



HRSG BPO
Innovative BPO Solutions

Ensuring the Right Path to Your Success



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Business Partner

Your Partner in Business Process Outsourcing



Payroll. Time. Benefits. HR. All in One We call it Human Capital Management from HRSG BPO

HR Transformation today is driven by your capability to respond to change, optimize process, capitalize on technology, and ultimately make HR a strategic contributor.

HR is not simple but multifaceted, costly, constantly changing and the stakes are always high. Human Resources function touches a wide range of areas of your business: talent management, time and attendance, benefits administration, even payroll and expense management. That is not all! There are so many regulatory and legislative compliances that need careful handling too.

It's time to free you from HR business and focus on your core business. Take a moment and imagine what business would be like with::

- ▶ Lower expenses for Human Resources staff, infrastructure, and technology
- ▶ Human Resources teams freed up to focus on more strategic tasks
- ▶ Improved overall global operations through streamlined processes
- ▶ Access to accredited and tested technology platforms in the outsourcing industry
- ▶ Lower exposure to risk and compliance regulations

Doesn't seem possible?

This is all possible through engagement with just one SaaS partner, HRSG BPO, a subsidiary of HRS Global. Our HR BPO solution combines, processes, technology and dedicated service to supplement your in-house resources or we can act as your Human Resources department. Either way, we help minimize your administrative headaches, and our deep compliance expertise helps you mitigate regulatory penalties.

Enable HR transformation by leveraging Software as a service (SaaS) and our experience-based model to elevate the delivery of your HR services.

Today, end-users' expectations of HR are influenced by the immediacy of many online and app-based transactions that exist in the consumer market. SaaS creates a new paradigm for human resources—one that leverages the cloud to enable transformation and add strategic value. With our SaaS, end-users have immediate access to information, intuitive interfaces, and true mobile capability without paying endless annual system updating costs and their consequential customization bills.

www.hrsglobal.com



HRSG BPO
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With HRSG BPO, Payroll is fast, easy, accurate.

Your business just needs payroll but you could be doing more with your payroll. And your payroll could be doing more for you. Faster and easier payroll that unlocks insights, improves compliance, and drives towards comprehensive human capital management. Payroll is not just about paying your people. It is time for you to consider all parts of your business that touch - and is touched by - your payroll functions, instead of being engaged in preparing payroll.

Payroll with HRSG BPO means:

- ▶ Vast reductions in time, effort and money spent on payroll administration
- ▶ Expertise in employment-related Tax and Compliance matters
- ▶ Lower risk of legislative compliance issues and penalties
- ▶ Putting payroll into the hands of employees, wherever they are

Key Features

- ▶ End-to-end payroll processing, whether on-board employee or those exiting, from calculations to disbursement.
- ▶ Payroll compliance management not just to the extent of deduction to disbursement of legislative levies including income tax, ESS etc. to local / federal authorities, but monthly and annual filing / reporting compliance as well.
- ▶ Multiple payrolls processing, facilitation to segregate payroll based on wage type, frequency, level, location etc.
- ▶ Access to MIS | reports, from payroll summary to detailed month on month reconciliation, employee grade and department wise on a weekly, monthly or daily basis in addition to 24/7 access on Decibel HCM via Employer portal.
- ▶ Employee access to pay slips via DECIBEL HCM and / or on-site delivery as required, along with Email and SMS alerts.
- ▶ Monthly voucher for payroll accrual and assistance with internal and external audits.
- ▶ System and data consolidation to enable better tracking and auditing.

Whether you mark it local or single-process, bureau or managed service, multi-country or global payroll - Payroll is HRSG BPO's core area of expertise. HRSG BPO global payroll outsourcing services managed on Decibel HCM creates a greater HR process optimization and improved global Hire-to-Retire service delivery efficiencies.

Get beyond the pay check mentality. Discover how payroll can be a catalyst for business transformation with payroll supported by our 20+ years of experience.



With HRSG BPO it's simple and accurate - we transform attendance and absence from a basic requirement, to a strategic necessity.

