

How-to guide

Effectively administer and
manage global benefits



Global Employee Benefits
Watch 2017/18 Series

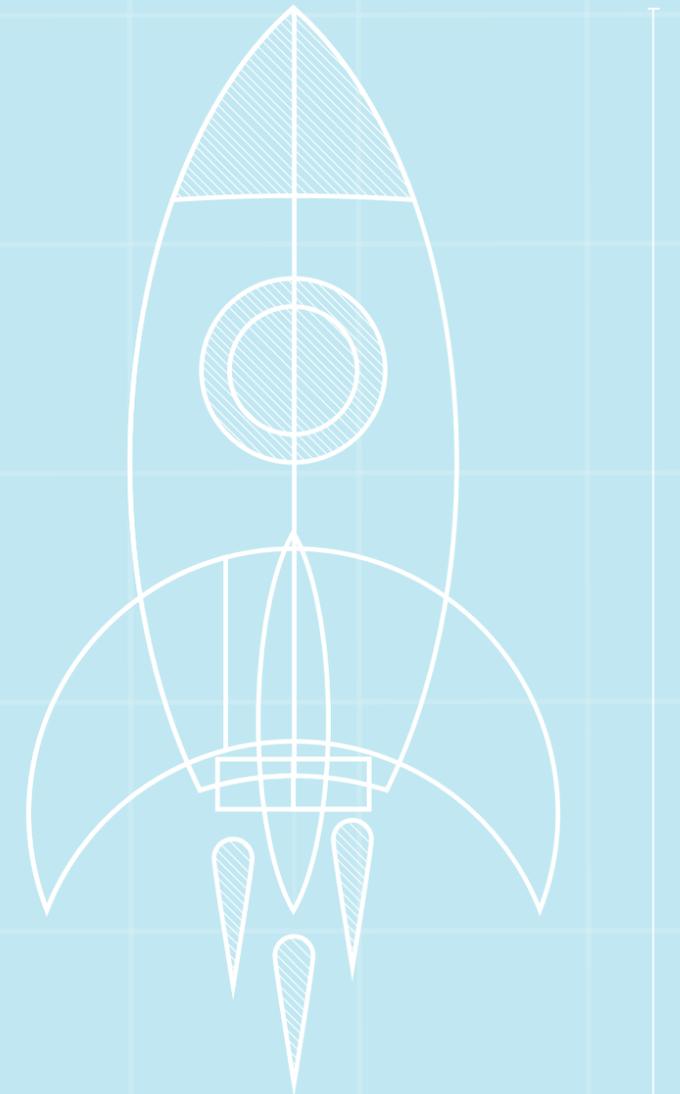


Introduction

For most organizations, the top priorities informing their global benefits objectives are:



Our **Global Employee Benefits Watch 2017/18** research established the blueprint for success to help you meet these objectives. This how-to guide will step through three key elements to help you decide on the most appropriate operating model for you and your business. 100% of organizations following this blueprint considered they were effective at meeting their business objectives.



1

Run your benefits administration more effectively

Organizations with a globally-driven strategy that's aligned to their wider business objectives are 3x more likely to see a reduction in administration errors and are more likely to see an increase in operational efficiency.

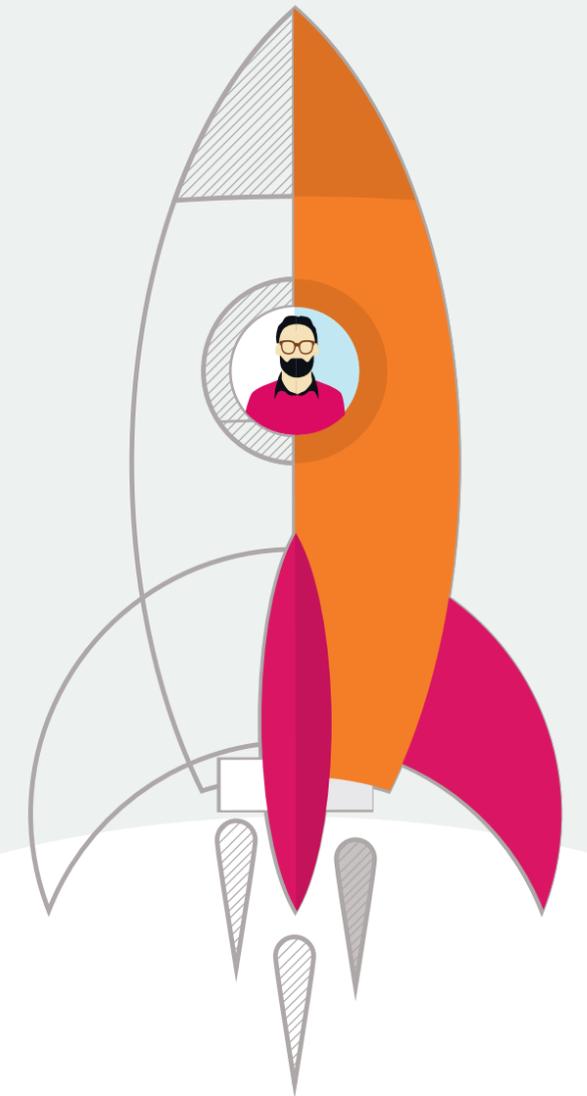
One way of achieving this is by running your benefits administration through an HR Shared Service center (HRSS) – either regionally or globally.

