



INTERNATIONAL BENEFITS NETWORK

Case Study

Client:	US headquartered software company
Lead Consultant:	Capita Employee Benefits (UK)
Countries where client is based:	UK, Finland, Norway, Australia, Italy, Ireland, Spain, India, Singapore
1. The background/ starting position – client problem, etc.	<p>As a global organisation, the client was looking to ensure their benefits were appropriate in each location in terms of competitive practice and statutory requirements. With a head office in the US, they required governance that allowed them to fully understand the benefits in place and their associated costs. They also wanted to ensure they were obtaining good value from benefits and wanted to leverage their global footprint to obtain greater economies of scale.</p>
2. How we sold it/sales process/approached it – and why	<p>As members of the International Benefits Network, Capita Employee Benefits was able to work collaborative with this extensive network of expert employee benefit consultants and carry out a full audit and benchmark of the client's existing benefit provision by country. Based on the findings, appropriate alternatives and options were proposed to the client, including the option to appoint the local International Benefits Network consultancies. These proposals were underpinned by Capita Employee Benefits' ability to aggregate scheme and membership data onto a global software platform, and thereby deliver ongoing management information reporting.</p> <p>Thus, Capita Employee Benefits was able to provide on-going Global coordination, whilst overseeing local relationships between the client and the local International Benefits Network members.</p>

<p>3. What work did we do?</p>	<p>Using Capita Employee Benefit's unique access to global and regional data via the International Benefits Network, comprehensive reports were produced by country to enable the client to make pragmatic decisions. The review of the local markets, which were coordinated by Capita Employee Benefits using the local expertise of the International Benefits Network, presented the client with:</p> <ul style="list-style-type: none"> • High-level country reports outlining statutory benefits and mandatory requirements, as well as employer norms. • A benchmark of benefits against peer organisations, outlining clear recommendations. • Global conference calls to discuss findings, recommendations and next steps with International Benefit Network's in-country experts. • Quotations and delivery of benefit solutions through more relevant benefit design, including the removal of duplicated benefits and a focus on cost effective local solutions, using the regulatory capability and market knowledge of the local International Benefit Network's member. • Local support and expertise. • Good governance structure for the global benefits programme and strategy via central global benefits management by Capita Employee Benefits. <p>By utilising Capita Employee Benefits ' award winning benefits platform, we were able to provide the client with:</p> <ul style="list-style-type: none"> • A secure repository of benefit reports and documentation by country. • Management aggregation of global data in one location, in both local and accounting currencies, giving data by country, region and globally. The ability to drill down to employee and benefit level. <p>In addition, the access to the client's global benefit structure allowed Capita Employee Benefits to introduce the concept of Multinational Pooling, and the potential for additional savings in the form of future dividends, in addition to the savings made via the more competitive placement of benefits by the local International Benefits Network members.</p>
<p>4. What the outcome was – savings, changes, client reaction</p>	<p>The client made significant savings, in some countries up to 67% of benefit spend. More importantly was the ability to ensure mandatory and employer norms were being met, which may have led to increase benefit spend, but ensured compliance with local regulation and a happy workforce.</p>
<p>5. Client quotes and feedback</p>	<p>"The partnership with Capita Employee Benefits has enabled us to have greater governance over our global benefits. We are now confident that our benefits are competitive and fit for purpose, and that they enhance our ability to attract and retain staff. At the same time, Capita ensured that the benefits were being placed economically. The local expertise we receive from the local members of the International Benefits Network, and the global oversight from Capita, provided the solutions we required, whilst Capita's global platform allows us to have the information we require at our fingertips."</p>