

*Find out how Workscape's **OBA solutions** can help you reduce benefits costs, increase plan participation, and build a more productive and satisfied workforce ... all of which generate measurable, tangible, and positive bottom-line results.*

Click below to learn more.

- ➔ **Corporate Brochure**
- ➔ **Outsourced Benefits Administration Brochure**
- ➔ **Enrollment and Eligibility Data Sheet**
- ➔ **HR Service Center Data Sheet**
- ➔ **Realogy Case Study**

workscape®



Where success starts
with the employee.



“After we implemented Workscape’s Compensation Planner, we asked our 2,000+ managers to provide us with feedback on the new compensation process. The overwhelming response from the managers who responded was that Compensation Planner is a very intuitive application that facilitates better decision making and a strengthened pay-for-performance environment.”

JON FLISS, DIRECTOR,
EXECUTIVE REWARDS,
TEXTRON

Putting People First

It all began in 1999 with a simple idea: start a company that builds Web-based human resource (HR) applications that people will actually use. The idea caught on quickly. We developed software. We signed on customers who shared our vision. And we got better and better at building powerful, intuitive HR solutions that deliver exceptionally high user adoption rates. Today, Workscape continues its mission to help customers drive lower costs and higher workforce performance by transforming the way vital HR services are created, delivered, and adopted in large and mid-sized enterprises. How do we do it? By putting people first.

At Workscape, we’ve long recognized that talent management and benefits administration — two critical HR functions — are tightly connected at a strategic level. They are both vital to the long-term success and competitiveness of a company. They both have a significant impact on the bottom line. And they both feature the employee at the center of the process.

With a solid decade of experience and expertise in the HR software domain, Workscape is uniquely capable of addressing customers’ talent management and outsourced benefits administration needs via a single, integrated technology platform. Our solutions engage employees in a dynamic, highly interactive Web experience that helps companies to:

- lower healthcare benefit costs
- reduce compensation budget overspend
- improve compensation oversight and control
- drive corporate goals through pay-for-performance

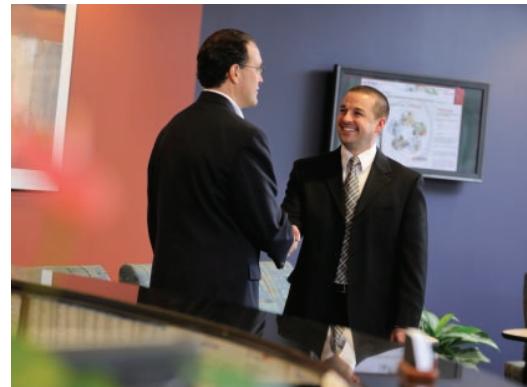
The result? Companies gain better control over two of their largest personnel-related cost centers — healthcare benefits and compensation budgets — in a way that genuinely enhances employee engagement.

Making Client Satisfaction Priority One

At Workscape, we recognize that our success depends on the success of our clients. That's why client satisfaction drives everything we do. Our rigorous and selective hiring practices. Our relentless focus on teamwork, agility, and responsiveness. Our willingness to embrace challenge and hard work. And our commitment to continuous innovation.

Client satisfaction is part of the Workscape DNA. Our employee bonus plans are tied directly to client satisfaction scores. Our call center representatives are compensated based on problem resolution — not call volume. And our solutions are developed from the perspective of solving real client problems. To make this happen, we collaborate closely with our clients — through advisory boards, focus groups, client surveys, and ongoing relationship building — and continually incorporate the voice of the customer into every solution and service we offer. And because our own employees use Workscape solutions for benefits administration, compensation planning, and performance management, we get continuous real-time feedback from end users about what works well and what could be improved.

Workscape's award-winning solutions have been embraced by over three million employees in more than 180 countries across the globe.



“Benefits administration is an extremely important yet time-intensive process. By outsourcing to Workscape, we’re able to provide our employees with enhanced services while keeping our focus on strategic corporate initiatives.”

GREGORY JACKMAN, MANAGER,
SECURITY, BENEFITS, HEALTH,
PRIVACY PROTECTION,
BMW MANUFACTURING CO.



SOCIAL RESPONSIBILITY IN ACTION

At Workscape, we take social responsibility seriously. In 2008, Workscape kicked off a one-of-a-kind "Workscape Gives Back" road trip from its headquarters in Marlborough, Massachusetts. At the kickoff event, we donated \$1,000 and non-perishable food items to two area food pantries and made a contribution to WARM2Kids.

Covering ten cities in two weeks and donating \$15,000 to food banks whose buying power multiplied that sum fivefold for those in need, Workscape employees drove an environmentally responsible Saturn VUE® Hybrid to customer locations to make monetary and food donations to local food pantries.

The tour ended in Chicago, Illinois, at the 11th Annual HR Technology Conference and Exhibition, where a lucky attendee won the Workscape drawing for a brand-new Saturn VUE® Hybrid.

Giving Back to the Community

Even after a decade of steady growth and profitability, Workscape doesn't take success for granted. Our employees come to work each day ready to give their very best to everything they do. This includes taking time to give back to our communities and those of our clients in order to share our success with those who need it most. Workscape is actively involved in both corporate giving and fundraising activities for various national and local charitable organizations including:

- The Massachusetts Affiliate of Susan G. Komen for the Cure Foundation
- American Cancer Society
- WARM2Kids (We're All Role Models)

As part of our participation in WARM2Kids, Workscape sponsors "The Workscape, Inc. Learning Center" at the Westborough, Massachusetts, branch of the YMCA — just a few miles away from our corporate headquarters. This state-of-the-art learning center, where Workscape employees volunteer on a regular basis, provides an opportunity for the company to help put local youth on the path to success.

