

Product Brochure

# Sage People global HR and people management system

Automate, experiment, and innovate with  
a highly configurable end-to-end solution.

Sage





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# HR and the new world of work

The world of work continues to change as organizations are forced to react to ongoing disruption. Economic uncertainty, digital acceleration, demographic changes, and different workforce expectations, such as a shift to more remote and hybrid models, have combined to create a new business agenda.

Management teams are faced with tackling a range of associated challenges, from redesigning ways of working and successfully competing for scarce skills, while transforming their businesses through a period of rapid change.

This is opening up new opportunities for HR, as managers need information, ideas and innovation in order to come up with creative business solutions to solve some of these new and evolving people requirements.

HR is now expected to play an integral role in driving and supporting innovation. This requires HR systems and technology that can provide the necessary information and help experiment, test new ideas, and redesign how work gets done.



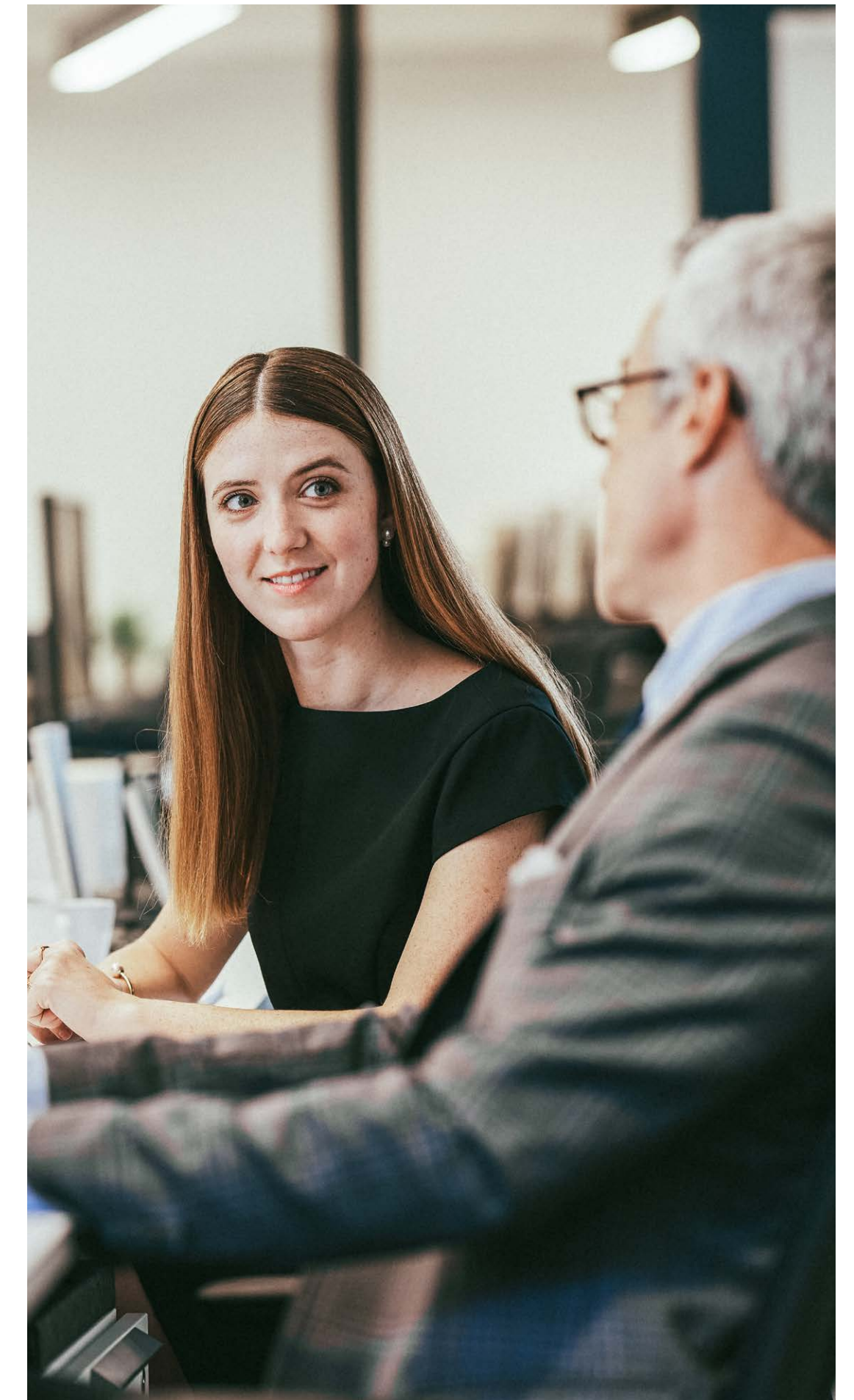
## **Redesigning ways of working**

Hybrid working, wellbeing, reopening, and experiences.



## **Successfully competing for talent**

Skills, retention, employer brand, culture and DEI.



## **Rearchitecting business**

Digital acceleration, experimentation, innovation, agility, and resilience.



# Flexible system requirements

HR teams in mid-market organizations need cloud and mobile technology which they trust, is easy-to-use, and flexible.

Today's solutions need to be able to automate new and existing processes, while supporting multiple ways of working, enabling brands to stand out and successfully compete for skills and talent, while delivering amazing hybrid experiences for candidates, and the entire workforce.





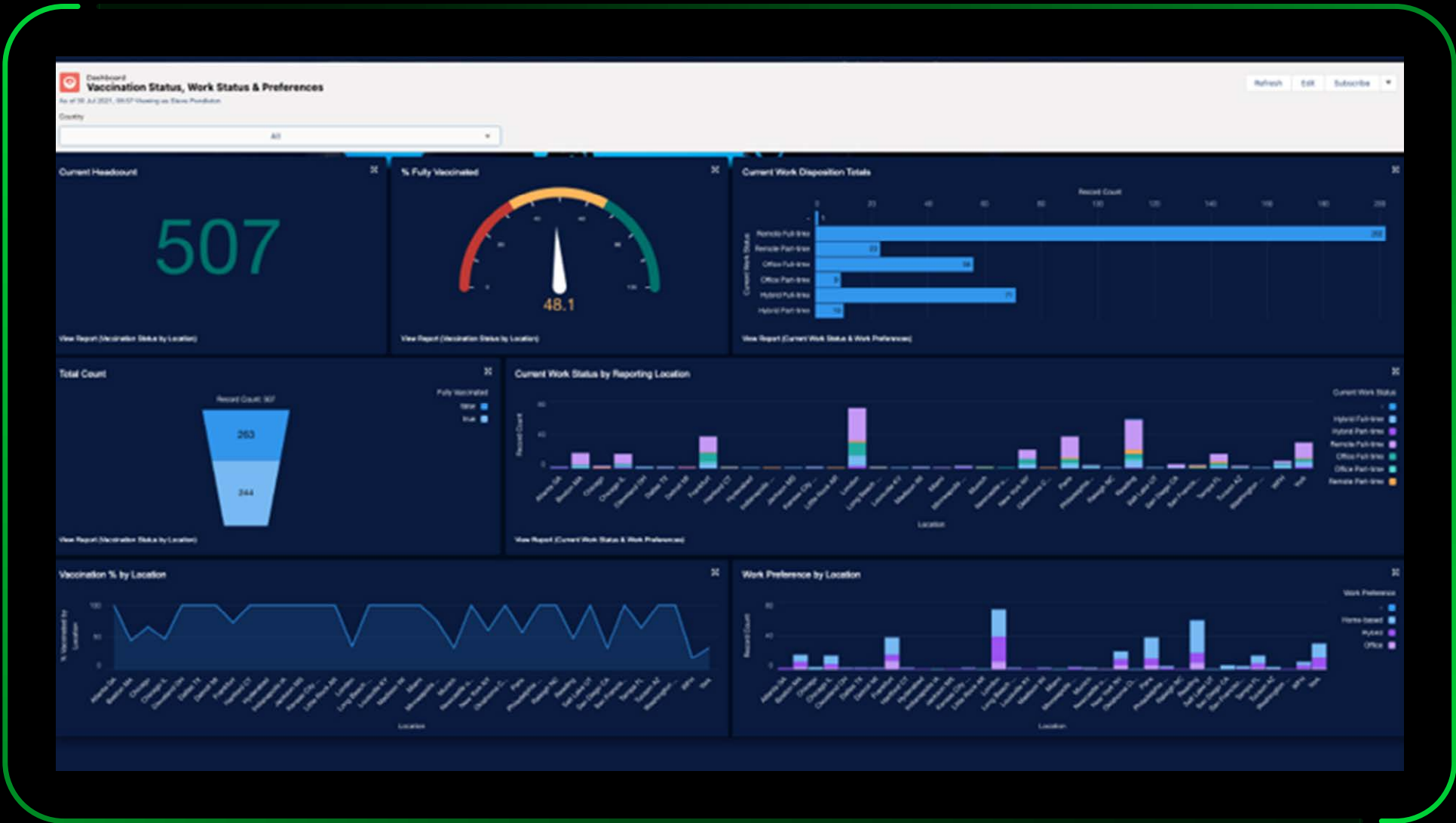
**A flexible people management system should give HR confidence in meeting management expectations by:**

