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FLIGHT FOR CARE

The soaring cost of healthcare has led some Americans to seek treatment overseas, but many employers remain skeptical.

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CAUGHT IN A VISE

Too many American workers are being used and abused by their employers, according to the author of a new book.

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Human Resource Executive®

THE ECONOMIC DOWNTURN HAS MADE U.S. COMPANIES MORE ATTRACTIVE ACQUISITION OPTIONS FOR OVERSEAS ORGANIZATIONS, WHICH COULD MEAN SOME SIGNIFICANT CULTURAL CHALLENGES FOR HR.



Answering to Forces Abroad

JEFFERY MANGIAT

BY SCOTT FLANDER

Don't know much about geography? You might want to start learning. With the declining value of the dollar, there's been a fire sale on American companies lately. HR leaders have been coming into work and discovering they have new bosses who don't speak the language—sometimes literally. And experts predict that despite the global economic turmoil, corporate America will continue to be **continued on page 22**

HR TECHNOLOGY



Tech for a New Venture

InfoPrint Solutions Co., created in June 2007 through a joint venture between Ricoh and IBM, brings to market the advantages IBM and Ricoh have in the development, manufacturing, marketing and building of strategic solutions for customers, creating a growth-oriented global enterprise that is strategically focused on the output market. The InfoPrint Solutions Co. portfolio includes solutions for production printing for enterprises and commercial printers as well as solutions for office workgroup environments and industrial segments.

The company offers customers the highest quality output solutions that optimize productivity by providing efficient workflow and, at the same time, delivering low cost of ownership and high return on investment. The heritage of InfoPrint Solutions Co. includes the development of the IBM Advanced Function Presentation Architecture—now an industry standard—and Intelligent Printer Data Stream, which has since become the standard for mission-critical business printing. The company also leads the industry in print management solutions with both InfoPrint Process Director and InfoPrint Manager.

Headquartered in Boulder, Colorado (the former headquarters of the IBM Printing Systems Division), InfoPrint started with 1,200 employees around the globe and has since grown to approximately 2,600 employees.

The InfoPrint joint venture would begin on day one without access to any of the HR processes and systems upon which the company had relied when it was two separate business entities. A completely new HR infrastructure that could handle payroll, benefits, personnel data, talent management and more had to be instituted in a matter of months, without sacrificing functionality, precision or security. Importantly, this new infrastructure needed to operate in 38 countries while also being one that could grow with InfoPrint as the joint venture grew and evolved into a fully-owned subsidiary of Ricoh.

Selection Criteria

- Complete system replacement
- Global capabilities in HRMS and talent management
- Link with new payroll service provider
- Technical integration capabilities with downstream business systems
- Add modules as company and needs grow
- Turnkey system for company; fast implementation
- ASP or externally hosted solution

The Sapien SaaS solution, combining HRMS and talent management on one global platform, was selected to support this joint venture. The Sapien system served, and



continues to serve, as the epicenter and global hub for InfoPrint, interfacing with at least six different systems and was deployed and operational in the required tight timeframe. Sapien gathered and processed all employee information and continues to provide premium support to InfoPrint through the Sapien Human Resources Augmentation services. InfoPrint has since expanded its talent-management modules with Sapien including performance management and compensation planning (merit and bonus), and extended its HRA services to provide total-system support for all users including employees, HR administrators, managers, regional managers and more.

As a key selection criteria component, the ability to integrate other InfoPrint systems was critical to the success of the project. Sapien provided integration points to multiple key business systems including badge, payroll, commission, data hub and other consumers of HR data.

According to InfoPrint's Director of Worldwide Human Resources Operations Melanie Phares, "The ability to integrate an externally hosted solution to other key business systems has proven out the model and has provided tremendous integration value. While our decision timeframe was a short one, the decision to use Sapien was a long-term one, and one that has proven to be right for us as we have continued to grow."

Founded in 2005, Sapien Software is one of the most progressive, competitive and innovative providers of on-demand HRMS and HCM software resources, and of Human Resource Augmentation 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, N.J. More information is available at www.sapiensoftware.com.

HIGHLIGHTS

Organization: InfoPrint Solutions Co.

Headquarters: Boulder, Colo.

Primary Business: InfoPrint Solutions Co. (InfoPrint) is a leading provider of output solutions for businesses large and small.

HR Training Challenge: How to manage through a global joint venture and be up and running with full HRMS, payroll and key talent-management tools in a matter of months.