

Workscope Global Capabilities

Workscope's flexible, configurable solutions support multiple languages, currencies, and regional differences in compensation, performance, and manager self-service to meet the dynamic needs of global organizations.



The Challenge

Effective talent management is a particularly complex and challenging undertaking for multinational organizations. In today's global business environment, managers may be required to carry out performance management and compensation planning for direct reports located around the world. That's why you need talent management systems that can support multiple languages and currencies, as well as regional budgets, performance processes, compensation practices, and compliance requirements. At the same time, you need talent management solutions that enable centralized HR control without compromising end-user flexibility.

The Solution

Workscope's talent management solutions are designed to support the needs of organizations ranging from regional companies to large, global enterprises. Our solutions facilitate global performance management and compensation planning with built-in support for multiple elements, languages, currencies, and international date/time formats. Workscope solutions provide robust currency conversion for both employee data and budget data — each of which can be changed independently — as well as cross-calculation between annual and alternative salary period (monthly, bi-weekly, etc.) to ensure accurate, consistent compensation planning and reporting on a global basis.

Managers often need additional country-specific information — like statutory wage increases — in order to make informed compensation and performance decisions. Workscope solutions can uniquely display the country-specific information managers need to plan compensation appropriately and reward employees fairly. They even give managers the flexibility to plan compensation in an employee's local currency and reconcile budget/pools in a benchmark currency.

With Workscope solutions, HR administrators can enter country- or business unit-specific budgets for both variable and base pay. They can also enter country- or business unit-specific guidelines to support a given budget — an important but often overlooked requirement — to accommodate regional differences without sacrificing centralized control.

The Advantages

Multi-Language Support

Workscope's talent management solutions support 10 standard languages and can be configured to support virtually any language to satisfy client-specific requirements. To date, Workscope has configured its applications to support over 70 languages for multinational clients. Standard languages include:

- French Canadian
- Portuguese
- Italian
- English
- French
- German
- Spanish (EU)
- Spanish (Latin American)
- Japanese
- Simplified Chinese

Workscope solutions automatically read each user's language preference — as set in the Web browser — and convert all user interface elements to the preferred language if available. Workscope can typically add support for additional languages in just a matter of weeks. In addition, Workscope's Communications Practice can provide employee communications — including compensation notices — in multiple languages to meet the diverse needs of a global workforce.

Multi-Currency Support

Workscope solutions provide the ability to view currency amounts in an employee's native currency, a manager's planning currency, and a company's currency of record — whether it be dollars, Euros, pounds, yen, or any of hundreds of supported currencies. Our compensation planning application can accept currency conversion rates for every currency in use across the globe today and apply them automatically based upon each user's preference.

Local Requirements Support

Workscope solutions can be configured to support the requirements of different regions around the world, whether those requirements are based on language, currency, culture, system availability, or local business processes.

Control Over Budget Roll-up

Budgets from different regions can eventually roll up into master budgets at a corporate level. Workscope compensation solutions enable different pay elements, such as a bonus program for one country and a car allowance for another, to share a common budget so compensation usage can be tracked at a global level.

Hosting Capabilities

A Choice of Global Data Centers

Workscope has five fully functional data centers operating in the U.S. (Boston (2) and Atlanta), Frankfurt, Germany, and Hong Kong, China with a 24 x 7 x 365 operations design. Our technology infrastructure and component-driven network architecture are built for rapid expansion and provide full failover for disaster recovery. Our four production data centers — completely separated environments with full network, systems, and application redundancy — provide proactive infrastructure monitoring and notifications to ensure optimal performance and data integrity.

Data Privacy Compliance

Data privacy is vital when dealing with HR information. Some countries even limit which employee information can be displayed for confidentiality reasons. Workscope talent management solutions are in full compliance with regional data privacy regulations. Data can even be stored within a physical region at one of our data centers located across the globe.

Scalable, Secure Technology

Workscope solutions leverage an open and scalable service-based architecture delivered from hosting centers that support ISO 27002 security standards and the needs of large and medium-sized enterprises. Because Workscope provides certified, secure hosted solutions, clients enjoy peace of mind that their applications are always available and their employee data is always safe.

Collaborative Client Relationships

Workscope views each new client engagement as the start of a long-term partnership that extends well beyond the initial implementation to ensure ongoing customer satisfaction. We recognize that the most successful client relationships are built through close collaboration and effective communications. That's why Workscope gives all clients — from mid-sized regional companies to large globe enterprises — the opportunity to participate in various councils and advisory boards. Participants provide our development and management staff with valuable input and feedback on our products and services to help drive continuous improvement. Advisory opportunities include:

Global Client Advisory Board

The Workscope Global Client Advisory Board (GCAB) is open to those clients with especially complex global HR environments. This board meets once a year to explore trends and changes — from the economy, through global health initiatives, to benefits coverage for multinational employers — that directly impact HR. GCAB members provide valuable insight and contribute to Workscope's strategic market direction. GCAB members serve a two-year term.

Client Advisory Board

The Workscope Client Advisory Board (CAB) is a rotating membership of eight to ten executives from a cross-section of Workscope client organizations. The group meets twice a year to discuss strategic issues facing the HR industry and to explore ways in which Workscope can best help clients meet emerging business challenges.

Industry Advisory Boards

Workscope sponsors three advisory boards designed to help us tap into the domain expertise of clients in specific industry segments. Each board meets twice yearly — once in person and once via the Web — to discuss industry trends and their impact on product and service requirements. Industry board members serve a one-year term.

Product Advisory Councils

Workscope product advisory councils are groups of clients who provide tactical input to help shape the direction of a specific Workscope solution. The members have detailed operational knowledge of the specific product and solution domain. Product advisory council participation gives clients visibility into the current and future plans for the product line and enables them to have an impact on the priorities and trade-offs associated with each release.

Each Workscope global client is supported by a team of professionals dedicated to helping your organization — either virtually or in person — to achieve maximum benefits from your Workscope solution. Your Workscope team consists of:

Portfolio Director

Senior benefits industry professional; leads portfolio of clients; serves as client advocate within Workscope

Client Engagement Manager

Collaborates with client on implementation methodologies; helps to establish project plan & milestones; assembles team & drives the project

Account Manager

Manages Workscope client deliverables, including status & transaction reports; leads audits conducted by Account Specialists

Account Specialist

Validates and reviews file interfaces and processing; monitors administrative procedures based on processing calendar; works with vendors and third party administrators; troubleshoots and resolves issues raised by call center, HR staff and vendors

Business Analyst

Ensures all client business rules are reflected in the functionality and implementation of Workscope solution