

**Global Human Resources Augmentation[™].
A revolutionary new way to think about outsourcing, Sapient Global HRA represents the future of HRO.**

To manage the complexities of a global workforce, many companies turn to traditional outsourcing which, at its core, promises improved efficiency by handling administrative activities. While we recognize the need, we agreed with the marketplace that there had to be a much better way to deliver on the services. Thus was born Sapient HR Augmentation[™], or HRA.

A whole new way of thinking about HR Outsourcing, Sapient Global HRA serves as an extra hand, handling everything from onboarding and background checking, to global benefits administration, provider screening and more. By “augmenting” rather than “outsourcing” activities entirely, Sapient HRA provides all the benefits of traditional outsourcing (and more) while enabling our clients to maintain control of key HR functions in addition to visibility and transparency to the data.

This new service, available on a global basis and often for less than it would cost for the individual companies to handle the functions internally, was recognized as a Finalist for Best New Product or Service of 2008 by the International Business Awards.



Augmentation; Not Replacement

- Allows company to maintain total responsibility rather than cede it to vendor
- Avoids performance gaps, poor quality service, vendor oversight issues
- Augments administrative services instead of replacing them completely

The “In sourcing” of “Out sourcing”

- Works with a designated internal HR Administrator
- Clear roles and responsibilities identified
- Allows users to benefit from global administrative processing expertise to propel/complete major HR initiatives
- Available 24/7



Benefits of HRA

- **Knowledge Rich:** Services provided by SHRM Certified HR and Technical professionals, giving clients the knowledge base required by Human Resources and the technological know-how to implement every augmentation effectively.
- **Transparent and Fully Accessible:** Full visibility is granted with cutting edge technology to support the function, and 24/7 access is provided to all information based on the security roles established.
- **Cost Effective:** Pricing is based on employee range rather than actual number of records. That means that smaller organizations can access the same expertise as larger ones at a scalable and proportionate cost, and that growing companies do not automatically add cost each time they expand their employee base.
- **Proven:** Sapien Global HRA has been proven on a global basis and is easy to implement. Already in use by a host of clients of varying size, and at different stages in their corporate lifecycle, the proprietary Sapien Global HRA service has been put to the test and has demonstrated its ability to successfully augment HR functions.



Why Use Sapien Global HRA?

Cost and time efficiency aside, Sapien Global HRA has proven to be a valuable service to organizations of every size. Among its many benefits:

- Supports your existing staff
- Multilingual professional service
- 24/7 customer support
- Short and long term service
- Enables time for HR to focus on strategic initiatives

Sapien Global HRA is structured to handle a host of Administrative HR services including Benefits Augmentation, Compensation Augmentation, Leave Augmentation, Performance Augmentation, Absence Augmentation and more. With no one set formula or delivery set, we offer clients a customized combination of services resulting in a superior HR solution at reduced costs.

Sapien Global HRA™ Services Overview

Sapien premium services give clients access to a host of services during and after implementation of the Sapien software program. These include:

- “Top Seven” Process Document Creation
- Dedicated phone number available 24/7/365
- Guidance with Data Integrity Initiatives
- Individual training and refreshers for up to 2 people per session
- Transactional processing such as entering new hires, terminations, updates, etc.
- Report generation & metrics

Specific augmentation functions available from Sapien Global HRA include the following:

Administrative HR Augmentation Services include:

- New hire processing (on boarding)
- Background checks
- Coordination with Facilities & IT
- Terminations
- Including RIF or unemployment assistance

Global Benefits Augmentation Services include:

- Open enrollment
- Qualifying event
- New hire enrollment
- COBRA support
- Vendor billing reconciliation
- QMSCO (divorce benefits administration)

Absence Augmentation Services include:

- International calendars per region
- Regional plan configurations
- Paid time off plans
- Vacation plans and tracking

Compensation Augmentation Services include:

- Position changes (promotions, transfers)
- Layoffs, reduction in force
- Payroll administration

Leave Augmentation Services include:

- STD, LTD, and Maternity
- Leaves of absence
- Intermittent FMLA

Performance Augmentation Services include:

- Performance/Development Plan creation & tracking
- Development/Learning management linkages
- Annual Plan review & configuration

For more information, contact Sapien at 1-866-E-SAPIEN (1-866-372-7436)

Founded in 2005, Sapien is one of the most progressive, competitive and innovative providers of on-demand HRMS and HCM software resources, and of Human Resources Augmentation™ (HRA) services, and is emerging as the leader in the global evolution of HR solutions. Built on the SaaS platform, Sapien combines comprehensive HR management and planning functionality with the latest Internet and workflow technologies to help transform the way companies manage their HR functions. Sapien services a worldwide client base from its headquarters in Morristown, NJ. More information is available at www.sapiensoftware.com