63%

of organisations are operating a shared service model globally OR regionally.

1/2

The amount of organizations adopting an HRSS model is increasing year-on-year, and those not considering this approach has halved in two years.



2

Look to benefits technology to automate processes

When organizations implement both an HRSS center with a benefits technology solution to automate processes, they are more likely to achieve success against their global benefits objectives.



A combination of HRSS and global technology is allowing benefits teams to be much leaner,

reducing risk and the administration burden by 30%, without sacrificing employee experience.

Technology gives you the flexibility to choose whichever operating model is best for you and your business, by providing you with the framework to manage benefits administration remotely,

as well as measure the effectiveness of your approach to ensure you are achieving ROI on your investment.

3

What are you trying to achieve?

Think about your ROI. What impact do you need your investment to have?

Market-leading organizations are adopting benefits technology that **integrates into their existing HCM systems** to provide a holistic solution, increasing operational efficiency and reducing cost.

For example **25% of organizations still cannot report on global benefits costs**, while it takes another **17% more than a week to do so**. Not only are organizations unable to report on these costs, but even in cases where they can, the process is inefficient and a significant drain on resources.

Those adopting benefits technology globally tackle not only this issue, but experience at least **one less negative impact to their business**, including:

Administration errors

Excessive or **unnecessary administration time** for HR teams

Vendors overcharging in one or more countries

Legislative updates missed in one or more countries

Reporting errors around taxable / non-taxable benefits

Leavers who remain on benefits **incorrectly**





Having a global strategy and the HR infrastructure and technology to deliver it is paramount to ensure you meet your objectives.

Weigh up your options, consider what you are doing already and what outcomes different options will produce.

Of organizations following this blueprint, 100% considered they were effective at meeting their business objectives.

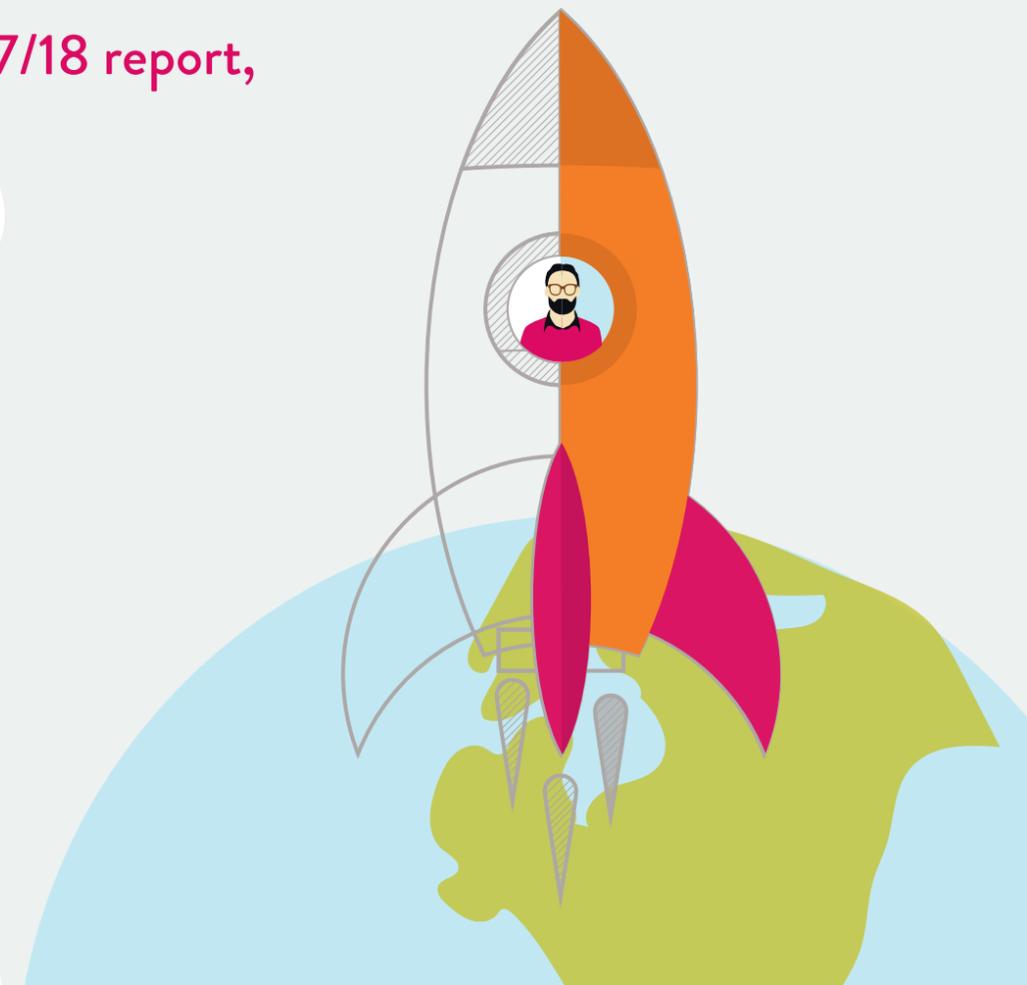
For more detail on the topics in this guide, download our [Global Employee Benefits Watch 2017/18 report](#), or chat to one of our team.

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