Attendance Management

Tracking who's working, when and how much isn't just a hassle - it can be a nightmare. But it doesn't have to be. Imagine a world where global tracking time and attendance isn't just good management but the foundation for unlocking your potential and making smarter decisions. It's time now that you enable attendance and absence management to go beyond time clocking, so instead of talking about tracking tools, let's talk about strategic goals.

From simplicity of attendance in a service sector to the most complex industrial situation of round the clock shifts or to a health industry where countless roster management take into effect, HRSG BPO's Time and Attendance tracking tools help you manage your workforce and track employee time and attendance more efficiently.

Attendance with HRSG BPO means:

- ▶ Track employee attendance with actual and provisioned roster
- ▶ Controlling costs
- ▶ Reduced administrative burden due to ever changing laws and regulations
- ▶ Enhanced productivity
- ▶ Higher employee engagement
- ▶ Faster decision making via periodical alerts

Key Features

- ▶ Flexible Time Collection Methods, Biometrics, Barcode, Electronic register etc.
- ▶ Tracking time and attendance
- ▶ Managing shifts and leaves
- ▶ Scheduling so you're covered when you need it
- ▶ Analyzing and reporting on your labor force
- ▶ Mobilizing time tracking and staff management
- ▶ Centralized attendance management
- ▶ Full range of reporting being part of subscription

Continued on back side

Absence Management

Managing leave requires precision and expertise in several areas, including legal compliance, employee eligibility, and payroll coordination. All of this activity can combine to create a big drain on your organization's resources. If leave of absence is managed incorrectly, then your organization can face issues of non-compliance, and your work force may assume human resources practices as being unfair or biased.

Absence Management with HRSG BPO means:

Whether you are a service provider or managing an industry, HRSG BPO can help you administer your company leave policies and compliance in both paperless or hybrid environment not limited to:

- ▶ Annual Leave | Paid Time off | Privilege Leave
- ▶ Maternity | Paternity | Compassionate
- ▶ Casual Leave | Short Leave
- ▶ Sick Leave
- ▶ Pilgrimage Leave
- ▶ Compensatory Leave

Key Features

- ▶ Auto calculations based on leave eligibility as per legislation and employer policy on a worker's years of service, hours worked and other legal criteria
- ▶ Accurate tracking of, paid and unpaid leaves so workers receive the right amount of leave
- ▶ 24/7 access for individual workers, their supervisors and HR professionals via web and mobile tools.
- ▶ Reporting tools to oversee leave activity and identify patterns of abuse
- ▶ Consultative implementation process and tools, along with best practices to help you meet your compliance obligations

Our tools, backed up by our unrivalled support and expertise, will transform how you track attendance and absence, and what it means to your business.



Streamlined, integrated, accurate benefits administration.

Benefits administration should work to fit in with your overall company strategy and culture. Simpler, more effective benefits administration is good for you and your employees. Imagine having simplified, automated benefits administration and the flexibility to choose and pay for only what you want. We don't think you will be willing to accept anything less? HRSG BPO's benefit administration focus is on the following processes:

1. End of Service Benefits Administration (Pension, Gratuity, Provident Fund, Employee Old Age Benefits, Social Security)
2. Health & Life Medical Benefits Administration (Outpatient, Hospitalisation)

Benefits Administration with HRSG BPO means:

- ▶ Reduce the time, energy, paper and headcount associated with administering benefits programs
- ▶ Lower the cost of educating your workforce about their benefits
- ▶ Put you on the road toward achieving higher employee satisfaction
- ▶ Deep knowledge of legislative requirements
- ▶ Support of professionals to handle whatever benefits service issue you throw at them

Key Features

- ▶ Retirement benefits management i.e. Provident fund, gratuity, Pension fund or Employee Old Age Benefit, from administration of transactions to financial statements, trial balance, vouchers, and profit allocation to access of member register for both you and employee
- ▶ Health benefits, whether policy compliances for claim management or life insurance administration through auto-integration of employment updates with payroll
- ▶ Facilitation for claim coordination with insurance company and availability of updated online status.
- ▶ Automated registration with EOBI for you and employees.

