

**Global Human Resources Augmentation[™].
A revolutionary new way to think about outsourcing, Sapien Global HRA represents the future of managed service support.**

To manage the complexities of a global workforce, many companies have historically turned 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 the services. Thus was born Sapien Human Resources Augmentation[™], or HRA.

A whole new way of thinking about HR Outsourcing, Sapien Global HRA serves as a readily available extra set of hands, assisting with everything from onboarding and background coordination, to global PTO and absenteeism, system administration, and more. By “augmenting” rather than “outsourcing” activities entirely, Sapien 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 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 by the International Business Awards.



Augmentation; Not Replacement

- Allows company to maintain total responsibility rather than cede to vendor
- U.S. sourced and managed; multi-continent teams minimize downtime
- Avoids performance gaps, poor quality service, vendor oversight issues
- Augments administrative services instead of replacing them completely

The “Insourcing” of “Outsourcing”

- 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



Global 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 established security roles.
- **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 used 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 augment a host of Administrative HR services in addition to Benefits, Absence, Compensation, Leave, Performance, 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.

For more information: contact@sapiensoftware.com

Sapien is the most progressive, competitive and innovative provider of HR software for the global mid-market with unparalleled expertise in divestitures. Built to evolve as companies evolve, Sapien is intuitive, rapidly customizable and proven, delivering the functionality, versatility and affordability that mid-market globals need. Led by industry veterans and designed to be right for now and tomorrow, Sapien is multi-lingual, multi-currency, and payroll/benefits agnostic. Our proprietary Human Resources Augmentation (HRA) managed services offering adds an additional layer of support to every client, and is available globally. More information is available at www.sapiensoftware.com

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.
- Custom report generation & metrics

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

Administrative HR Augmentation Services:

- New hire processing (onboarding)
- Background checks processes
- Coordination with Facilities & IT
- Termination processing within the platform
- Including RIF or unemployment assistance

Global Benefits Augmentation Services:

- Open enrollment
- Qualifying event
- New hire enrollment
- Vendor billing reconciliation

Absence Augmentation Services:

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

Compensation Augmentation Services:

- Position changes (promotions, transfers)
- Processing of layoffs, reduction in force within platform
- Payroll administration

Leave Augmentation Services:

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

Performance Augmentation Services:

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