



HR Managed Services

A future-proof and strategic solution for your HR challenges

In today's fast-paced business world, HR departments face the challenge to effectively and efficiently manage increasing demands, technological changes, and the urgent shortage of skilled workers.

With our HR Managed Services, we offer you a quickly available and future-oriented solution: By partially or completely taking over repetitive HR tasks to PwC, you can reduce your costs and improve quality while seamlessly digitising your HR processes. This gives you the freedom to focus on strategic HR topics, while we take care of your routine and administrative tasks efficiently, transparently and scalably.

We support you in your HR areas

Today, HR departments face a variety of challenges that affect the smooth running and efficiency of their processes. To provide you with the best possible support, we offer flexible solutions with three service models that can be tailored to your individual needs. In addition, our HR Managed Services take care of selected or complete recurring processes for you – efficiently, digitally and in an audit-proof manner – so that you can concentrate on your strategic tasks.

Our three service models for complete flexibility

1 Managed Capacity Services / Ad-Hoc Demand Coverage

We provide qualified resources and tools to support your processes. You retain full control while we ensure continuity and flexibility to meet urgent or short-term demands or bridge capacity gaps. We can also work directly within your existing systems.

2 Build-Operate-Transfer

We design, run and hand over a tailored solution aligned with your objectives. After optimising it, we transfer the fully operational configuration to your team, ready for scaling — particularly relevant for manual or outdated processes.

3 Full Managed Services

A fully Managed Service, typically over several years, in which clients can outsource activities from employee onboarding to offboarding and payroll to us. We take over the entire process and integrate it seamlessly into your operations, supported by SLAs and continuous improvements.

HR Managed Services to solve your challenges

Challenges for HR departments



Increasing shortage of skilled workers makes it difficult to fill vacancies in a timely manner



Increasing regulatory requirements



Overburdening existing resources during demand peaks, especially in administration



Outdated and multitude HR systems that don't communicate with each other



Undefined processes to ensure visibility, compliance, and control



Low influence on the predictability and availability of personnel resources, especially in dynamic times

PwC Managed Services Solutions

We roll up our sleeves and take over your processes, in short term or long term, on your existing technology or on our systems.

We not only take care of administrative processes, so always keep an eye on compliance, (tax) law and optimise the processes while we carry them out.

With our HR Managed Services, we can support and relieve your workforce operationally, so that your team can focus on strategic initiatives.

We help you select and implement modern solutions that enable smooth communication and data management - or we use our state-of-the-art technology.

