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Diligenta delivers Total Reward Statements

Diligenta, a company which specialises in the provision of business process outsourcing (BPO) services for the UK Life & Pensions industry, has introduced Total Reward Statements (TRS) for all 750 employees, through a partnership with full service flexible benefits provider, Vebnet.

Diligenta was established in 2005 as a UK subsidiary of Tata Consultancy Services, the world leading IT consulting services and BPO organisation. Currently the company supports the Pearl Group's life and pensions business and from May 2008 it will also support Sun Life Financial of Canada, a recently acquired new client.

Why TRS?

Diligenta operates within a highly competitive environment. Paper TRS were issued to all employees in a bid to highlight the sum total of their current benefits packages and demonstrate the true value of their Diligenta contracts. These are a fundamental strand of an evolving overall reward strategy.

TRS are also a great way of improving both employee (mostly call centre & administration based) understanding and access to more detailed information about existing benefits and new initiatives such as the introduction of voluntary benefits, childcare vouchers, give as you earn, referral bonus and 'recognition' policies.

Tony Hermitage, Reward Manager at Diligenta, has been delighted with the response to issuing TRS. "Introducing TRS to our staff has been well received and we are confident they will help support our retention policies and the recruitment of new employees, particularly relevant given the scale of our latest recruitment drive and the additional 250 employees transferring in to support the new client.

“Vebnet has enabled us to deliver a quick and accurate turnaround in the production of TRS, at the same time as developing a personal, considered and customised platform for employee communication.”

“We look forward to an ongoing partnership with Diligenta as we head towards phase two of this operation,” explains Marcus Underhill, Head of Consulting at Vebnet.

“Diligenta has already developed a sound strategy for developing rewards within its growing business and we have been able to develop a TRS programme which has complimented and enhanced this exercise.”

Diligenta is working towards the introduction of on-line TRS from August 2008 onwards and will be monitoring and reviewing progress with a view to developing a full scale flexible benefits programme in the future.

ENDS

Press enquiries

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About Diligenta

Diligenta is a UK based, FSA regulated subsidiary of Tata Consultancy Services (TCS), the world leading IT consulting, services and Business Process Outsourcing (BPO) organisation. Diligenta has been created by TCS to specialise in providing BPO services to the UK Life Assurance Industry. Diligenta is creating a ‘utility model’ in BPO, providing its customers with cost-effective yet flexible transformational solutions driving real business value.

About Vebnet

Founded in 2000, Vebnet (www.vebnet.com) is now a leading provider of technology and managed services related to total reward and flexible benefit programmes.

Vebnet can provide individual solution components or a full end-to-end service covering reward consultancy, benefit scheme design, communications, brokering, technology, helpdesk and outsourced administration. These solutions drive employee retention, empowerment and are key components in managing the cost of employee benefit provision for employers. Solutions are delivered through an employee benefits portal. These solutions are deployed both in the UK and worldwide.

Vebnet launched its FIX&FLEX® product in 2002 and was listed on AIM in 2003.

Customers include Centrica, Britannia Building Society, JPMorgan, PwC, EY, Swiss Re and Grant Thornton.