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Accenture, Unilever, HR, Outsourcing, Contract

Accenture inks seven-year outsourcing contract with Unilever

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Accenture has successfully finalized terms to provide Unilever with a broad range of human resources services – from recruitment to payroll processing and performance management – in 100 countries under a business process outsourcing contract signed by both companies. The seven-year agreement will begin in July. Financial terms were not disclosed.

The agreement is designed to transform Unilever's HR operations and functions through greater efficiency and effectiveness as part of the company's "One Unilever" program. Accenture also will provide Unilever with a range of learning services. The scope of the work will cover Unilever's three geographic regions – Europe, Americas and Asia/AMET (Africa, Middle East and Turkey).

Accenture will provide services to nearly 200,000 employees in more than 20 languages from delivery centers in Bangalore, Manila, Dalian, Bucharest, Prague and Curitiba.

Under the HR portion of the contract, Accenture will provide recruitment, payroll administration, reward administration, performance management, workforce reporting, core HR administration and third party provider management services. In order to provide Unilever with these services, Accenture will deploy and manage critical HR software applications for the client. Under the learning portion of the contract, Accenture will provide content sourcing and development, program planning and delivery, learning system hosting, and management and administrative services.

Brussels-based ARINSO International was selected by Accenture to provide services for this contract. The contract between ARINSO and Accenture is worth close to EUR 90m, spans all seven years, and covers all the continents except North America. The agreement will establish Accenture as a Top 3 customer of ARINSO and the contract will generate important recurring revenue streams in the coming years.

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