

Corporate Overview



We're working
with you



Welcome to NorthgateArinso

Many organisations are facing an increasing demand from senior management and employees for more sophisticated HR, Payroll, Reward and Pensions services. Yet at the same time, there is a concern about rising costs as these functions become bogged down in administration, especially to meet the growing legislation challenge.

This needn't be the case: by delivering the right technology and services, NorthgateArinso has the resources to help you meet your challenges.

Working with you at a

business level

There's nothing more crucial to a successful business than its people: they can make the difference between average and world-class performance. Recruiting, retaining and motivating talent is paramount to an organisation's ultimate success.

So it's not surprising that human capital issues are increasingly becoming a presence on board agendas, and that the spotlight and workload on the functions that address them is intensifying.

The challenges on your HR, payroll, reward and pensions delivery may be growing, but the burden this places on your organisation doesn't have to – whatever the size of your business. At NorthgateArinso we understand these challenges and help organisations address them to release the full potential of their human capital.

The strategy challenge

The need to focus on delivering people policies that support business objectives and impact on the bottom line of your organisation.

The administration challenge

Get the right processes and systems behind you, coupled with the use of suitable technology, enables HR and payroll professionals to adopt best practice standards, become more efficient and ultimately reduce the resources committed to administrative tasks.

The management challenge

Address important issues such as skills gaps, performance development, training scheduling, absence management and staff turnover.

The talent challenge

Adopt best practice processes and infrastructures to support you through recruitment, retention and people development ensuring you keep a workforce that is sufficiently skilled and experienced.

The information challenge

Access to accurate, meaningful and real time information including key performance indicators and their trends can greatly help management to address issues and support decision making from a strategic level down.

The compliance challenge

HR, payroll and pensions all have significant legislation requirements, so it is vital that organisations keep up with the pace, access knowledge and implement the changes throughout their policies and procedures.

“ What our customers are saying ”

“Having looked at most of ‘the Top Ten’ payroll systems, we selected NorthgateArinso because they were prepared to be flexible in providing a solution that matched our needs.”

IT Director
Business Services company
25,000 employees



Working with you at a

solution level

Successful organisations are those that ensure their people are doing the right things, in the right roles at the right time. To achieve this, HR and Payroll professionals and line managers need access to systems and services that support their decision making and day-to-day activities so they can stay in control.

NorthgateArinso has provided support like this when working with thousands of customers, continually developing innovative solutions to help these organisations respond to the ever-changing demands they face.

HR solutions

With the right solution in place, HR professionals can help reduce the resources committed to administrative tasks and focus instead on the things that support business objectives. NorthgateArinso's solutions help you achieve these goals by offering:

- The integration of HR processes to reduce administration and re-keying of data
- Support in recruiting, retaining and developing the right people
- HR self-service to further reduce costs and empower employees to perform routine administration tasks
- Measurement of key performance indicators such as staff turnover, sickness and recruitment costs
- 'Dashboard' display systems so that data can be seen and easily understood
- Smart analysis and reporting tools to support decision making
- Support to set up shared service centres.

Payroll solutions

Our payroll solutions do more than allow you to pay staff accurately and on time. Through system integration and employee and manager self-service, payroll data can be captured quickly and more accurately at source, and made readily available to HR, finance and operational departments as required. NorthgateArinso's payroll solutions enable you to:

- Efficiently deliver payroll with high service level standards
- Carry out core tasks such as pay runs, P11Ds, expenses and back pay calculations quickly and accurately
- Improve efficiency further with facilities like online payslips and web expenses
- Maintain historical pay information on the system for excellent reporting capability
- Carry out detailed analysis to understand relationships between headcount, hours worked, salaries, overtime and bonuses.

HR and payroll outsourcing

Outsourcing is increasingly becoming a well understood and accepted practice, and we offer a range of services from traditional payroll bureau solutions through to fully managed services where NorthgateArinso becomes your payroll or HR department.