Over the past two years, Workscape has donated more than \$20,000 to charities of our clients' choice through our Customer Rewards Program. This initiative provides an opportunity for Workscape to thank customers for their valued business while supporting worthy causes and assisting those in need.

Whether we're developing user-friendly solutions, helping customers optimize their talent management and benefits administration processes, or giving back to the communities where we work and live, Workscape is devoted to achieving success the right way: by putting people first.

A History of Innovation

Over the past decade when the software industry has seen so many companies come and go, Workscape has continued to grow and thrive. What's behind our staying power? An unwavering commitment to innovation. Never resting on our laurels, Workscape is driven to continually improve our software, services, and delivery methods to ensure our solutions deliver exceptional results. Our impressive track record of financial stability, growth, and profitability proves that this approach is working, making Workscape a safe choice in today's uncertain business world.

We experienced success right out of the gate, achieving #1 Market Share in Employee Self-Service in 1999 according to a Hunter Group Industry Study. Since then we have continued to stay ahead of the curve, expanding and enhancing our best-of-breed talent management and outsourced benefits administration solutions to consistently meet or exceed client expectations.

Along the way, we've made strategic acquisitions and formed key partnerships to extend our capabilities and enrich our offerings. We acquired an established call center operation to provide customers with 24x7 HR phone support. We opened international data centers to better serve customers across the globe. We established a partnership with WebMD™ to offer an integrated wellness program that promotes personal health management. And the list goes on.

But don't just take our word for it. Look at the clients who trust their talent management and outsourced benefits administration to Workscape. They include blue-chip companies like General Motors, Raytheon, Textron, Autodesk, FedEx Ground, and Tyco International. And listen to the industry experts who continue to recognize our technology, innovation, and growth. Workscape was a Human Resource Executive Top Ten HR Product Winner for three consecutive years; a Deloitte Technology Fast 50 winner; a Forbes B2B 'Best of the Web' winner; and a MITX 2006 Technology Award Finalist.

INNOVATION TIMELINE

- 1999** Launched groundbreaking on-demand solutions for benefits, compensation, and employee self-service
- 2001** Introduced world's largest employee portal for General Motors
- 2002** Won DCI's "Portal Excellence" Award and Delphi Group's "Best Practices" Award
- 2003** Listed in Business 2.0's "Essential Business Software Tool Kit"
- 2004** Deployed world's largest global compensation planning system for IBM
 - Opened international data centers
- 2005** Rebuilt application platform using Web 2.0 architecture
 - Introduced state-of-the-art, integrated, and patented decision support tools
 - Adopted AGILE development methodology
- 2006** Formed partnership with WebMD to offer integrated wellness program
 - Opened new 24x7 phone-based HR Service Center in Boise, Idaho
- 2007** Launched mid-market performance management and compensation planning solutions
- 2008** Introduced OBA Enterprise platform and solutions for ERP integration and technology, supporting compensation transactions year-round



“As a result of a combination of process efficiencies and improvements — time and money — we’re spending our promotion dollars more wisely than ever before, resulting in significant savings to the company and doubling our return on investment.”

LAVAWN MCCULLOUGH,
DIRECTOR HRIS AND
COMPENSATION,
SWIFT TRANSPORTATION

An Employee-Centric Approach

At Workscape, we understand that reducing HR costs and driving higher performance are the job of each and every employee. That’s why Workscape’s integrated talent management and outsourced benefits administration solutions are designed to empower employees to make better healthcare choices and enable managers to make better compensation planning decisions. As a result, our customers are able to reduce healthcare costs, better control compensation budgets, and more tightly align employee activities with corporate goals. We call our approach Employee-Centric HR. Customers call it the best way to engage the entire organization in improving the business.

It Starts with the User Experience

An HR application can provide a strategic advantage only if employees and managers actually use it. That’s why Workscape’s employee-centric approach starts with understanding the end users’ challenge. By approaching solution development from the user’s perspective, we have been able to build an intuitive and highly interactive Web application experience that boosts employee participation and engagement, thereby helping our clients to achieve their strategic and tactical business and HR objectives.

All Workscape solutions feature an Adobe® Flex®-based interface with integrated employee profiles that guides users step-by-step through HR processes — enrolling in benefits programs, creating compensation plans, defining and aligning goals, mapping out career paths, or completing performance reviews. The employee profile — which enables ongoing management of health, compensation, performance, and career path status — drives all talent management and benefits administration processes with the most up-to-date information. And at any point in a given HR process, users can access dynamic decision-support tools to take the guesswork out of benefits selection, compensation planning, performance management, and succession planning.

Superior Technology Is Just the Beginning

Workscape's holistic approach to talent management and outsourced benefits administration extends beyond our robust software tools and applications. We enrich the overall user experience with a complete array of services to educate and support employees and managers as they work to reduce HR costs and drive higher performance across the enterprise. These services include:

- **Dedicated client portfolio teams** that include the best mix of Workscape domain experts to manage customer accounts for high satisfaction and optimal results. These teams work in close collaboration with customers to understand their challenges, address their concerns, and keep their Workscape solutions operating at peak performance — even as their needs evolve over time.
- **A full-service employee communications practice** that designs and executes branded communications programs that deliver the right message to the right employees at the right time via the right channels. These comprehensive, customized communications programs help employees and managers understand their choices, make more informed decisions, and get the most from their Workscape solutions.
- **A 24x7 onshore HR Service Center** that gives employees round-the-clock access to accurate, consistent information about benefits-related events, transactions, and other HR issues over the phone. It combines state-of-the-art technology and service center best practices to provide complete, cost-effective resolution of employee inquiries, enabling HR to focus its efforts on more strategic initiatives.