- Providing impactful insights to help with people planning and decision-making.
- Enabling HR to be agile and responsive in coming up with new solutions to emerging business needs such as returning to the office, vaccine management, hybrid working and diversity, equity, and inclusion policies.
- Allowing management teams to innovate and change the business so that it can remain resilient through ongoing uncertainty by supporting the experimentation and testing of new ideas.

While there are many HR systems to consider, there are few mid-market solutions that offer this level of flexibility. Sage People is an exception.

“What we really liked about Sage People was its configurability and flexibility. We have people in different geographies, different business units with different needs and processes, and Sage People allows us to configure functionality according to each employee or contractor profile whilst providing a consistent experience across the global workforce. This is fundamental in helping us to not only attract talent, but retain it as well”

**Stacie Alexander**  
Senior Director, Human Resources, Worldwide Clinical Trials

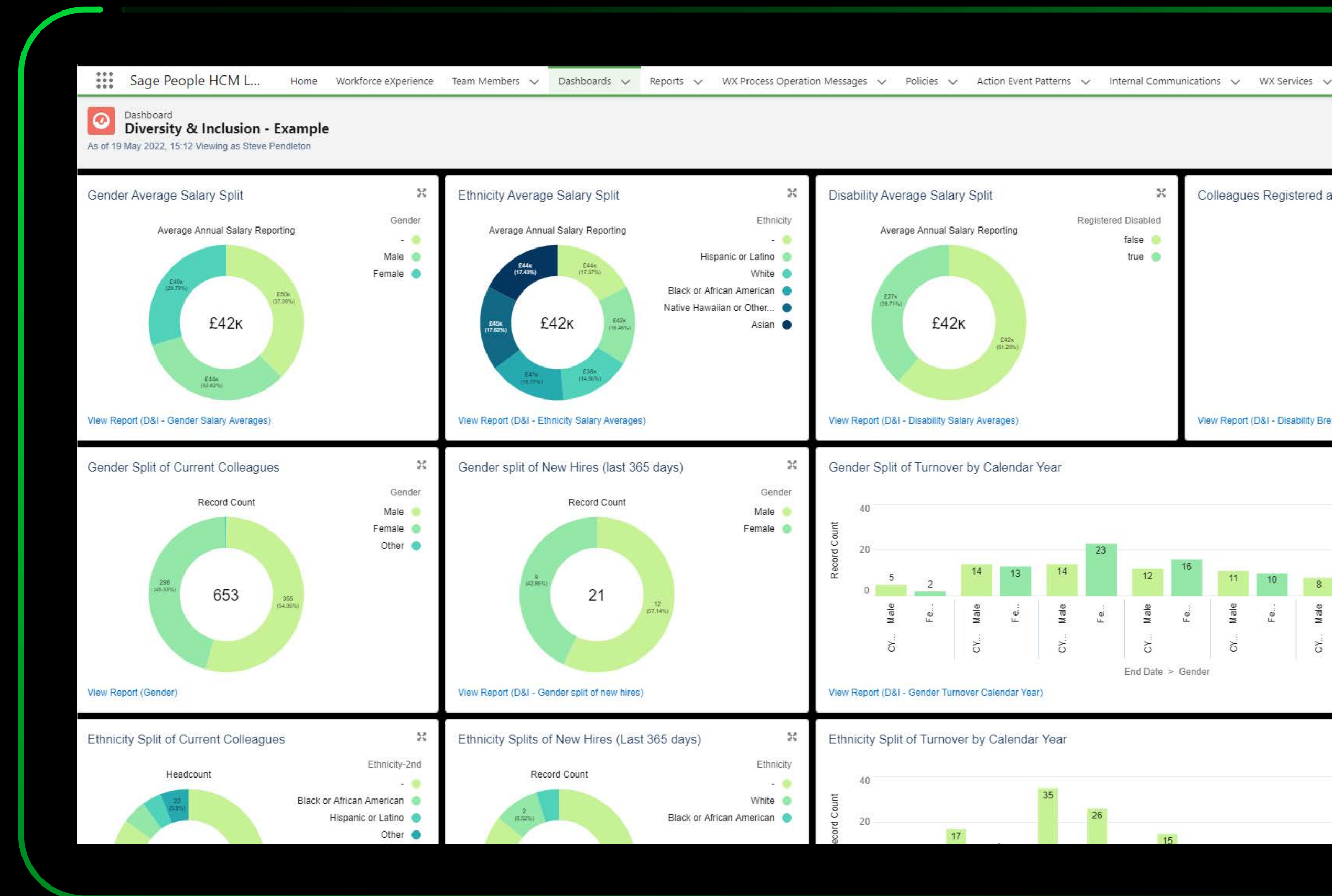




# HR and people management system

Sage People is a global cloud HR and people system for mid-sized global organizations. Built on Salesforce, the world's leading enterprise platform, it automates hiring, managing, and developing your people, while supporting new ways of working, freeing HR from manual administration and low value tasks.

It is a single system of record for HR and employee data with comprehensive reports, dashboards, and analytics, providing actionable insights to help drive strategy, plans and operations.

