



Facts, And Frequently Asked Questions (FAQ) for MetricNet’s HR Service Center Benchmark

Who can participate in MetricNet’s HR Service Center Benchmark?

Any organization that operates a human resources service center can participate in the benchmark. This includes HR service centers of all sizes, and from all geographies that are both insourced and outsourced.

How do I participate in MetricNet’s HR Service Center Benchmark?

1. Attend the online information briefing for the benchmark. [You can register here.](#)
2. Review the sample deliverables. You can download them [here](#).
3. Purchase your benchmark [here](#).

What is the timeline for the Benchmark?

Key dates will be discussed during the project kickoff meeting. We understand that no two organizations are exactly the same and the benchmark timeline is designed to accommodate each organization to the greatest extent possible.

MetricNet’s HR Service Center Benchmark is now active. Key steps for the benchmark are summarized below:

- **Project Kickoff Meeting**
- **Data Collection**
- **Benchmarking Comparison and Gap Analysis**
- **Process Maturity Assessment**
- **Strategies for Improved Performance**
- **Presentation of Results**

What will I receive by participating in MetricNet’s HR Service Center Benchmark?

Each HR service center that participates in the benchmark will receive:

- Project Participation Kit
 - Project Schedule
 - Data Collection Questionnaire
- Project Kickoff Meeting via GoTo Meeting
- Comprehensive Benchmarking Report
 - Project Overview and Objectives
 - Industry Background
 - Benchmarking Performance Summary

Facts, And Frequently Asked Questions (FAQ)

- Tabular performance summary of more than 20 KPIs
- Tabular summary of performance gaps for all KPIs
- Quartiles performance charts for each KPI in the benchmark
- Ranking on a two-dimensional Efficiency vs. Effectiveness Matrix
- Customized Balanced Scorecard
- Conclusions and Recommendations
- Detailed Benchmarking Comparison Bar Charts
- Live Presentation of Results and Q&A via GoTo Meeting

A sample benchmarking report can be viewed [here](#).

The project report will be produced in Microsoft PowerPoint and converted to Adobe PDF for distribution. The report is suitable for internal presentations to key stakeholders in your company who are interested in the results of the benchmark.

How does the data collection process work?

Each participating HR service center will be asked to provide their data in an Excel spreadsheet.

MetricNet will be available to provide guidance and advice on the data collection effort, and to answer any questions that you might have during the data collection process. More importantly, the completed data collection questionnaire will be reviewed with you to ensure accuracy, and to discuss any data that appears to be inaccurate or inconsistent.

How long will it take to prepare and submit my benchmarking data?

The time required to gather, assemble, and submit your service center data depends upon the accessibility of your data, and the experience level of the person responsible for gathering and submitting your service center data. We strongly suggest that data collection be assigned to someone in your organization who is very familiar with your HR service center, and who has access to all of the relevant HR service center reports and data sources.

The time required for you to gather and submit your data will vary depending upon the factors cited above. Those who have participated in MetricNet's benchmarks in the past have reported that it takes anywhere from six to ten hours to complete the data collection worksheet.

What is the due date for the data collection questionnaire?

Key dates will be discussed during the project kickoff meeting. We understand that no two organizations are exactly the same and the data collection process is designed to accommodate each organization to the greatest extent possible.

What are the fees to participate in the benchmark?

MetricNet's HR Service Center Benchmark is priced at US \$5,000 for one benchmark, and US \$7,500 for two benchmarks.