Such arrangements streamline and reduce operating costs, but even though cost is often the main driver for outsourcing our clients also benefit from our specialist expertise. This expertise lets us make these positive contributions to our customers' organisations:

- Cost benefits because of our economies of scale as a dedicated HR and payroll provider
- Access to high-calibre administrators and managers
- High service quality, knowledge and experience developed through work with our customers
- The use of the 'best practice' processes and service level agreements
- Ongoing policy and process development to keep abreast of new thinking and new legislation
- The release of your management resources from HR and payroll tasks to core business activity.

“ What our customers are saying ”

“We are now able to access live information on our employees. This has significantly improved our ability to forward plan whilst reducing the administration load.”

HR manager
Leisure company
14,000 employees

Pensions systems and outsourcing

With such high public interest in pensions, employers need to provide a transparent and efficient service to scheme members. Our pensions software and outsourced administration services enable employers to meet these objectives through improved business processes and more efficient pension scheme administration.

Our pensions solutions support scheme managers by:

- Minimising scheme running costs by simplifying activities like record keeping, calculations, reports and letter generation
- Achieving a consistency of approach and reducing errors
- Improving service to members by giving them online access to information about their pension, and tools to assess the effect of contribution changes
- Reducing time spent on handling member enquiries in the pensions department by providing members with information online
- Sourcing accurate HR and payroll data
- Measuring delivery against service level agreements with comprehensive management reporting capability
- Analysing data to make changes where necessary to maintain performance in all the right areas.

Flexible benefits systems

Employers are increasingly looking to provide employees with a transparent remuneration package and more choice, in order to boost recruitment and retention performance. NorthgateArinso's flexible benefits solution plays an important role in helping employers achieve this and at the same time reduce the administrative burden.

Through the use of our flexible benefits solution you can easily:

- Set up new benefits, establish benefit rules, communicate with benefit providers and calculate benefit contributions
- Simplify the benefit selection process: employees simply choose the benefits they want and instantly see the effect their choice will have on their package
- Monitor scheme information such as benefit take-up rates, return on investment and enrolment activity patterns
- Make changes to benefit availability and internal communications to change the share of benefit take-up
- Use data to analyse employee demographics and create benefit options that appeal to all employees.

Reward systems

Alongside core HR and payroll functions, we provide further tools designed to help organisations align their compensation schemes with specific business objectives, while taking into account external factors such as compliance requirements and industry compensation benchmarks.

In addition, our HR consultants can also work in conjunction with software implementation to further enhance the benefits you achieve from reviewing your reward policies and processes, including through:

- Identifying and assessing internal relativities through job evaluation
- Modelling and costing pay and grading restructures, calculating the effects on employees now and projected into the future
- Analysing your pay position against the external salary market, identifying weaknesses and costing the impact of alignment
- Performing equal pay audits, in line with Equal Opportunities Commission guidelines.

Time and attendance

Every organisation in some way keeps information about its employees working hours. In some cases, it is simply a matter of managers keeping an eye on where their staff are. But this is hardly an efficient use of a manager's time, and where more than just a handful of staff are employed it can never be truly effective.

The right technology can make attendance recording an accurate and efficient process that generates valuable management information.

Workforce Optimisation Software is a suite of software that includes the following elements:

- Time and attendance
- Flexi time
- Absenteeism reporting
- Leave management.

“ What our customers are saying ”

“We were incredibly impressed by NorthgateArinso’s product offering, which is flexible enough to deal with changing regulations and also allows for customisation to meet our specific needs.”

Project Manager
Police Authority
8,000 employees

Total Solutions Provider

Business Consulting

By re-assessing HR strategies and designing new HR delivery models, we help you generate real business value and reduce overall administrative costs. Our business consultants support you in designing transformation programmes, setting up shared services, operating outsourced services and drafting detailed business cases for excellent service delivery.

Software & Services

Our superior software technology allows you to facilitate your HR strategies, both at the back-end and front-end. Our software & services include an integrated range of HR and payroll solutions that will help you in reducing costs, increasing flexibility, creating extra administrative capacity and support and assist HR in providing an enhanced service to your employees. Our software features powerful decision making information tools and significant web functionality which allows specified access to managers and employees via the internet.



