

# ETCETERA



## M & A

### Convergys Corporation

has completed its acquisition of **Avaya Inc.**'s global employee service operations. The closing also marks the "go live" day for Convergys to begin providing expanded human resources support services to Avaya's more than 17,000 employees throughout the Americas, Europe, the Middle East, Africa and Asia Pacific. Convergys will support Avaya from employee service operations in the United Kingdom, Russia, Israel, Singapore, Australia, China, India, Japan and the United States. Avaya is a leading global provider of communications networks and services for businesses. "Companies that operate globally have a need to provide their employees with consistent human resources services around the world," said Steve Rolls, Convergys Executive Vice President, Global Customer Management and Employee Care. "With this acquisition, Convergys becomes the first HR services provider to offer human resources service capabilities to multinational clients on a pan-regional basis."



## AWARDS

### BSI Management

**Systems**, in a joint statement with **HR Consultants,**

**Inc.**, announced HR Consultant's successful completion of the ISO 9001:2000 registration process. HR Consultants, Inc. is the first Human Resource consulting firm in the United States to achieve registration to ISO 9001:2000 by BSI and among the few companies in North America in the Management and HR consulting business to have formalized their quality program and been granted registration to the coveted international standard. The ISO 9000:2000 family of standards, released in December 2000 as the successor to ISO 9000:1994, is an internationally recognized quality management system standard developed by the International Organization for Standardization (ISO). To be certified to the standard, companies must implement a Quality Management System (QMS) that accounts for a range of company activities, including staff training, customer interac-

tion, meeting customer requirements, product design and development, purchasing materials and services, and delivering products and services. "In light of recent economic events and situations, it is critical that consulting firms guarantee deliverables and outcomes that follow strict ethical and best practice processes to meet client needs," comments Jonna M. Contacos-Sawyer, President/Consulting Principal. "The consulting firm image is in a delicate state and the bar must be raised to differentiate the best! Firms that demonstrate a formal and continued commitment to quality systems and continuous improvement will have a greater impact on client results." HR Consultants, Inc. provides management and human resource consulting and training services. All of the company's services are delivered as an integral part of a formalized Quality Management Plan that focuses on continuous improvement and uses client feedback to improve internal process and the competency of its consultants and support team. ■ **Dennis McGuire, President and CEO of TPI**, has been honored as **Ernst & Young's 2003 Entrepreneur of the Year** in the Business Services category for Houston for building a Houston-based, global enterprise on the premise of "honest answers, no strings attached." The award recognizes entrepreneurs who demonstrate excellence and extraordinary success through innovation, financial performance, and personal commitment to their businesses and communities. McGuire has modeled

this entrepreneurial approach with TPI by continually recreating business services to meet new and shifting trends, while delivering unconditional objective advice. This demonstration of commitment to the needs and success of clients continues to be the foundation of TPI's growth. "We've sustained profitable growth because our clients appreciate the value that an objective, unbiased analysis can provide when making sourcing decisions, and it's an honor to have our approach be recognized by a company with the strong reputation of Ernst & Young," said McGuire.

## DEALS

### Workscope, Inc.

announced it has been selected by **Yellow**

**Corporation** to provide

Web-based benefits enrollment and work/life events processing for its employees. "Yellow carefully evaluated many vendors who offer ASP hosted benefits enrollment systems and selected Workscope for their benefits knowledge and integrated solution," said Harold Marshall, Director of Human Resources for Yellow Corporation. "With Workscope, we can empower our employees with the ability to manage and process their benefits efficiently online anytime from work or home." At Yellow Corporation, Workscope's Web-based application will replace the organization's current paper- and Interactive Voice Response-based systems, and is expected to signifi-



## WEBSITE OF THE MONTH

**AMERICAN PAYROLL ASSOCIATION**  
Service and Support for the Payroll Industry

Home	Home	Home	Home	Home	Home	Home
Home	Home	Home	Home	Home	Home	Home

Professional Development  
Compliance Update  
2003 Education Seminars  
Full Training for CPA and FRG

### [www.americanpayroll.org](http://www.americanpayroll.org)

September 1 kicks off national payroll week, and there's no better place to learn more about it, or payroll information in general, than the American Payroll Association's Web site. This site has comprehensive coverage of all things payroll—current news, publications, certification programs and

seminars, and payroll resources, to name a few.

Those looking to outsource payroll functions will find a wealth of resources in the vendor section, which includes a vendor database, vendor links, and buyer's guide. Payroll specialists may find the press center or links area (with links to state and federal agencies) especially useful. APA members have online access to additional resources, list serves, and an online hotline.