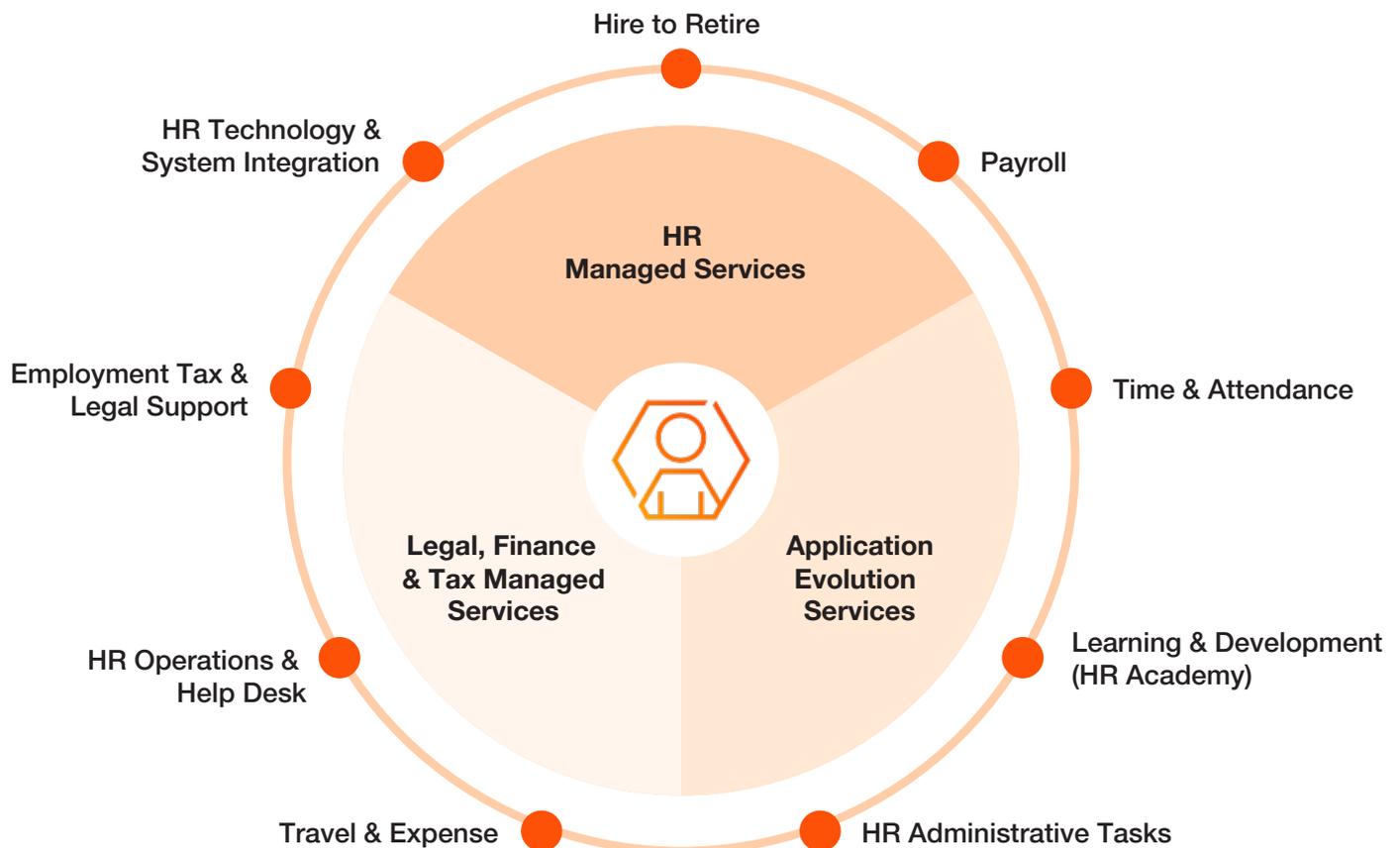
Our analysis and optimisation of your existing processes contribute to increased transparency and efficiency throughout the HR department

With our scalable solutions, we help you to effectively manage your resource requirements even in dynamic times.

Thanks to our scalable services and technological infrastructure, we can provide capacities and expertise in the short term as well as take over strategic HR processes in the long term and, for example, bridge personnel bottlenecks. The focus is always on quality and transparency. This can be implemented on your existing systems as well as on our system.

HR Managed Services along the employee lifecycles

Our services accompany you in all HR-related matters.



Benefits



Increased employee engagement

Efficient services, such as self-service portals and fast response times, increase satisfaction and trust.



Improved productivity

Relief from administrative tasks enables focus on strategically relevant topics.



Improved quality

The use of modern technologies and AI-supported processes ensure consistently high quality. Sources of error are reduced, processes are documented and employee satisfaction increases.



Reduced risk

Compliance and regulatory requirements in the HR area are continuously increasing. Through structured working methods and systemic controls, we help to identify risks at an early stage and to mitigate or minimise them.