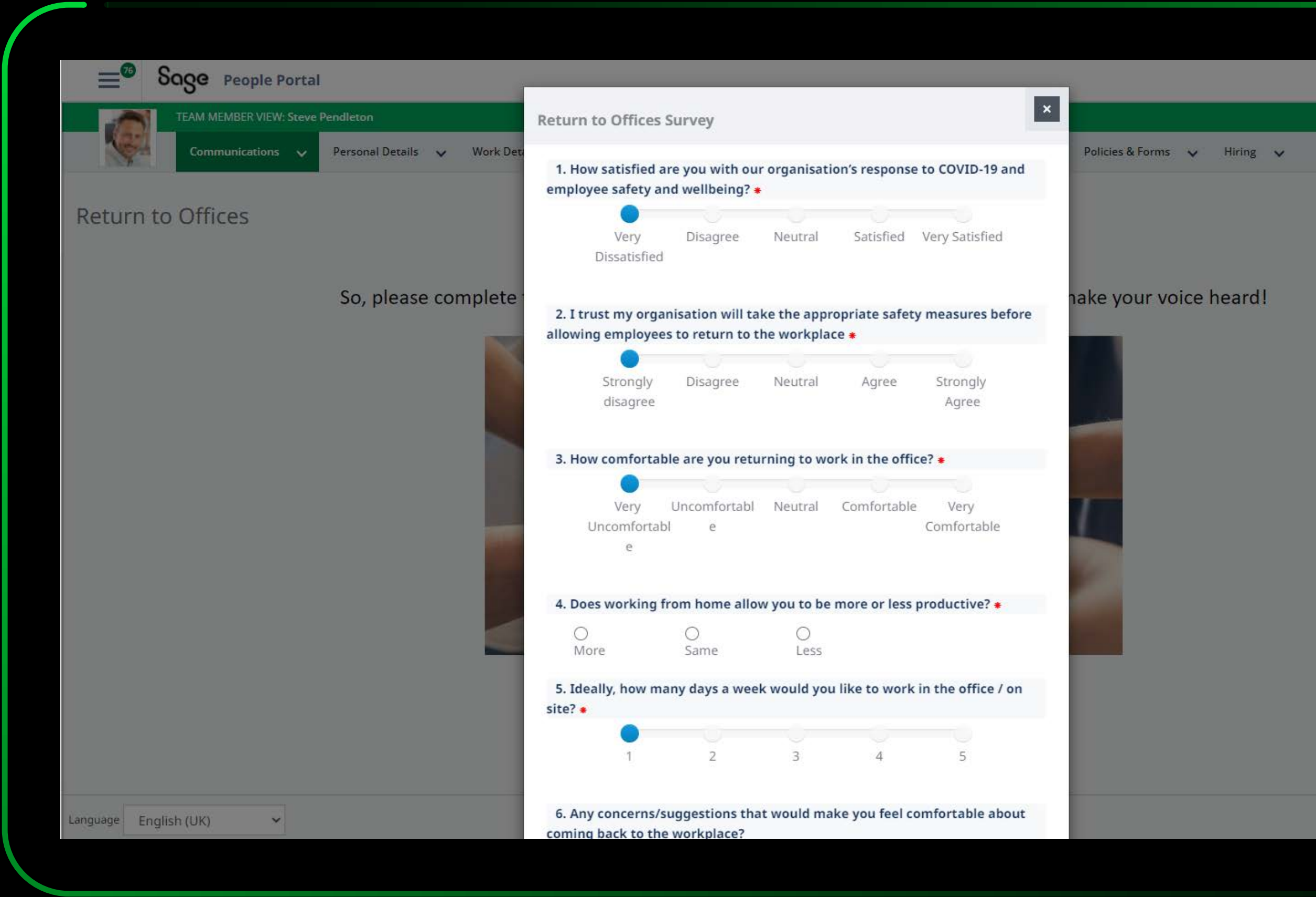




Create targeted content and communications for groups and teams through company branded portals, while measuring engagement to help keep the workforce fully informed and compliant, and enabling the delivery and monitoring of great hybrid workforce experiences.

Being highly configurable and extensible, Sage People automates the way you work today, while enabling experimentation and testing of the way you want to work tomorrow. Monitor the pulse of the organization, and capture changing employee sentiment to strengthen your strategic and operational intelligence, so critical business decisions can be made.

With a full suite of wrap-around Customer for Life services, Sage People ensures your success. Our dedicated Center of Excellence assists and empowers our customer-facing teams to optimise Sage People and achieve delivery excellence, from discovering your unique requirements, through to implementation, learning services, and worldwide support.