All in a paperless environment!

It's time you got as much out of your benefits plans as your employees do. Time to automate, simplify, integrate. Time to rethink benefits administration.



We are your virtual back office...

The reality is that we're no longer living in a 9-to-5 world. The day-to-day realities of life often get in the way of your employees' ability to call for benefits support during regular business hours. HRSG BPO's HR Service Centre is available 24/7. It's there to respond to issues that employees cannot address using HCM or self-service options.

HR Service Centre with HRSG BPO means:

- ▶ Connectivity with HR 24/7; not just through DECIBEL Chat which is an internal communicator within organization but also Virtual HR Connect centre where employees can discuss their matters LIVE.
- ▶ An extension of your HR department, so your employees feel as though they're talking with someone from your organization, not a third-party help line
- ▶ Interaction with knowledgeable and experienced service professionals who deliver exceptional service ensuring simple guidance to diversified workforce
- ▶ Resolve the caller's question or issue completely
- ▶ Measure HR service excellence based on analyses of true customer satisfaction

Key Features

- ▶ Efficient management of HR Operations with increased customer satisfaction.
- ▶ Helping team members get a quick glance of their outstanding tickets with target time and assist them to priorities work.
- ▶ Helpdesk Call Centre performance could be evaluated for training needs, if any
- ▶ Identifying reporting trends in service volumes and issues at meaningful level

Chase for you and employee is over - we keep you connected



The complexity of managing workforce, simplified.

Your workforce helps you earn money. But it's also costing you a ton of money. So here's the million dollar question: how can you maximize the value of your people and minimize what you spend on managing them? We transform your inputs to valuable outputs that enhance decision making through HR analytics.

Workforce Administration with HRSG BPO means

- ▶ Manage workforce and business effectively and efficiently with best-practice processes and innovative, intuitive tools.
- ▶ Hassle free employee data management through employee Self-service platform
- ▶ Improve quality and speed of HR services
- ▶ Reduce operational costs and carbon footprint
- ▶ Ensure a single source of truth for all employee data

Key Features

- ▶ Explore Self-Service Options:
 - Personal information, including contact details
 - Work Experience and Education Profile
 - Dependents information
 - Beneficiary information for retirement benefits
 - Employment profile with identification of line manager
- ▶ Training profile
- ▶ Explore HR data analytics for turnover, organization profiling based on qualification and level, employee diversity and headcount.



Doesn't need to be so difficult anymore

We agree there is nothing more tedious and transactional than administrating expense reimbursements of employee claims e.g. fuel, travel etc. only if you are managing it on your own. We not just simplify this for you but through individual details to big picture trends, bring you on top of information through instant visibility of cost incurred on employee expenses.

Expense management with HRSG BPO means:

- ▶ Determine the true cost of doing business
- ▶ Learn where and with whom spend is happening
- ▶ Manage high transaction volumes easily and economically.
- ▶ Eliminate time-consuming, labor-intensive, and mistake-prone manual processes.
- ▶ Consistently and effectively enforce expense policies and ensure compliance.
- ▶ Significantly speed up the reimbursement process.
- ▶ Leveraging technology to remove expense reimbursement complexities in a paperless environment

Key Features

- ▶ Travel planning from booking to lodging to travel claim reimbursement
- ▶ Automated management of expense claims with policy checks
- ▶ Informed claim management through email and SMS alerts
- ▶ Expense management reporting from individual claim reimbursement tracking to holistic view of the organization

Our expense management solution covers all kinds of employee related reimbursements not limited to the following :

- ▶ Travel
- ▶ Mobile Bills
- ▶ Fuel
- ▶ Vehicle maintenance
- ▶ Entertainment
- ▶ Subscriptions



Simplify and automate your talent management program

Good talent management solutions mean being able to find, grow, align and keep your employees. It's time to align talent with strategy so your business - and your people - can scale new heights. Take a smarter, more effective approach to talent management and let us help you develop your employees so both you and they grow together in the long run. HRSG BPO's Talent management services focus on the following processes:

1. Recruitment Process Automation or Outsourcing
2. Performance Management

Talent Management with HRSG BPO means:

- ▶ Recruiting your future workforce in a way that helps increase hiring speed, improves candidate satisfaction, and strengthens employment brand while simultaneously helping to reduce cost, risk and administrative burden, with an industry-leading technology that can be provided as a standalone solution or as part of a Recruitment Process Outsourcing (RPO) solution leveraging HRSG BPO's recruiting experts
- ▶ Better recognizing of who you should hire with better screening and selection tools and practices
- ▶ Keeping talent on track with performance management system that measures employees' progress against your company's larger vision
- ▶ Having a plan and a process for dealing with organizational change through good succession management
- ▶ Proven performance management tools that fit your organization culture perfectly. Using talent management solutions as a foundation for improving your overall Human Capital Management

Key Features

- ▶ Automation of recruitment process
- ▶ Goal setting, periodical reviews, 360-degree feedback, competency library, year-end reviews best suited to your organization.
- ▶ Onboarding, exit interviews, confirmation reviews etc.
- ▶ Automated administration of organization structure and letter management

Simplify and automate your talent management solutions, and help unlock the power of your employees



Dedicated to Service Delivery Excellence

With over a decade of HRO experience, we have proven processes, technology, experience, knowledge and best practices of re-engineering for maximum efficiency. With HRSG BPO, you can choose from a full range of HR business process outsourcing (HR BPO) solutions that are flexible, scalable, integrated and truly global.

We offer HR Outsourcing in different flavors, following a 3-tiered service delivery model. Our outsourcing services range from OnDemand delivery of functionalities, Standard Processing Services (ASP), over managed services to comprehensive HRO.

Through our HRO offering, we cover the full breadth of HR processes, ranging from Administrative and Enabling HR processes - like HR data entry and payroll - to talent administration processes - such as performance management.

Recognized & Trusted

Our quality and customizable product offering, competitive pricing, and relentless pursuit of customer satisfaction are but a few reasons why a growing number of local and multinational clients have entrusted us to manage a variety of their HR functions. Some of our growing list of clients includes:





Our Technology - Decibel[®] HCM

What if you could oversee all aspects of your organization's human capital management, across each employee's entire career spectrum, using just one provider?

Now you can. HRSG Decibel HCM is changing how companies use HCM. No one else can match our combination of best of breed technology plus outsourced services, delivered with a highly personalized approach. The best part? With improved HCM you'll also get lower total cost of ownership.

End-to-end processes

HRSG Decibel HCM gives you the most comprehensive set of human capital management capabilities available today, with a single solution that unites the five major areas of HCM: human resource management, benefits administration, payroll services, time and labor, and talent management. With HCM-related data, applications and processes can be better aligned with business strategy. As a result, you'll be able to meet strategic goals and improve business outcomes.

Believe in partnership

We've spent over two decades learning about how companies and their people work. HRSG Decibel HCM is designed to predict a user's next action and provide access to the processes, tools and collaborative interactions needed to complete the next steps of common tasks. Advantages include improvements in efficiency, compliance, accuracy, data security and user experience.

Integrate all points

It's easy to get lost in data and miss the big picture. With HRSG Decibel HCM, you'll gain greater insight into your workforce. Reports, dashboards and other analytical tools can provide you with new perspective on how you hire, manage and reward your people, with real-time information you can act upon.