Audit-proof documentation

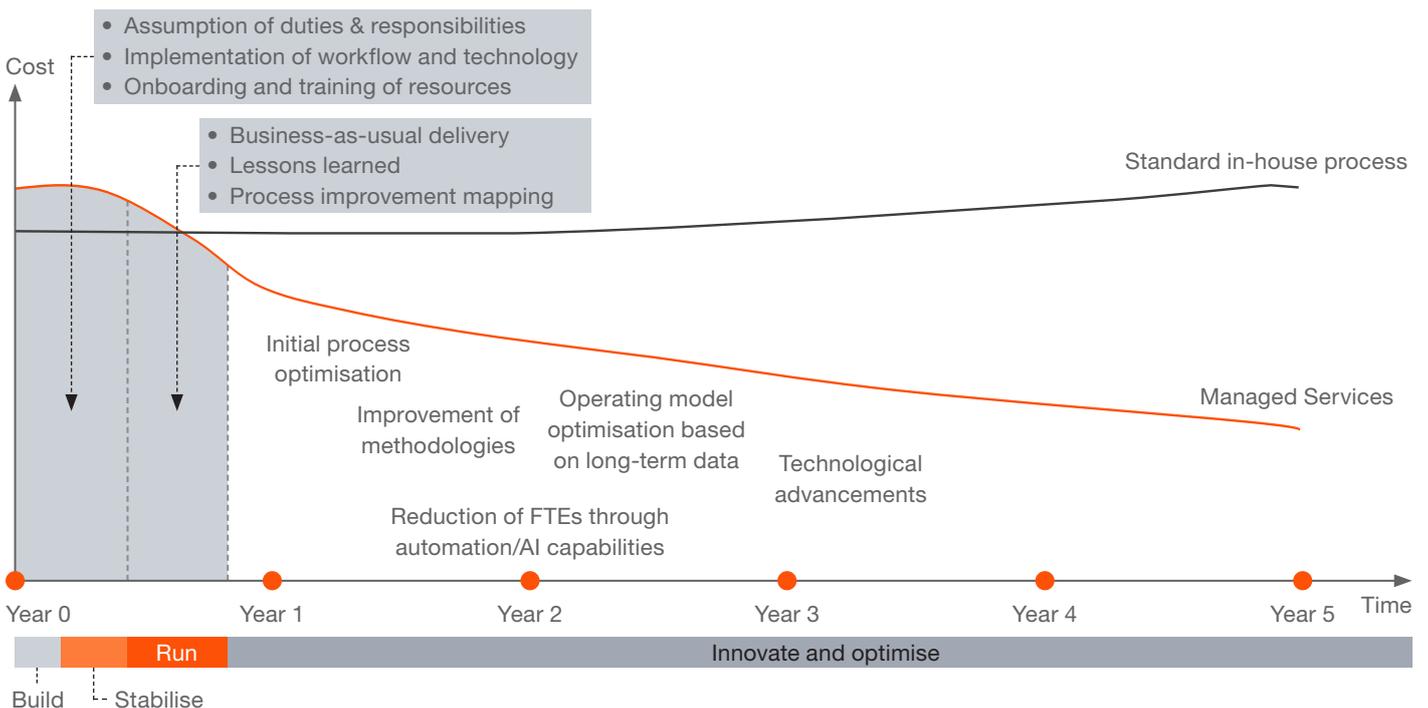
All process steps are carried out and documented in an audit-proof manner. This is achieved with in-depth expertise in HR, income tax, social security and employment law.



Cost savings

By using the right technologies and specialized HR teams, recurring activities can be standardised and automated – without compromising on quality. We make processes scalable for you.

Typically, clients already experience cost efficiencies during the first year of transition



What makes our HR Managed Services unique?

58.000 professionals

in our global network, having in-depth knowledge in the areas of tax, auditing and risk management and supporting complete process flows.

30+ strategic alliances

with top HR providers such as SAP, Workday, Oracle, Microsoft, Personio and Dayforce as well as with our own technological solutions.

67% of top-performing companies

use Managed Services to respond quickly to capacity constraints and support their strategic goals over the long term.

175 years

cross-industry experience with our strong trust and technology solutions.



Our services can be seamlessly integrated into your existing system and process landscape or mapped via our own platforms. In doing so, we rely on digital workflows, automated process monitoring and audit-proof documentation.

Modern processes and systems improve transparency and relieve your teams in their day-to-day business. We are your partner for all HR and payroll needs. With our comprehensive range of HR Managed Services, we support you in every phase and ensure smooth and secure processes.

Stephan Weber

Partner at PwC Germany & HR Managed Services Leader
stephan.weber@pwc.com
+49 1511 4711918



© 2026 PricewaterhouseCoopers GmbH Wirtschaftsprüfungsgesellschaft. All rights reserved. In this document, "PwC" refers to PricewaterhouseCoopers GmbH Wirtschaftsprüfungsgesellschaft, which is a member firm of PricewaterhouseCoopers International Limited (PwCIL). Each member firm of PwCIL is a separate and independent legal entity.

www.pwc.de