Solutions that Deliver Peace of Mind

Workscape's talent management and outsourced benefits administration solutions seamlessly integrate within any existing IT infrastructure — exchanging data between ERP, HRIS, internally developed, or third-party systems — to provide the benefits of open connectivity while meeting stringent IT requirements. Our open and scalable service-based architecture is delivered from hosting centers that have attained SAS70 Level II certification and support ISO 27002 security standards. As a result, customers enjoy peace of mind that their applications are always available and their employee data is always safe.



“Implementing Compensation Planner was an opportunity for compensation to step up and provide something that was useful, time saving, and efficient for our managers.”

JENNY MIDYAT,
GLOBAL COMPENSATION MANAGER,
BAKER HUGHES

We Practice What We Preach

Workscape's employee-centric approach extends to the way we run our business and treat our employees. Recognizing that our employees are our greatest asset, we recruit people who offer exceptional domain knowledge and skills — and have the passion and drive to share their talents with colleagues and clients. We recognize and reward outstanding performance. We invest in developing employee competencies so our people can excel on the job and advance in their careers. We strive to keep our entrepreneurial spirit alive — even as we grow and mature as a company. And we foster a culture that is focused on continuous improvement.

Workscape's employee-centric approach to building and running an organization is working:

- *Our average employee tenure is more than four years; and*
- *33 percent of our employees have been with the company more than five years*

After all, finding and retaining great people — and building exceptional teams — is the best way to unleash creative talent, stimulate innovation, improve employee engagement, and achieve new levels of success.

Discover the Workscape Difference

Workscape truly is a different kind of company. Unlike consulting firms or traditional software companies, Workscape offers a unique combination of deep HR expertise in talent management and health and welfare benefits, along with extensive technology experience in application usability, reliability, and performance. Plus, we have built a corporate culture and organizational framework that supports optimal flexibility and responsiveness — across software development, account management, customer support, and service delivery. Leveraging these strengths, Workscape's comprehensive, innovative solutions enable customers to:

- Attract, reward, and retain top-caliber talent
- Align employee initiatives with corporate strategy for higher performance
- Better manage healthcare costs and optimize compensation spending

Workscape's talent management and outsourced benefits administration solutions share a common Web-based platform, readily integrate with existing IT investments, and are scalable and configurable to accommodate customers' growth and ever-changing business requirements. It's no wonder they're used by over 3,000,000 employees in more than 180 countries at companies ranging in size from thousands to hundreds of thousands of employees.



Discover the Workscape difference today. Call 888.605.9620 or visit www.workscape.com.

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Workscape Outsourced Benefits Administration



A FULL-SERVICE OFFERING

Workscape's OBA solutions provide optimal flexibility to meet your organization's evolving needs. Implement an integrated, end-to-end benefits administration solution, or choose from modular components and add more over time as your requirements change.

Integrated OBA solution components include:

- *Enrollment & Eligibility Applications*
- *Decision Support Tools*
- *Reporting & Analytics*
- *Total Compensation Statement*
- *Integrated Wellness Program*
- *Personalized Employee Health Portal*
- *Multi-Purpose Spending Account Administration*
- *Vendor Management*
- *On-shore HR Service Center*
- *COBRA administration*
- *Premium billing*
- *DB/DC services*
- *Communications services*
- *And more*

Workscape offers OBA solutions to meet the needs of both large enterprises with global operations and mid-sized companies with tighter budget constraints.

An Employee-Centric Approach to Benefits Administration

Everyone's talking about the rising cost of healthcare. Some are even calling it a crisis. Nonetheless, offering comprehensive health and welfare benefits is essential to your employees' well-being and peace of mind. But with intense margin pressure, fierce competition, and ever-increasing regulatory requirements, you need a way to reduce benefit costs without compromising employee satisfaction and productivity. Workscape can help with proven Web-based applications and a diverse selection of services that enable you to provide your employees with an exceptional benefits experience while simultaneously driving down benefit costs.

At Workscape, we understand that controlling HR costs and optimizing corporate performance are the responsibilities of every employee. That's why we offer a comprehensive Outsourced Benefits Administration (OBA) solution that transforms the annual benefits enrollment process from a routine transaction to a strategic business process that helps your organization to:

- Reduce benefit costs by enabling employees to make their own cost-effective enrollment choices based on personal needs such as medical service usage and financial circumstances
- Realize greater tax savings through increased flexible spending account participation
- Boost employee productivity and reduce absenteeism with an integrated wellness program
- Provide ongoing guidance and support to your employees via an on-shore 24x7 HR Service Center

Workscape's employee-centric approach to benefits administration engages the workforce in a highly interactive experience that produces positive outcomes — both for the employee's personal welfare and the company's bottom line.

Whether you have thousands or hundreds of thousands of employees, Workscape provides an OBA solution to meet your needs. You can implement an integrated, end-to-end benefits administration solution or choose modular components individually as your business needs demand. Either way, Workscape's hosted SaaS delivery model ensures fast, efficient implementation and smooth ongoing operations without taxing your internal IT resources.

Make Benefits Enrollment Easy for Everyone

Benefits enrollment can be a complex and overwhelming process. Employees need to understand their options and make important choices that impact their personal well-being and finances. At the same time, employers need to educate and support employees in making smart, appropriate enrollment choices that support cost reduction and plan participation goals.

Dynamic, Intuitive Applications

Online enrollment can deliver great results, but only if your employees find the applications easy to use. Workscape's OBA applications were designed from the ground up to be accessible and intuitive for all employees — even those who may not be accustomed to using browser-based applications. Featuring a user-friendly and interactive interface, our Web-based applications speed and simplify the benefit enrollment process by presenting employees with only those benefit choices for which they are eligible. The application prompts and guides the user through the available options based on your organization's unique business rules.