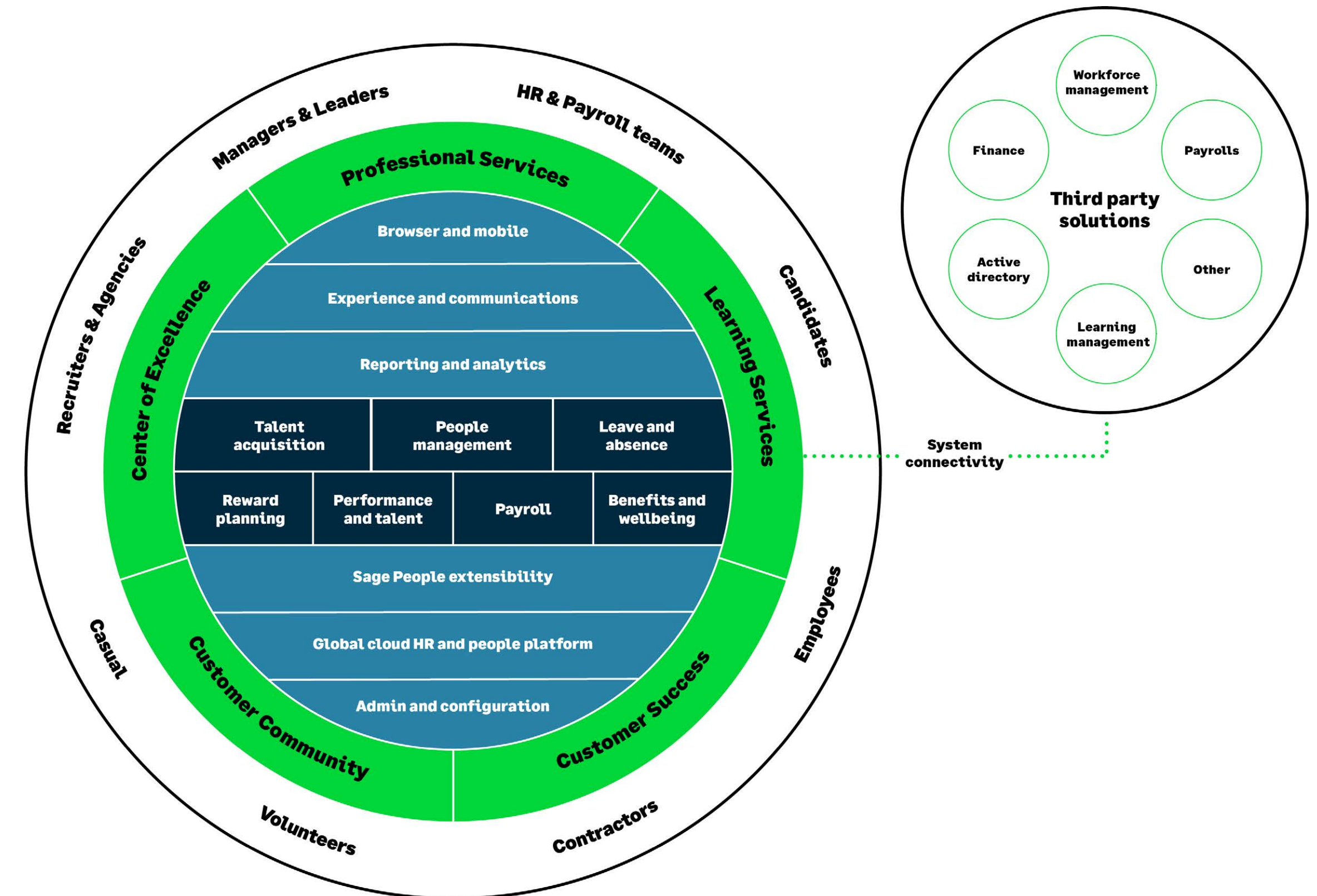


# Sage People solution

Sage People is a global cloud HR and people management system for mid-sized multinationals and growing smaller businesses, removing barriers so business flows and your people thrive.

## Key features

- End-to-end automation of the employee journey.
- Supports global policies and local regulations.
- Intuitive and straightforward to use.
- Single employee system of record.
- Powerful reporting and analytics.
- Targeted hybrid workforce experiences.
- Highly configurable and extensible.
- Connectivity to other applications.
- Comprehensive customer services.
- Built on Salesforce.





