



Ceridian's Multinational Payroll Solutions





Why choose global payroll services?

Consolidating your payroll provision helps you to gain better cost control and provide a consistent service to your employees, which is particularly important if you are going through changes in your business such as:

Mergers or acquisitions

Shifting corporate structures mean that you need a flexible and scalable payroll solution; one that can easily handle changes in the numbers or location of your people. Ceridian provide you with a cost-effective service that's responsive to changes in your organisation.

Changes in corporate governance

Choosing outsourced payroll through Ceridian adds extra levels of control to your global payroll processes, helping to prevent fraud and ensure compliance – vital in the face of ever more stringent audits and regulation.

Expansion into new territories

If you are setting up operations in new countries, whether it is on a large scale or just a satellite office, Ceridian's service can minimise your investment and keep you and your employees compliant with local legislation, without you having to build new payroll capabilities.

Fluctuating employee populations

Creating a variable cost structure for locations where employee numbers are frequently changing gives you greater flexibility. Ceridian's service also removes the need to source new payroll talent in peak seasons and redeploy existing payroll resources in low seasons.

Introducing Shared Service Centres

The growing trend towards Shared Service Centres enables the streamlining of transactional HR activity and cost reductions. Providing payroll services to multiple countries from a single location brings technical, process and people challenges. By partnering with Ceridian, you overcome these by using our Shared Service Centre and local offices as a seamless, scalable extension of your own facility – so you maximise the business benefit.

Act global, think local!

The Ceridian Solution

Ceridian's Multinational Payroll Solution is a fully managed payroll service for organisations with employees in over 50 countries around the world. The service is delivered through local payroll offices, staffed by local experts who are fully conversant with employee and cultural issues, in-country legislation, taxation and social security regulations. Every payroll office works to the same service description, ensuring you receive consistent service levels across all countries. All you have to do is provide us with employee information and authorise activity. Our teams deliver all the other processing and reporting transactions.

Our multilingual Shared Service Centres provide centralised control, communications and service management across all countries, to ensure we meet agreed KPIs. We provide you with named contacts at our local offices and at the Shared Service Centres, who become fully conversant with your individual business requirements.

As a multinational customer, you will also have access to our Multinational Reporting Solution, allowing you to compare your headcount and salary costs across departments, cost centres and countries.

The benefits to you

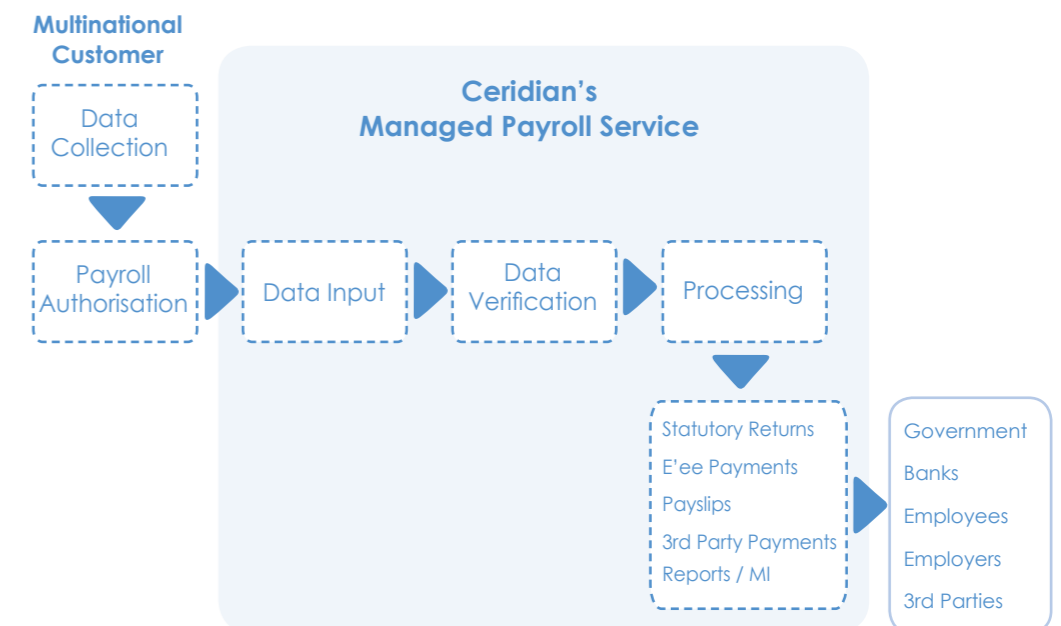
- **Regional Finance Directors:** Access to salary information across your entire operation, helping you to understand and manage your employee costs.
- **HR Directors:** Avoid the fixed overhead of local payroll co-ordinators or the extra work of managing multiple overseas partners, so your resources are untied to work on more strategic initiatives.
- **Local Finance Directors:** Exposure to risk is reduced as you can be confident your payroll processes are being delivered with the requisite controls to ensure compliance with legislation and corporate governance.
- **Employees and line managers:** Our team of international payroll experts deliver a consistent service to all your employees, providing advice and support in a selection of languages. Regardless of location or size, you will have a named contact at both our Shared Service Centre and at each local payroll office.

Overall, Ceridian's Multinational Payroll Solution includes:

- Fully outsourced in-country payroll processing delivered to a consistent service level
- Multi-lingual Shared Service Centres with a named single point of contact
- Multinational Communications Infrastructure ensuring secure data transfer
- Multinational Reporting Solution providing online access to employee data globally

In-Country Payroll Process

Ceridian's Multinational Payroll Service will manage all the appropriate processes required to operate a multinational payroll infrastructure. Our customer's accountability to the payroll process is limited to collection and approval of source data, and then authorisation of the payroll post processing.