Interactive Decision Support Tools

At specific points in the process, the online enrollment application can direct users to any of Workscape's fully integrated decision support tools, like benefit plan comparisons, health risk assessments, or flexible spending account contribution and medical cost calculators, to help them identify best-fit plan choices. Pop-ups inform users of other benefit opportunities, like personal health accounts, that may drive down costs. A unique "effective date" driven Event Coverage Viewer enables users to identify coverage period start dates, life events, and other milestone activities that may affect their enrollment status via dynamic timeline visualization. If questions arise along the way, employees can call Workscape's 24x7 HR Service Center for live support from highly trained, on-shore call counselors.

DECISION SUPPORT DRIVES PARTICIPATION

Workscape client employees who use our OBA solution's online enrollment and eligibility application and integrated decision support tools are significantly more likely to:

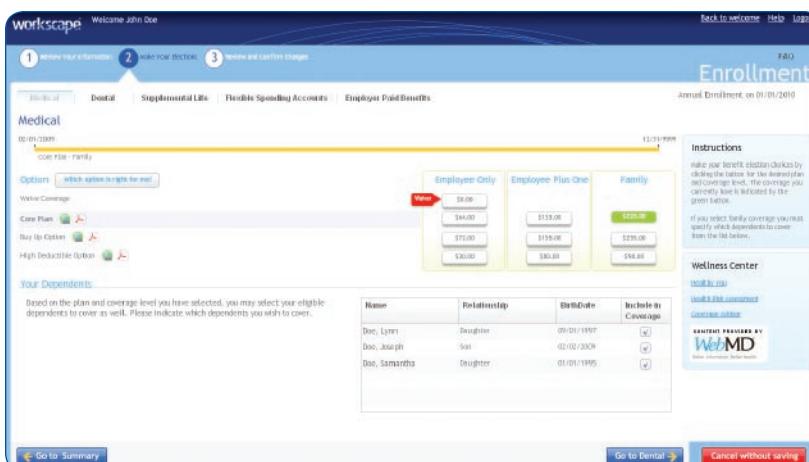
- Participate in Flexible Spending Accounts (FSA) programs*
- Contribute more to FSAs than those who do not use the online tools*
- Reduce costs by making pre-tax contributions that yield savings for employer and employee alike*





“The employees view it as a very easy tool. And that’s what’s important to us.”

ALLISON ZILINSKIS,
MANAGER OF ADMINISTRATION,
EMPLOYEE BENEFITS,
AVIS BUDGET GROUP



Spending Account Administration

Workscape’s OBA solution provides integrated access to enrollment, payment transactions, online account management, decision support tools, and more to help employees manage Health Reimbursement Accounts (HRA), a Health Savings Accounts (HSA), or Flexible Spending Accounts (FSA). A debit card-based program eliminates the hassle of submitting receipts and waiting for reimbursements. For employees with more than one spending account, multi-purpose functionality ensures that funds are disbursed from the appropriate account based upon the purchase or type of payment being made.

Focus HR on Strategic Priorities

As HR professionals begin to play an even greater role in driving corporate initiatives, they need to empower employees to handle benefits enrollment and update elections as independently as possible. By providing self-service online enrollment and easy access to all the tools and information employees need to make informed health and benefit plan decisions, Workscape’s OBA solution eases HR’s administrative burden, minimizes calls to the HR Service Center, and reduces benefits administration costs — without compromising employee engagement.

Built-in Support for Benefit Plan Complexity

In addition to offering ease of use, an effective online enrollment solution must be able to handle the increasing complexity inherent in the enrollment and eligibility process. Workscape’s OBA solution features comprehensive employee benefits functionality to accommodate virtually any enrollment need — no matter how complex. It can handle multiple plan options offered to specific employee segments, complicated eligibility rules, and other unique plan features, while enabling you to maximize the value of your company’s employee benefits program.

Total Compensation Statements

Total Compensation Statements help employees better understand the full value of their compensation and benefits package. With easy online access to these complete personalized statements, employees gain a greater appreciation of their overall compensation, resulting in improved morale and higher retention rates. And because HR professionals no longer need to manually prepare, print, collate, and mail statements to each employee, they are free to focus on more strategic priorities.

Powerful Reporting & Analytics

On-demand reporting tools empower HR and corporate management to understand enrollment patterns, identify utilization levels for specific enrollment tools, and gauge how employee activities are affecting overall healthcare costs. This information is critical when developing campaigns and strategies aimed at encouraging the enrollment behaviors that will optimize cost savings for the company.

Increasing government regulation of benefit programs, including health and welfare plans, retirement plans, paid time off programs, and others, is adding to HR's administrative burden. Workscape's OBA solution makes it easy to meet expanding regulatory reporting requirements and demonstrate plan compliance.



Beyond the Basics

As healthcare costs continue to skyrocket, traditional approaches to benefits administration are simply no longer effective. When it comes to saving money and maximizing employee well-being, benefit plan enrollment is just the beginning. Workscape offers a wide array of integrated programs and services designed to help you optimize benefit program effectiveness for higher performance, lower costs, and enhanced employee satisfaction.



“Ultimately, our team was able to roll out sophisticated benefits programs to tens of thousands of employees in an extremely compressed, immovable time frame. We’re very proud of what we were able to accomplish — and we believe that Workscape was instrumental to making that happen.”

MAUREEN ROBBINS,
VICE PRESIDENT OF BENEFITS,
REALOGY

Integrated Wellness Program

Healthy employees make for a more productive workforce. That’s why Workscape has partnered with WebMD™, the leading provider of health information services, to deliver content and decision support tools that enable employees to make well-informed benefit, treatment, and provider decisions. Educating and rewarding employees for making appropriate healthcare and benefits choices, Workscape’s Integrated Wellness Program supports ongoing achievement of individual and corporate healthcare objectives.

Employee Health Portal: A secure, personalized healthcare portal makes all health and benefits programs — third-party applications, medical information, and claims data — available in one convenient location for employees and their families. Employees enjoy easy access to relevant wellness content as well as interactive tools for better predicting and managing healthcare costs.

