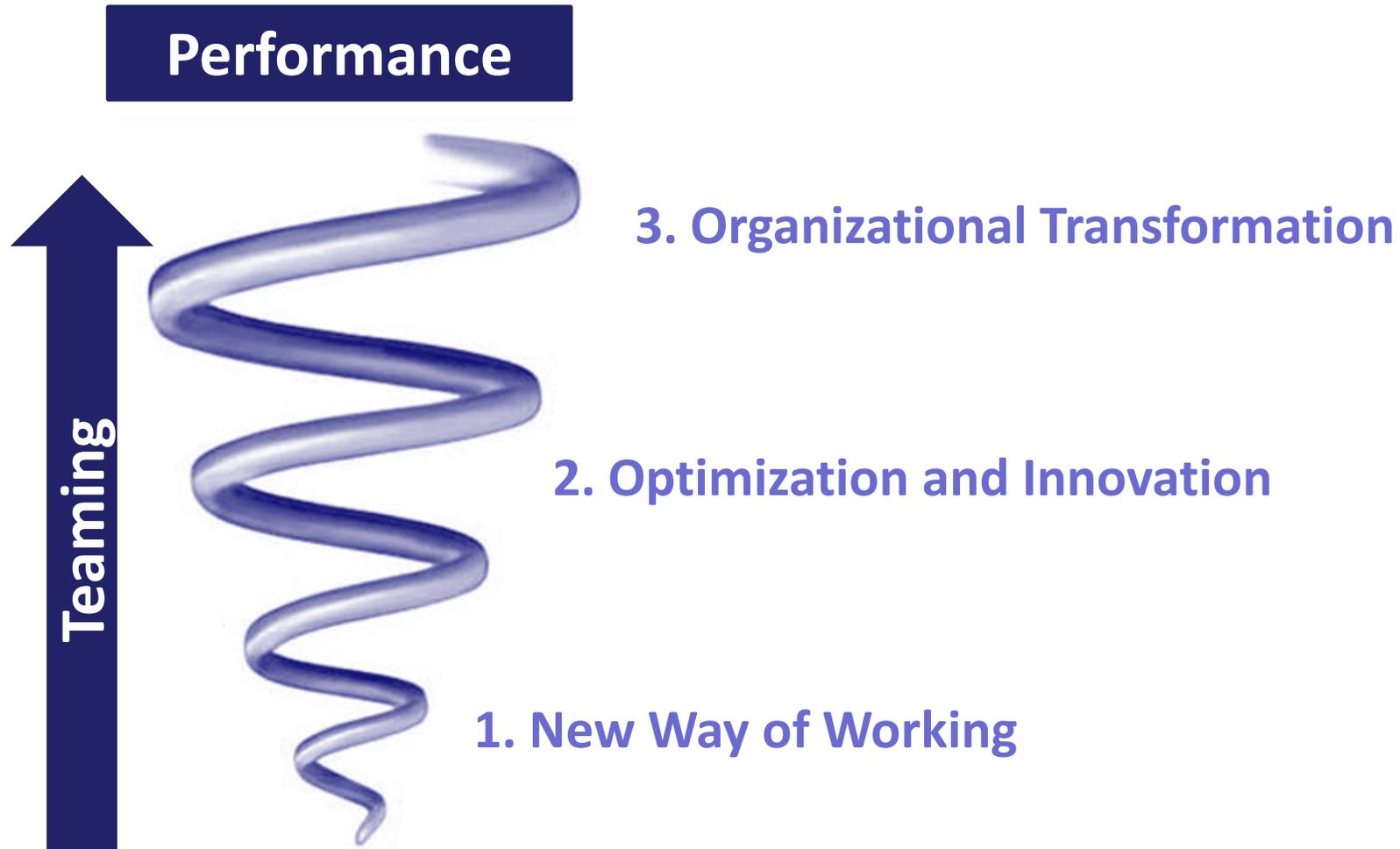
- Explicit Governance
  - Distinct roles and responsibilities
  - Decision making bodies
  - Coordination and escalation mechanisms
- Interfaces deep in client organization

## Team Dynamics

- Unquestionable adherence to the SLA
- Beyond the SLA
- Proactive opportunity identification

## Organizational Capabilities

- Enabling the strategic role of HR
- Looking over the horizon



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