



ELECTRONICS MANUFACTURER IMPROVES EMPLOYEE RELOCATION SUPPORT

STMICROELECTRONICS

/// CASE STUDY



With 43,000 employees in 31 countries around the world, STMicroelectronics (ST) frequently moves employees among Europe, Asia and North America. Since 1996, the company has relied on EDS, an HP company, to manage relocations – easing the burden on ST employees while minimizing costs.

CLIENT PROFILE

www.st.com

STMicroelectronics is the largest supplier of semiconductors in Europe, always striving to stay competitive in one of the world's most lucrative industries. With annual revenues approaching \$10 billion USD and approximately 50,000 employees, security and organization are top priorities.

Industry: Manufacturing

Founded: 1957

Headquarters:

Geneva, Switzerland

Business Need Addressed:

Productivity

"We're a difficult customer, and we made that clear to ExcellerateHRO before they took the business. They convinced us they were ready for the job and have proven it over time."

Manager of Strategic Staffing
STMicroelectronics

ST's booming business 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 offices in 72 locations around the world, its existing employees move frequently between countries to handle 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 realized it needed a company with the global resources to handle an increasing number of relocations.

EDS' global approach to staffing eased 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 cultural environment. 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.

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.

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

"Relocations go well beyond moving employees from one place to another. ExcellerateHRO consultants provide 24x7 accessibility to provide reassurance whenever a problem arises."

Manager of Strategic Staffing
STMicroelectronics

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 made it easier for the company to respond to changing business levels by redeploying its existing employees quickly. Today, ExcellerateHRO helps move an average of 400 ST employees annually - the majority of them across national borders. Consistently ranked as one of the top five global semiconductor manufacturers, ST's international staffing approach is clearly a big success.

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