Interactive Tools: Easy-to-use tools empower employees to anticipate health problems, assess treatment options, select quality providers, implement lifestyle changes, and more — putting them on the path to healthier living and more affordable healthcare.

24x7 On-Shore HR Service Center

Why is a 24x7 HR service center so important? The reality is that employees’ benefit questions don’t always arise between 9:00 AM and 5:00 PM, Monday through Friday. Busy families make benefit decisions during after-dinner discussions or on the weekend. Medical emergencies — the source of many benefit issues — occur at any hour of the day or night. And a third-shift or on-the-road employee has little choice but to take care of benefits enrollment, updates, and claims outside of “normal” business hours. As more employers offer online benefits applications that enable employees to access information and perform transactions at any time, 24x7 service center availability becomes all the more necessary.

Workscape’s 100% on-shore HR Service Center gives employees round-the-clock access to accurate, consistent information about benefits-related events, transactions, and other HR issues over the phone. It combines state-of-the-art technology and service center best practices to provide complete, cost-effective resolution of employee inquiries, enabling HR to focus its efforts on more strategic initiatives. It offers:

- Personalized service from highly trained call counselors who act as an extension of your own HR team

- Closed-loop feedback system to support continuous improvement of self-service applications and decision support tools
- Scalable staffing based on capacity models and best practices
- Access to call counselors with HR and customer service domain expertise, who are compensated based on response quality, information accuracy, and customer care metrics — not call volumes
- Real-time reporting of vital statistics — call logs, issue status, ticket closure rates, call trends, and more
- Choice of shared or dedicated call counselors

Effective Communications Services

Meeting your enrollment and employee participation goals begins with awareness building and education to generate excitement and get the workforce on board. And as you introduce new benefit plans and features over time, you want to make sure employees fully understand what's available to them, how much it will cost, and the pros and cons of each option. That's where Workscape's Communications Services can help. Our Employee Communications Practice designs and executes comprehensive communications programs that deliver the right message to employees via the right channel — print, Web, email, etc. — at the right time. These communications programs help to ensure that your benefits programs receive the highest possible adoption rate out of the gate. And they help employees to make ongoing benefit-related choices that increase personal well-being and drive individual and corporate cost savings.

Workscape's Communications Practice consists of communications professionals who understand HR complexities — from benefit plan administration to organizational change management. As a result, they are uniquely qualified to design a highly effective program that meets your specific goals. Customized employee communications services and deliverables include:

- Communications consulting and strategy development
- Branding and development of benefits enrollment programs
- Creative development of online and print materials
- Writing and editorial support
- Printing and mailing of employee benefit confirmation statements



Workscape's outsourced benefits administration and talent management offerings — which share a common, integrated platform — can be used together to drive down two of the largest expenses for today's enterprises: healthcare benefits and employee compensation. The results? Higher performance, reduced costs, and increased employee engagement.

“Benefits administration is an extremely important yet time-intensive process. By outsourcing to Workscape, we're able to provide our employees with enhanced services while keeping our focus on strategic corporate initiatives.”

GREGORY JACKMAN, MANAGER,
SECURITY, BENEFITS, HEALTH,
PRIVACY PROTECTION,
BMW MANUFACTURING CO.

Why Workscape?

Unlike consulting firms or traditional software companies, Workscape offers a unique combination of deep HR expertise in talent management and health and welfare benefits, along with extensive experience in developing employee-centric applications that are usable, reliable, and perform flawlessly. These strengths are reflected in comprehensive, proven solutions that help you:

- Attract, reward and retain top-caliber talent
- Align employee initiatives with corporate strategy for higher performance
- Better manage healthcare costs and optimize compensation spending

Workscape solutions are used by over 3,000,000 employees in more than 180 countries across the globe at companies ranging in size from hundreds to hundreds of thousands of employees. They share a common Web-based platform, readily integrate with existing IT investments, and are scalable and configurable to meet even the most stringent IT requirements.

Find out how Workscape's OBA solutions can help you reduce benefit costs, increase plan participation, and build a more productive and engaged workforce — all of which generate measurable, tangible, and positive bottom-line results.



workscape[®]

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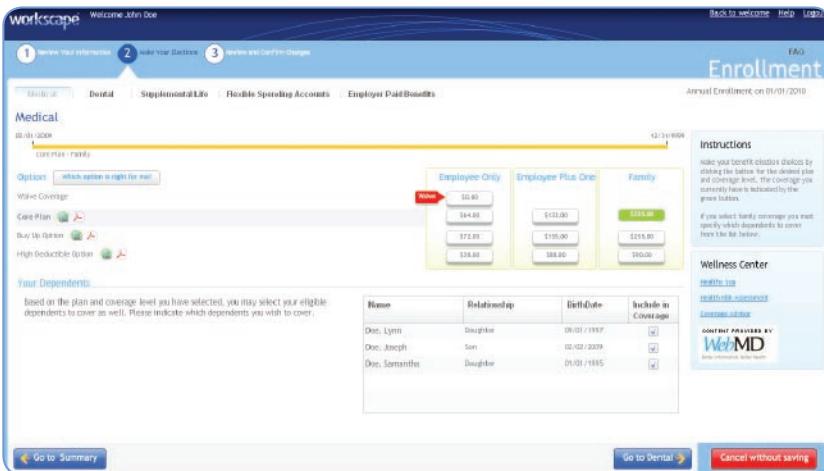
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Benefits Enrollment and Eligibility with Workscape

Intuitive, self-service Web-based applications that guide employees step-by-step through the benefits enrollment process, providing easy access to dynamic decision support tools for making smart, cost-effective choices.