Systems Integration

We offer a complete range of consulting services based on solid ERP solutions from SAP, Oracle and PeopleSoft. Our unprecedented expertise in HCM, global delivery capabilities and unique suite of HR accelerators have enabled many HR leaders to significantly improve the delivery of HR & payroll services. Additionally we empower organisations through innovative e-HR and Enterprise Content Management solutions

Outsourcing

We offer a 'sliding scale' of outsourcing models to suit your individual requirements; from managing and operating an existing HRIS environment for you – including production support, application maintenance, and release management – to fully hosted HR and payroll processing and managed services - to a complete HR BPO solution, including all aspects of HR administration, payroll, recruitment, background checking, legal services and talent management.

Working with you whatever your level

Whatever your role, NorthgateArinso's experience means we understand intimately the issues you face, and our mix of expertise and technology can support you in addressing them.

HR Director

- Have strategic tools at your fingertips that gives you a full picture of your organisation in terms of your people and their progress against key performance indicators.
- Bring administration under control, letting you focus on strategy and your team focus on activities that support corporate objectives.
- Use self-service technology to let employees take greater control of their careers.
- Provide rich information to line managers to support improved performance.

IT Director

- Be confident that you can fully integrate our systems with your existing infrastructure.
- Consider options that transfer responsibility for database administration, maintenance and disaster recovery.
- Access a rigorous implementation process that has a good track record of timely delivery.
- Have confidence in proven disaster recovery processes and infrastructure.

Finance Director

- Reduce the cost of providing HR services to increase profitability whilst keeping service standards at optimum levels.
- Access comprehensive information to gain greater control of people costs.
- Prepare for mandatory people reporting in company reports.

HR Professional

- Devolve more administration to managers and employees.
- Focus more on value-adding activities like training and recruitment to improve employee performance.
- Easily access HR information to support decision making and service delivery.

Payroll Specialist

- Maintain greater accuracy on payroll runs and improve speed and flexibility to run the payroll how and when you want.
- Integrate HR and payroll systems within a single core database to have excellent reporting capability and reduced re-keying of data.
- Introduce web-enabled functionality such as online payslips.

Pensions Professional

- Bring down the time and cost of administrating pensions.
- Improve service to members by providing online access to information about their pension, and tools to assess the effect of contribution changes.
- Reduce time spent handling enquiries by providing members with information online.

Compensation and Benefits Manager

- Attract high calibre candidates by offering a flexible reward package that suits them.
- Use tailored reward packages to motivate and retain employees.
- Reduce the time it takes to administrate your flexible benefits scheme.

Line Manager

- Have quick and easy access to vital employee information to improve your team's personal development and performance.
- Manage absence, training and other matters with less time spent on administration.
- Take control of the administration of starters and leavers.

Employee

- Make sure your personal details held by HR are always up-to-date.
- Book holiday time, submit expenses and record absence online with no paper based form-filling.
- Monitor and shape your remuneration package online, choosing from a range of options to balance salary and benefits to suit your circumstances.



NorthgateArinso

working with you

Our unique combination of solutions, resources and experience has enabled us to become a leading provider of people-related solutions, with millions of employees and pensioners relying on us every day.

Minimising risk

NorthgateArinso are specialist providers of HR, Payroll, Pensions and Flexible Benefits and Reward. We have built up a customer base that spans both the public and commercial sectors with organisations of all sizes. We have carried out more implementations over the past 40 years than we can count, building up a track record that demonstrates our ability to provide you with a solution that suits your organisation.

Flexibility

The breadth of solutions available, and our specialist consultants' abilities, means we can provide best-fit solutions that fit your requirements today and into the future as your organisation evolves. It may be that an in-house solution is most suitable now with a hosted or fully-managed option becoming appropriate in the future as your business changes. We have been flexible enough to meet the changing needs of many customers and you can rest assured that we will always have the right solution for you.

