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## Convergys Corporation, Inc. Q1 2009 Earnings Call Transcript

### Question-and-Answer Session

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#### Operator

Thank you. (Operator Instructions). Our first question comes from Kevin McVeigh with Credit Suisse.

#### Kevin McVeigh - Credit Suisse

Great, thank you. I wonder if you could just talk a little bit about the comment relating to the HR Management. I just want to clarify, it seemed like there are couple of probable outcomes, one would be within and outside of guidance. Could you just clarify that a little bit?

#### Earl Shanks

Hi Kevin, this is Earl. I'm not exactly sure what your question is. Certainly, as with many things in business, there is a whole variety of potential outcomes.

We believe that likely outcomes are inside the guidance range that we provided but there are some of the outcomes, some things that could happen that would be outside the guidance range and that's all we were trying to express.

#### Kevin McVeigh - Credit Suisse

Okay. Probably I was just trying to clarify, it looks like there is an incremental \$9 million implementation cost. And then they talked about additional risks within the range of outcomes just trying to frame out what the potential exposure is within HR Management itself as we work with the year?

#### Earl Shanks

Kevin, again, as I said there is a variety of exposures on that and we've tried to take into account the variety of things that could go on there, as well as the variety of things that could go on in the information management and customer management.

And that provides balance guidance in total to put it into that range of \$0.90 to \$1.10. There is good and bad things that can happen in each of those businesses to get to that outcome.

#### Dave Dougherty

Kevin, it's Dave again. I just want to emphasize, we've modeled and looked at it closely and the most likely outcomes are in the earnings guidance range that we've given.

**Kevin McVeigh - Credit Suisse**

It's great. And Dave, it sounds like again you're continuing to make real nice progress in the pricing environment. Can you just talk about that where the success has been and how receptive funds have been to the pricing?

**Dave Dougherty**

Here we've had some success with some of our large clients in renegotiating the pricing. And principally I think that speaks when I talked about I'm very proud of what our organization is doing in terms of superior service delivery and superior operating performance.

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