The screenshot shows a user interface for 'Benefits Enrollment'. At the top, there are three steps: 'Review Your Information', 'Make Your Elections', and 'Review and Confirm Changes'. The main content area is titled 'Medical' and shows a summary of benefit elections. It includes a table for dependents and links to a Wellness Center and a WebMD self-assessment tool.

The Challenge

Administering complex benefits programs across a diverse or geographically dispersed employee base can be a complex and time-consuming task. Faced with tight budgets, skyrocketing healthcare costs, and ever-increasing strategic responsibilities, HR organizations like yours need a way to streamline the enrollment process and reduce benefit costs — without compromising employee engagement or compliance with corporate and regulatory policies. What if you could empower employees to complete the enrollment process more independently by providing easy access to all the tools and information they need to make smart, cost-effective enrollment decisions that best suit their personal and financial needs?

The Solution

At Workscape, we understand that achieving your corporate enrollment and plan participation goals depends largely on your employees' experience during the benefit selection process. That's why our Outsourced Benefits Administration (OBA) solution takes an employee-centric approach to benefits enrollment. At the center of Workscape's OBA solution are self-service Web-based Enrollment and Eligibility applications that transform benefits administration from a routine transaction to a strategic and highly interactive process that produces positive outcomes — both for the employee's personal welfare and the company's bottom line.

A highly intuitive graphical user interface prompts and guides employees through each step of the enrollment process, and easy access to dynamic decision support tools helps employees make informed enrollment choices that best fit their individual health and financial circumstances. The results: reduced overall costs, increased plan participation, and increased employee engagement.

The Advantages

Makes Enrollment Easy for Everyone

The foundation for all of Workscape's outsourced benefits administration solutions and services, the self-service Enrollment and Eligibility applications were designed from the ground up to be accessible and easy to use for all employees — even those who may not be accustomed to using browser-based applications. Featuring a highly intuitive and interactive interface, our Web-based applications simplify the benefit enrollment process by presenting employees with only those benefit choices for which they are eligible. An intuitive, interactive presentation prompts and guides the user through each enrollment step — and the available options — based on your organization's unique business rules.

Engages Employees in Reducing HR Costs

By providing direct access to dynamic online decision support tools, Workscape's Enrollment and Eligibility solutions help them make the most cost-effective benefit choices based on their individual health, behaviors, and finances. These tools provide valuable insight into plan options or supplemental benefit programs that may lower employee contributions or deductibles — without compromising well-being. And when employees make more cost-effective enrollment choices rather than select coverage they don't really need, the company can save money, too.

Increases Plan Participation

Many employees don't participate in pre-tax benefit programs, like flexible spending accounts, because they don't understand or appreciate their potential financial advantages. Workscape provides fully integrated decision support tools within the enrollment process and has taken steps to actively promote the tools and drive participation. Pop-ups displayed during the enrollment process can suggest that employees investigate specific programs, directing them to tools for assessing pros and cons of each based on personal circumstances. As a result,

you can dramatically boost participation in benefit plans that reduce both personal and corporate-level healthcare costs.

Empowers HR to Focus on Strategic Initiatives

Thanks to Workscape's intuitive, step-by-step online enrollment process, employees from any part of your organization can leverage all the tools and resources with confidence and independence to make informed health and benefit plan decisions. The combination of context-sensitive help and 24x7 phone support from Workscape's on-shore HR Service Center make employees remarkably self-sufficient. And for those employees who may be uncomfortable with enrolling online or lack access to a PC, our HR Service Center can even help them complete enrollment over the phone. As a result, HR can redirect its focus to driving corporate priorities.

Meets Stringent IT Requirements of F100 Businesses

Like all components in Workscape's OBA solution, the Enrollment and Eligibility solution delivers high availability, full redundancy, robust security, and real-time monitoring. Users can rely on 24x7 access to all application tools and resources with confidence that valuable employee data is protected. Workscape has achieved SAS70 Level II certification and is regularly evaluated by third-party security firms which test and validate our ability to adhere to various privacy and security standards, including HIPAA and ISO 27002. What's more, Workscape hosting sites and procedures have passed the rigorous audits of F100 companies.

Product Highlights

Adobe® Flex®-based User Interface

Workscape's Web-based Enrollment and Eligibility solution features an intuitive Adobe® Flex®-based interface. This creates an interactive and dynamic

Web-based experience that engages employees for high user adoption rates, greater self-sufficiency, and greater clarity of plan options and enrollment processes.

Built-in Support for Company-Specific Policies

The Enrollment and Eligibility application is easily configured to reflect your organization's specific HR and benefit plan policies. As a result, it presents employees with only those plan options for which they are eligible — streamlining the benefits enrollment process and reducing the need for HR intervention.

Robust Benefits Administration Functionality

Workscape's Enrollment and Eligibility application features comprehensive employee benefits functionality to accommodate virtually any enrollment need — no matter how complex. It can handle multiple plan options offered to specific employee segments, complicated eligibility rules, and other unique plan features, while enabling you to maximize the value of your company's employee benefits program.

Event Coverage Viewer™

This dynamic timeline visualization helps employees to immediately identify coverage period start dates, life events, and other milestone activities that may affect their enrollment status. This at-a-glance view allows users to stay up to date on their benefits coverage and keeps the enrollment process on track.

Easy Access to Decision Support Tools

At specific points in the process, the Enrollment and Eligibility application can direct users to any of Workscape's fully integrated decision support tools, like benefit plan comparisons, health risk assessments, or flexible spending account contribution and medical cost calculators. These intuitive and highly interactive tools guide employees in making more informed, data-driven benefit-related decisions. Pop-ups can be strategically displayed at any point in the enrollment process to make users aware of other benefit programs, like personal health accounts, that may influence their plan choice or offer opportunities for additional cost savings.