Consolidate your business

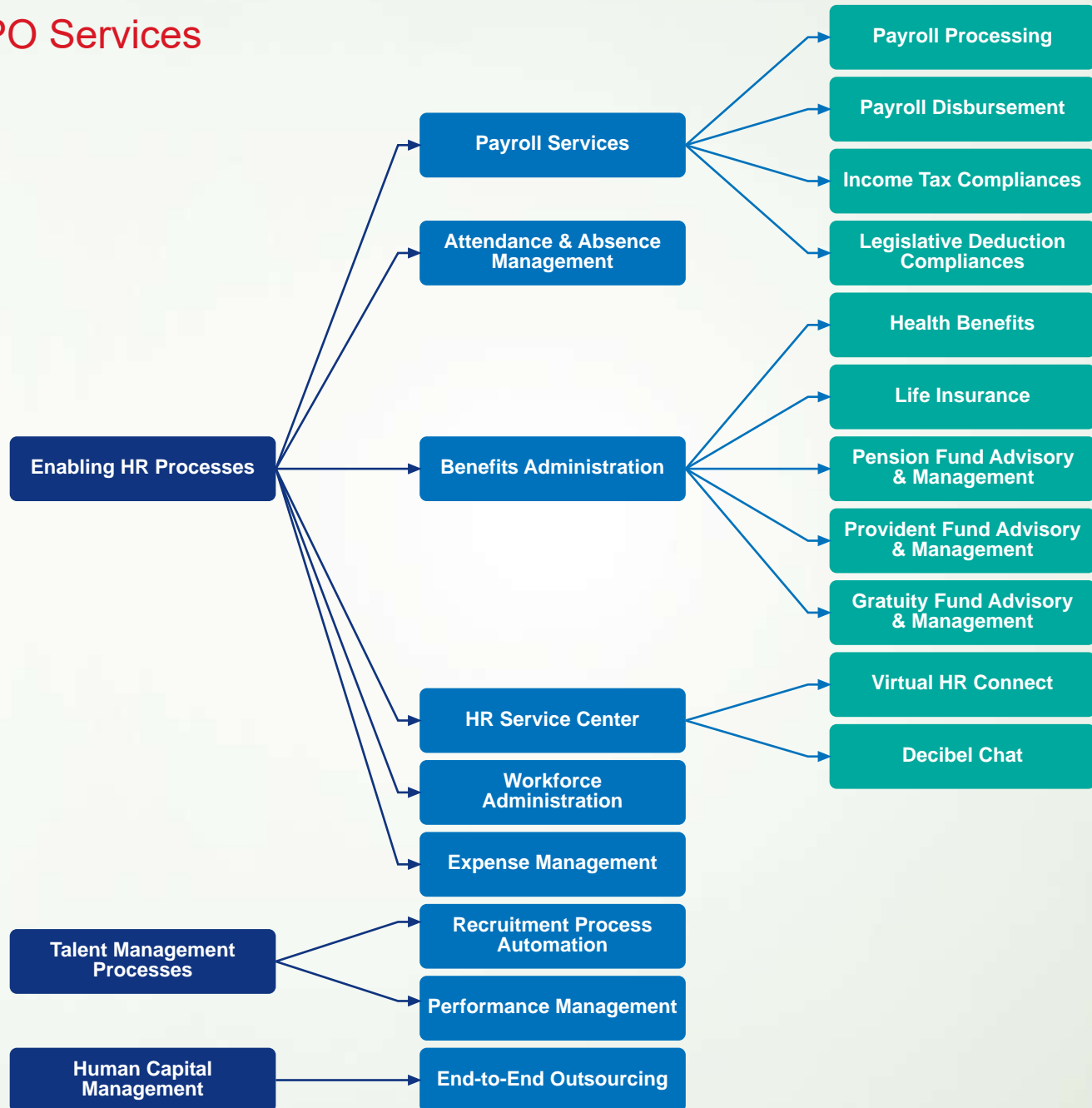
Think about how much time your people spend tracking down information, navigating disparate systems and struggling to communicate effectively across teams and departments. HRSG Decibel HCM breaks down these barriers with one consistent, accessible platform.

Nurture together

It's hard enough to figure out what your company needs right now, let alone what you'll need in a few years. That's why we've built HRSG Decibel HCM for growth, using an extensible architecture that scales up or down to meet business demand. Versionless SaaS means you're always up to date, and you can extend your solution by introducing new capabilities as you need them - like benefits, time, talent, or other portfolio add-ons.

HRSG BPO has demonstrated its staying power as a cost-effective and efficient service-delivery strategy. BPO services allow growing organizations to do what they do best.

BPO Services



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