

Communicating Critical HR Information to the Workforce

Now more than ever, employers have a critical need to communicate complete, accurate, up-to-date HR and benefits information to employees in a timely manner. Compliance with Sarbanes-Oxley, HIPAA regulations, meeting DOL requirements for document delivery, and explaining consumer-driven health programs are just the tip of the iceberg. Meeting this demand will only get more difficult as the scope of information expands and government mandates set new rules for when and how information must be delivered.

Workstream Communicator brings employee communication to the next generation. It combines cutting-edge content management software with open, easy-to-use facilities to create, maintain, personalize, and deliver information. The result is an industrial-strength solution for employee communication that gives HR managers extraordinary flexibility in responding to change. Using Workstream Communicator, your company can deliver the right information, to the right people, at the right time, and with the right level of detail — with less effort and at far less cost than any other approach. More importantly, your ability to do all of this in the face of enormous business change will be protected far into the future.

Key Workstream Communicator Capabilities

The unique capabilities of Workstream Communicator stem directly from the objectives behind its design. Communicator was designed from the ground up to be:

- **Open and Accessible**
You retain full control of your HR and benefits information at all times. There are no rigid set-up procedures and no constraints regarding the content you add or how it is organized.
- **User Configurable**
HR determines who is able to view, edit, and manage information. Windows™ - like configuration tools simplify system set-up and enable rapid response to change without IT involvement.
- **Easy to Use**
Anyone with word processing skills is able to create and maintain content. There is no need to understand decision trees, complex logic, or programming to control when and how information is delivered.
- **Collaborative**
Built in workflow and review/approval capability ensures content is reviewed and approved by the appropriate parties and published according to schedule.

“Workstream Communicator is a great fit for us based on the structure and content of its generic templates. That foundation is complemented by the flexibility of its authoring tool. Making content changes is fast and cost-effective.”

Wayne Armbrister
Manager, Service Center Technology,
Eastman Chemical

- **Easy to Maintain**

Updates to content and business rules can be applied quickly and uniformly across all communication scenarios by non-technical staff. New Communicator releases are implemented without the need to re-enter or re-customize content or rules.

- **Economical**

The investments you've made in employee handbooks, SPDs, plans from benefits consultants, and legal reviews are fully leveraged going forward. Content can be easily imported verbatim and used immediately.

- **Quick-Starting**

Communicator comes with a vast knowledgebase of best practices content for over 1,000 topics that can be easily modified for your own HR programs. Existing and new content can go live faster than any other approach.

- **Multi-Lingual**

Content is not restricted to text created in English, thereby extending product benefits to non-English speaking employees. Information in foreign languages can be easily created and edited on-line, or imported from existing documents.

- **Powerful**

Power tools increase productivity for all participants. Plan selection and life-event management tools simplify enrollment. Administrator tools accelerate set-up and maintenance of repetitive tasks and documents, such as plan comparisons and SPDs.

- **Scalable**

New employee groups, new benefits plans, new categories for content, and new communication requirements — even outside of HR — are handled with ease. The ability to handle large employee populations and high transaction volumes is built into the product's design.

- **Easy to Integrate**

Communicator operates seamlessly within your environment. It can be fully integrated with your HR systems, can be a service within a broader corporate portal (or become your HR portal), and can be combined with other Workstream applications in the Talent Center suite.

Workstream Communicator Benefits

Simplifies Compliance

Workstream Communicator simplifies compliance with the rules and regulations surrounding employee communication. With Communicator you will now be able to:

- Deliver SPDs on-line or print them, in full compliance with DOL requirements
- Meet HIPAA mandates regarding protection of sensitive information and generation of HIPAA-compliant transactions
- Standardize the information that is made available to all employees, reducing legal liability
- Monitor employee access to important benefit and policy information and confirm its receipt

Workstream Communicator Benefits

The business benefits realized by Workstream Communicator customers are significant. They go beyond what can be achieved by any other approach to employee communication. These benefits include:

- Reduced costs for all aspects of employee communication
- Increased productivity for HR staff, call center reps, and employees
- Superior management of information content and access
- Greater return on your investments in HR technology and content
- Increased information accuracy
- Reduced legal liability and exposure
- Greater employee satisfaction with the communication process and the results

- Manage and track document versions, implement precise control of document release, and provide complete version histories
- Support communication needs around Sarbanes-Oxley, EEO, and other critical laws and regulations

Retain Full Control

At the heart of Workstream Communicator is a comprehensive, secure knowledgebase where information is defined once and made available wherever needed. The entire process of creating, managing, personalizing, and delivering content is open and transparent. There are no behind-the-scenes steps required to compile content to generate the desired results. You retain full control at all times.

New content can be added directly, without delay. Powerful search facilities provide direct access to any subject area. Intelligent prompting in plain language simplifies the entry of information. You see exactly what the employee will see, without alteration.

Preserve Unique Corporate Data

The things that make your company special — your corporate branding, your unique corporate “voice,” and the tone of your communication with your employees — are fully preserved. So too is the in-depth knowledge of corporate policies that exists within your HR and legal departments. Your subject matter experts and legal staff can work remotely on a team basis to edit and approve content. Automated workflow notifications ensure that all critical parties are informed and respond according to schedule. Automatic document import capabilities simplify mass entry of information and speed solution deployment. Built-in features for version control and effective dating allow you to publish new content without IT involvement.

Secure Access to Information Anytime, Anywhere

Information within the knowledgebase can be made available to employees and call centers on a 24x7 basis. Personalized answers to questions are generated dynamically based on the identity and role of the person making the request. All information is fully protected, with people seeing only the information they are entitled to view and the benefits for which they are eligible. Call center reps and authorized staff can be given privileged access to special instructions, alerts, and indepth information on important topics.

About Workstream Inc.

Workstream provides enterprise workforce management solutions and services that help companies manage the entire employee lifecycle – from recruitment to retirement. Workstream’s TalentCenter provides a unified view of all Workstream products and services including Recruitment, Benefits, Performance, Compensation, Development and Transition. Access to TalentCenter is offered on a monthly subscription basis under an on-demand software delivery model to help companies build high performing workforces, while controlling costs. With 9 offices across North America, Workstream services customers including Chevron, The Gap, Home Depot, Kaiser Permanente, Motorola, Nordstrom, Samsung, Sony Music Canada, VISA and Wells Fargo. For more information visit www.workstreaminc.com or call toll free 1-866-470-WORK.



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