Scalable, Secure Technology

All components in Workscape's modular OBA solution feature an open, scalable architecture to meet the growth and integration needs of both large and mid-sized enterprises. Our solutions are delivered via a hosted/SaaS model that is both certified and secure. As a result, clients can enjoy peace of mind that their confidential employee data is always safe.



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Workscape's HR Service Center

Providing 24x7 HR phone support from knowledgeable, on-shore call counselors to help employees with benefit-related questions that arise during the enrollment process and throughout the year.



The Challenge

Today's HR organizations are responsible for driving key corporate initiatives, including the achievement of workforce-related performance and cost-reduction goals. But on any given workday, handling benefits administration and associated employee inquiries can consume HR resources, leaving little time to focus on strategic priorities. To further complicate matters, many employees need responses to benefit questions outside the normal business hours of 9:00 a.m. and 5:00 p.m., Monday through Friday. How can HR provide cost-effective 24x7 support to employees during the online enrollment process and as benefit-related issues arise throughout the year — while still addressing strategic initiatives?

The Solution

Located in Boise, Idaho, Workscape's HR Service Center provides employees with round-the-clock access to accurate, consistent information about benefit-related events, transactions, and other HR issues over the phone. Our on-shore HR Service Center is staffed by friendly, responsive call counselors who offer the HR domain expertise, company-specific plan knowledge, and customer service experience needed to handle eligibility questions, self-service enrollment support, employee advocacy, case management, and other HR issues.

An integrated component of Workscape's Outsourced Benefits Administration (OBA) solution, our HR Service Center serves as a trusted extension of your HR department. It combines state-of-the-art technology

and service center best practices that are tailored and personalized to meet your organization's unique requirements. As a result, your employees receive complete, cost-effective resolution of HR-related inquiries, allowing your HR professionals to focus on more strategic initiatives.

The Advantages

On-shore Service Center with a Focus on Quality

Workscape's HR Service Center has best-in-class technology, processes, training programs, and monitoring systems in place to ensure your employees receive the highest quality service. By improving response quality during the employee's initial call, our experienced call counselors can reduce — or even eliminate — the need for multiple interactions, resulting in more efficient, cost-effective service delivery over time.

Workscape's call counselors are compensated based on response quality, information accuracy, and customer care metrics — not call volumes — so your employees can count on excellent services from their first contact. Plus, Workscape's HR Service Center can provide service to employee populations with diverse language needs — all from an on-shore facility based in Boise, Idaho.

24x7 Availability

Statistics show that employees frequently require HR support outside of normal business hours. Consider these examples:

- Busy families make benefit decisions during dinner table discussions on the weekend
- Medical emergencies — the source of many benefit issues — happen at all hours of the day or night
- Third-shift or on-the-road employees have little choice but to take care of benefit enrollment updates and claims outside of the standard nine-to-five workday

What's more, as more employers offer Web-based benefits applications that enable employees to access information and perform transactions at any time, 24x7 service center support is becoming more important than ever before. That's why Workscape's HR Service Center is available 24 hours a day, seven days a week to ensure that HR support is always just a phone call away.

Unparalleled Experience

For more than a decade, Workscape's HR Service Center has provided benefits and HR-related support to millions of client employees. Thanks to our proven recruitment methods, training programs, and technology, all of our call counselors offer the deep experience and specialized expertise required to serve as an effective extension of your HR department. They use a comprehensive benefits and policy knowledge base so your employees can count on clear, consistent information about benefits, eligibility, and other HR-related topics. With prompt, accurate answers to HR questions just a phone call away, your employees can resolve problems quickly for improved productivity and peace of mind.

Customized Service

With Workscape's HR Service Center, your employees receive personalized service from call counselors who address employees as your own HR team would — from the way they answer the phone to the terminology they use during the call. All knowledge bases, FAQs, escalation policies, and more are customized to reflect your unique benefits and HR programs, including specific guidelines for eligibility, coverage, and service. This tailored approach ensures that employees can take advantage of the complete range of available benefits programs and fully understand specific coverage rules for informed decision making.

Service Highlights

Multiple Delivery Options

Workscape's choice of HR service delivery options eliminates the need to maintain multiple employee service modules to accommodate the needs of diverse employee populations across geographically dispersed organizations. You simply design the solution delivery model that best meets the unique requirements of your employees. Because Workscape's HR Service Center is fully integrated with our self-service OBA applications, it provides a reliable and cost-effective outsourcing option for:

- assisting online user populations, including those with diverse language needs
- delivering full-service support to offline employees and/or retirees, such as those who lack computer access or have visual impairments, language barriers, or other special needs

Your delivery options can also include a choice of shared or dedicated call counselors.

Tiered Service Structure

Workscape's HR Service Center, a critical component of our OBA service delivery model, is designed to enable fast, thorough resolution of employee inquiries.

- **Tier 0:** Online Service: Self-Service Applications with Online Help (Knowledge base, FAQs)
- **Tier 1:** Inbound Inquiries, Forms Fulfillment, Application User Support
- **Tier 2:** Case Management, Transaction Processing
- **Tier 3:** Client Escalation, Technical Escalation

Workscape's tiered service structure provides the best service/cost ratio for your company. Calls enter the HR Service Center at Tier 1, and based on complexity, are managed through a suitable escalation path to closure. Tight integration with Workscape's self-service OBA applications ensures future adoption is driven to the low-cost Tier 0 service for greater cost savings.

Continuous Improvement

Our call counselors are trained to identify call trends and "red flag" repeat issues encountered by employees using our self-service OBA applications. Workscape uses this "closed loop" feedback system to continuously improve the usability of our online applications, driving up self-service adoption rates and driving down service delivery costs.