At a country level, the payroll service includes:

- Full legislative compliance
- Data input and validation
- Validate data output
- Produce payment listings
- Payroll processing inc. net payment preparation, tax and social security payment preparation and other 3rd party payment preparation
- Resolve payroll queries
- Monthly service reporting
- Local contacts supporting local language and English
- Generate payslips, statutory and 3rd party reports
- Year-end processing including statutory documentation

“Once we had successfully completed the conversion to Ceridian in Italy and Japan it was a very easy decision to add new countries as the opportunities arose. The payrolls were delivered on-time and accurately, the in-country knowledge was excellent and reliable. One of the best things was knowing we had the ability to call Ceridian and have a new country added to the contract. The knowledge that Ceridian delivers expertise in each country saved us many hours of research looking for a new payroll provider, checking references and negotiating contracts.”

Payroll Manager, Getty Images



Shared Services Centres

Ceridian's Multinational Shared Service Centres work closely with the in-country payroll offices overseeing the service in each country ensuring all targets and deadlines are met, and your employees are paid accurately and on time. From the Shared Service Centres, you will have a named Customer Relationship Executive who has visibility of all your payrolls and will manage the following components of the service across all countries:

- Forward-looking monitoring of all payroll activity: Tracking in-country processes and ensuring all inputs and outputs are complete and received on time
- Issue resolution and escalation: Taking ownership of any issues, keeping you informed of progress and following them through to resolution
- Compliance and auditing: Overseeing all in-country payroll activity to ensure Ceridian is working in accordance with required controls, such as SAS70 guidelines, and keeping the required audit trails
- Service reporting: Measuring performance levels of the payroll service provided to you in your locations to ensure they comply with agreed KPI targets
- Meeting future requirements: Helping you extend your services in existing locations or set up payroll services in new countries
- Out of country payroll management: In countries where you have no local management presence, helping you to overcome the language and cultural challenges

Ceridian's operating model is based on the principle that for our customers, not every country within their organisation operates in the same way, so the need to deliver a flexible service has been a critical design principle.

For a large-scale operation, the customer may choose to liaise locally with Ceridian's in-country payroll office. Meanwhile the Shared Service Centre plays a monitoring, escalation and reporting role. In other, smaller markets, with no corporate staff and no delegated authority, the customer may choose to manage that operation from another country and/or through the Shared Service Centre.

Technical Infrastructure

The Multinational Communications Infrastructure (MCI) is a web based application that enables secure data transfer between Ceridian's Shared Service Centres, our customers and Ceridian's in-country payroll offices.

Put simply, the MCI works as follows:

- All information is channelled through a powerful workflow solution, linked to the payroll processing schedule, which triggers the exchange of payroll data, including flagging of missing information and available reports
- Information is uploaded to the MCI where it is dated, logged and verified, before being issued to the relevant party
- All transactions are tracked and files archived, enabling Ceridian to work with customers in a secure and compliant environment and provide a complete audit trail
- Users are allocated to specific roles within the processing of a payroll, therefore access to the payroll data and privileges to take certain actions are controlled and audited



Multinational Reporting Solution

Included as part of our standard service, Ceridian's Multinational Reporting Solution (MRS) provides you with online access to a standardised and consolidated view of your employees worldwide, wherever we are processing the payroll.

Developed to provide management information for global decision-makers and Directors of HR and Operations, the MRS enables you to:

- View and compare payroll information between countries, divisions and cost centres across a range of employee data, such as headcount and average earnings
- View high level statistics along with graphical representation of your data
- Drill down online or export the data into other management tools
- Access historic as well as current data for comparing trends over time
- Select from a range of languages and currencies and set the exchange rate so it can be altered in line with your corporate policies

In addition to this global level reporting, each local payroll office produces a standard suite of reports in local language.

Why choose Ceridian?

Ceridian is changing the world of work for over 110,000 businesses and 25 million employees worldwide. We offer a range of managed HR and payroll solutions that are helping our customers improve performance and increase productivity across their businesses.

Ceridian deliver market leading global payroll services in over 50 countries across EMEA, Asia Pacific and the Americas. The provision of a fully outsourced service also ensures that our multinational customers have complete scalability and flexibility to respond to employee growth and organisational change. This is a core benefit of the business model Ceridian provides.

Ceridian's best-of-breed expertise in each country enables us to bring countries on stream quickly and efficiently as our single service model and key performance indicators ensure that all local payroll offices operate under the same service levels, regardless of where they may be located.

Any company with employees in more than one country will benefit from:

- **Contract:** A single contract covering all countries, saving you the time and cost of managing relationships with multiple suppliers
- **Control:** Greater control and management of all your international operations
- **Compliance:** Adherence to your corporate regulations and policies, as well as compliance with local legislation without the need to acquire extensive local expertise
- **Consolidation:** Online access to consolidated employee reporting allowing you to compare data by country, division and cost centre across your operations
- **Consistency:** A consistent level of service along with the flexibility to meet the changing needs of your business
- **Critical Performance Indicators:** Regular service reporting including performance indicators to ensure targets around accuracy, timeliness and service levels are met in each country
- **Cost:** A scalable, cost effective service meeting your evolving needs, removing the burden of fixed costs internally

Ceridian's Multinational Payroll Solution will allow you to focus completely on your core business, safe in the knowledge that your employee management is in the hands of experts.

You can access an up-to-date map of Ceridian's Global Coverage by visiting: ceridian.co.uk/coverage

Ceridian is a global business services organisation that offers a comprehensive range of innovative solutions. From human resources and benefits to work-life and health and productivity services, we help organisations maximise their human, financial and technology resources.

As a leader in HR outsourcing, gift cards and payroll, we're also the driving force in payment innovation. Whether we're partnering with you to improve employee productivity, save money or minimise financial risks, it's our business to help you stay focused on yours.



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