Value for money

We deliver value to our customers by providing a comprehensive solution, from the start of a project with thorough scoping and business process re-engineering (BPR), through to implementation and beyond. We can keep you ahead of legislation, but we can also give you the tools to measure and continually improve people performance in your organisation. Our customers can also demonstrate how reduced cost and a good return on investment are not just talked about but delivered.

Quality and expertise

Internal control measures and safeguards are vital when we handle sensitive data belonging to our customers. So our quality standards are agreed with customers and our processes and procedures are accredited by ISO9000 and the British Standards Institute. We also have SAS70 accreditation, a component of the Sarbanes Oxley Act of 2002, and our project implementation team follow the Project Management Institute's PMBOK methodology. We are also committed to employee development and have CIPD and IPP qualified staff who bring a wealth of knowledge to all areas, from development to project management and support.

Complete support

Once we've agreed on a solution that meets your needs, we'll create service level agreements so you can be sure of a partnership approach that continually provides the solution and service you expect. You will have access to our extranet giving you 24/7 customer support and access to upgrade information. We will provide a training plan dependant on your needs at our specialist training centres or, when required, our trainers can run courses onsite. At all stages you will have the back-up of our project management team to ensure all key milestones are hit.

Continual improvement

User groups are critical to the development of our products and services. They also provide a great opportunity to meet with your peers to see how they are using our solutions and to share 'best practice' methodologies, and we take an active role in listening to suggestions from customers for continual improvement.

Real business benefits

As well as addressing the pressing need for excellent service delivery and cost control, we help our customers to improve the positive impact that their HR, payroll and pensions functions have on corporate strategy. The collection and analysis of rich information lets you diagnose the strengths and weaknesses in your human capital management practices and prioritise your resources.

International capability

We are growing our presence across international markets, with operations on every continent. This gives us the ability to deliver solutions locally that take account of different languages, practices, cultures and jurisdictions. We also incorporate multi-language and multi-legislation functionality in a number of our system solutions.

“ What our customers are saying ”

“We have certainly achieved the objectives we set when choosing NorthgateArinso.”

Supply Chain Director
Retail organisation
3,600 employees

Supporting you

at every level

Whether you are looking for an in-house HR and payroll solution or are considering outsourcing we're aware of the scale of the decision. You'll need support and guidance from your provider from the beginning, so we take a partnership approach right from the start.

Understanding your needs

We'll work with you to understand what you are trying to achieve and offer guidance based on similar organisations that we work with. We have people that specialise in working with both large and small organisations in the public and commercial sectors, so they can assess your needs and recommend a standard or customised solution that will meet them.

Implementation and transition

A NorthgateArinso project consultant will provide guidance and practical hands-on advice, for example by supporting data migration and conversion. This way, the project will remain on time and on budget. Training will also be available for all employees so they will have the relevant skills, understand their role, be fully prepared and have confidence in the new solution.

Strengthening the partnership

Staff with experience in working with similar organisations will provide support when you need it. So if it's a query during day-to-day use of the system or assistance with a report, we'll be on hand to help you. Service level agreements help you and us to monitor service delivery at all times.

Helping you to grow

Things don't stand still for long. So we will work with you to make sure that whatever we recommend has the flexibility to grow and evolve as your organisation does. In fact, listening to our customers plays a vital role in helping us to develop solutions that can cope with changes in organisation size and structure.



A final word

For further information about any of our solutions and how they might work for you please call us on 0800 035 0545 or visit the NorthgateArinso website at www.northgearinso.co.uk

About NorthgateArinso

NorthgateArinso is a leading global Human Resources software and services provider offering innovative HR business solutions to employers of all sizes, including Blue Chip companies, Public Sector organisations and many small to medium enterprises. We help organisations optimise their HR service delivery through smarter processes and more efficient technology, supporting key HR areas like workforce administration, payroll, benefits, recruitment, learning and talent management.

Our highly skilled employees are dedicated to HR excellence through strategic business consulting, outsourcing services, systems integration and best-of-breed software solutions.

The Northgate Group is owned by private equity company Kohlberg Kravis Roberts (KKR) and currently employs over 6,500 staff.



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