Comprehensive Reporting

Comprehensive reporting keeps you up to date on call activity and service quality. You'll receive detailed reports containing critical statistics and data, including:

- Call logs
- Issue status
- Ticket closure rates
- Call trends
- Repeat issues

These reports provide the information you need to monitor overall usage and issue resolution and to ensure that employees are receiving the level of HR service they expect and deserve. In addition, these reports help Workscape identify ways to continually improve our self-service OBA applications and deliver more cost-effective HR services to you and your organization.



With Expert Services, Workscape Streamlines Accelerated Divestiture Process for Realogy's HR



“There were so many factors to consider — vendors, employees, government regulators and agencies — it was a challenge to make sure everyone was on the same page.”

MAUREEN ROBBINS
VP OF BENEFITS
REALOGY

A team of Workscape consultants leads real-estate services leader through spin-off from Cendant and ensures benefits continuity.

For HR professionals, it was the kind of momentous decision that signals the start of a frenzy of activity — a major divestiture. In an effort to refocus its core business, Cendant Corp. announced the spin-off of three separate business units: Cendant Hospitality (now called Wyndham Worldwide); Cendant Vehicle Rental Companies (now called Avis Budget Group); and Cendant Real Estate (now called Realogy). In addition, it sold Cendant Travel Distribution (now called Travelport).

That latter division — soon to become a separate NYSE-traded company — is now home to some of the world's most respected real estate brands, including Century 21, Coldwell Banker, ERA, and Sotheby's International Realty, as well as services for title settlement and relocation. Cendant was already a Workscape customer when the spin-offs were announced in 2006. According to Maureen Robbins, Vice President of Benefits, the divestiture process — with its compressed and unyielding timetable — created significant pressures for the HR team. To simplify matters, each spin-off

corporation agreed to keep the same vendors, benefit plans, and costs while Cendant's corporate group helped them get up and running.

“Given the number of participants and the high stakes, that was really the only feasible way to make this happen,” she said. “The process doesn't give you a lot of flexibility. Realogy was 'born' on August 1 and we continued on an interim basis with the same benefits and payroll while preparing for a January 1 cutover to our new systems. There were so many factors to consider — vendors, employees, government regulators and agencies — it was a challenge to make sure everyone was on the same page. We had to integrate with ADP (Realogy's payroll provider). We had to ensure that our Oracle HRIS sent the right data over to Workscape (which provides outsourced benefits administration). And we had to make sure that Workscape worked with ADP.”

The five-person team, which worked to create HR benefits programs for all four spin-offs, met weekly to identify issues that needed attention and develop responses — with Workscape playing a leading role. “We had to jump right into this process — and Workscape was tremendous to work with,” Robbins said. “They had always been great to work with before and in this process, they really assumed the leadership role. They acted as a true advisor to help us understand what we had to do and what to watch out for. They understood what we'd have to deal with, looked at all of the data, and told us exactly what would work — and what wouldn't. To give you an idea of the complexity we were all addressing, we needed to manage our existing benefits and design open enrollments for 15,000 employees before Realogy was even in existence.

“And when it came time to talk to the healthcare providers, Workscape took care of everything. We just said, 'Let us know if you need us' — and let Workscape handle it all. Data files and formats — that's not my specialty. So when it was time

to coordinate with ADP, Workscape took care of everything for me. We completely relied on them for that — and still do."

A New Home For Answers

In addition to vendor coordination, one of the critical areas involved pre-change education and smoothing the transition for employees sure to have a significant number of questions — and heightened anxieties — regarding the changeover. "Prior to the spin-off, Cendant had 'The Answer Place' — or TAP — a call center where employees could turn to get their questions and issues addressed.

"We looked carefully at TAP and its costs and how to divide it among the spin-off companies," Robbins explained. "Then Workscape brought us out to their call center in Boise, Idaho. We were very impressed. They sat down and worked directly with us, listened to our presentations on company culture, read through our documents and data. Then they wrote all of the scripting for taking calls and answering questions at the service center. They gave us great suggestions on what to say and how to say it — and then they executed it."

One of the potential pitfalls: treating current employees as if they were new simply because of the spin-off. "You have to make sure existing employees feel continuity," said Robbins. "They've made co-payments already. They've made coinsurance payments. They've made 401(k) payroll deductions and investment choices. You can't treat them like they're new employees."

"...A late hiccup meant starting up a day earlier than planned. Workscape jumped right in for us — with no problem."

The plan was to get the Workscape call center up and running on December 20 — 11 days before the January 1 cutover date. But a late hiccup meant starting up a day earlier than planned. "Workscape jumped right in for us — with no problem," Robbins said.

A Strong Partnership

According to Robbins, Realogy's partnership with Workscape was crucial to the success of the transition. "Workscape played a pivotal role in this entire process," she said. "They were truly an extension of our team. With other OBA vendors, you don't feel like you're a main client — you're a small fish in a big pond. Those companies have such huge teams that they get in each other's way and they don't know what all other team members are doing. With Workscape, I know the people on the team and there's excellent coordination — with the technology, the call center, and the account team. They fit into our schedule — we didn't have to fit into theirs. You don't feel like you're on the clock — you feel like you're working with a partner.

"Workscape understands that if you have to make a last-minute change, you do it quickly and efficiently — even if you are going live tomorrow. I know that one of our peer spin-off companies chose another service provider. They had no one following up for them or helping them get it right. And when our colleagues made requests, the answers were always 'No. No. No.' By contrast, our experience with Workscape is a team approach that finds answers to the tough problems. We're very glad to have them as our benefits-administration partner."

"Workscape played a pivotal role in this entire process... our experience with Workscape is a team approach that finds answers to the tough problems."

"Ultimately, our team was able to roll out sophisticated benefits programs to tens of thousands of employees in an extremely compressed, immovable time frame," Robbins said. "We're very proud of what we were able to accomplish — and we believe that Workscape was instrumental to making that happen."