

Industry

SABIC Innovative Plastics supplies information, technology, and advanced materials solutions to meet global customer needs.

Number of Employees

10,500 as of October, 2008

Number of Countries

25+

Challenge

How to create a truly global HRMS and employee self-service system that could work with multiple language character sets and could link with a host of country-specific payroll systems, quickly and efficiently.

Solution

Sapien on-demand global HRMS interfacing with multiple benefits provider feeds and multiple payroll providers, augmented by Sapien premium support services.

Quote

"Few, if any, HR solution providers could deal with the language complexity, connectivity challenges and time demands of a company like SABIC. Sapien understood the need and delivered against every aspect of it."

Company Profile

SABIC Innovative Plastics, a business unit of Saudi Basic Industries Corporation (SABIC), was founded in September 2007 with the acquisition of GE Plastics. SABIC Innovative Plastics is a leading, global supplier of engineering thermoplastics with a 75-year history of breakthrough solutions that solve its customers' most pressing challenges. Today, SABIC Innovative Plastics is a multi-billion-dollar company with operations in more than 25 countries and over 10,500 employees worldwide. The company's extensive product portfolio includes thermoplastic resins, coatings, specialty compounds, film, and sheet. SABIC Innovative Plastics (www.sabic-ip.com) is a wholly owned subsidiary of Saudi Basic Industries Corporation (SABIC), one of the world's top five petrochemicals manufacturers.

Situation

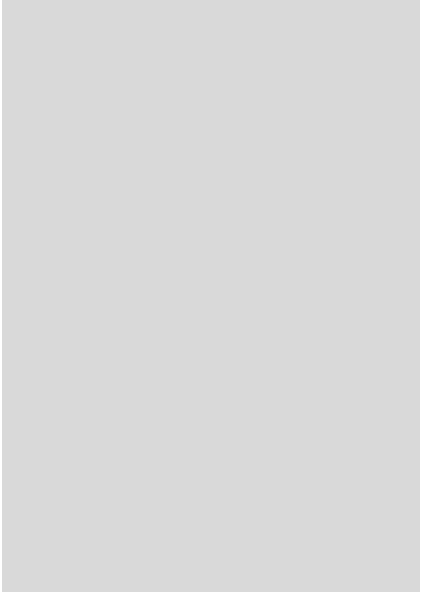
When SABIC acquired GE Plastics, the Company left behind its installed HRMS system and its established links to its old payroll providers, data warehouse, and more. As is true in all acquisitions, time was of the essence with tens of thousands of records to be migrated from the old HR platform to a new one, and the same thousands of people to be paid without interruption. Confounding the situation, the global footprint of the company was expansive, and language implications existed as not all countries used single byte/single character languages. Thus, the multi-lingual aspects of the solution were critical.

HR Solution Selection Criteria

- Complete system replacement
- Global capabilities in HRMS and Employee Self Service
- Need to link with multiple new payroll service providers in the US, The Netherlands and China
- Technical integration capabilities with downstream business systems and with existing data warehouse
- Turnkey system for company; fast implementation
- Quality customer service available during global business hours
- ASP or externally hosted solution

Solution

The Sapien SaaS solution, brought global HRMS and Employee Self Service to SABIC. Importantly, the latest version of the Sapien software accommodated single byte, double byte and triple byte language characters, providing the single, double or triple storage that these languages, particularly Mandarin, required. This allowed for employees to view screens in English while entering and storing data in their native Mandarin Chinese.



In addition, Sapien built interfaces to three different Benefits providers and to three payroll providers to accommodate US Payroll and separately, to link in to the Ceridian International system in The Netherlands and in China. Self-service, expected to go live in December 2008, will be able to accommodate language so as to best serve the specific needs of each country.

Finally, Sapien Human Resources Augmentation™ is included to provide dedicated customer service at the Premium Support level for 120 hours per month. This support initiative, important to most companies but critical for one in transition, has proven incredibly valuable to the SABIC team.