# Talent acquisition

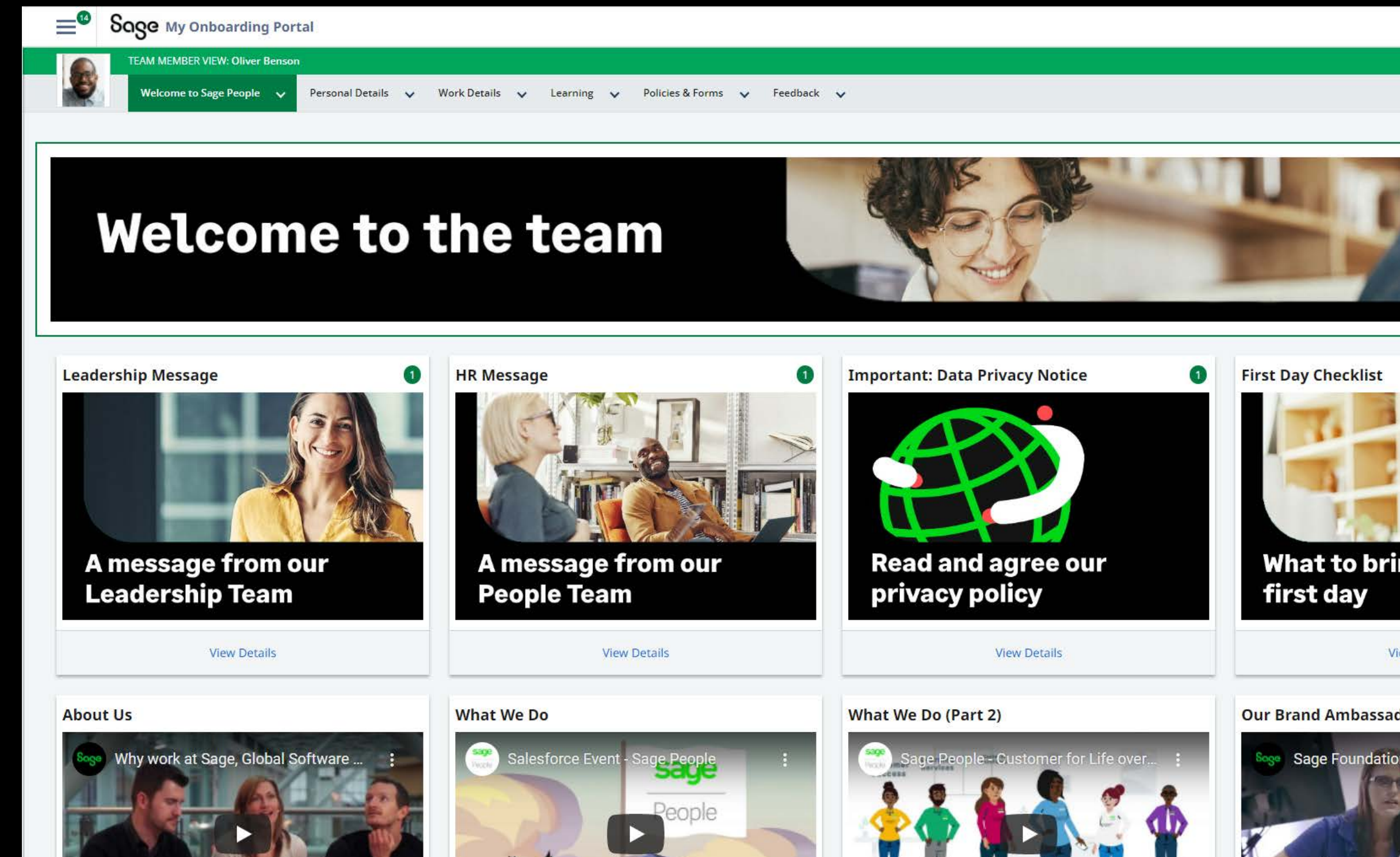
With low unemployment rates creating intense hiring competition, and remote and hybrid working increasing candidate job options, finding and recruiting talent has never been harder.

Furthermore, 'The Great Resignation' continues to impact employers with many experiencing higher levels of churn. Due to the booming jobs market, the reluctance to change jobs for fear of not getting another has almost been removed. As a result, candidates are more demanding and selective than ever, and employers have had to become more innovative in recruiting new employees. With Sage People, talent teams can be more successful in competing for in-demand skills by delivering impactful, branded hiring experiences, and ensuring the hiring-to-onboarding journey is seamless and effective.

“Our direct recruitment now is 60%, compared to just 20% previously, so we are making a huge saving on agency costs.”

**Eric Camier**

UK Recruitment Manager, Westcon-Comstor





**Impress candidates with a stand-out experience**

- Make a good first impression with contemporary employer branding themes that are easy to apply.
- Provide a frictionless application process from any device.
- Close unsuccessful candidates well by setting delays on automated outcome communications to allow in-person feedback to be given first.

**Find and hire the best people, faster**

- Connect with more candidates via social, multiple job board sites, and radius searches.
- Find the right skills quickly using a skills library to match skills to current vacancies.
- Fill roles faster with qualified candidates using the only human-controllable intelligent matching engine on the market.
- Maintain a long list of potential candidates from various sources and track actions and interactions with those candidates.
- Eliminate bias with algorithms and results screens that don't leverage personally identifiable information (PII) such as gender and race.

**Save time managing data and processing candidates**

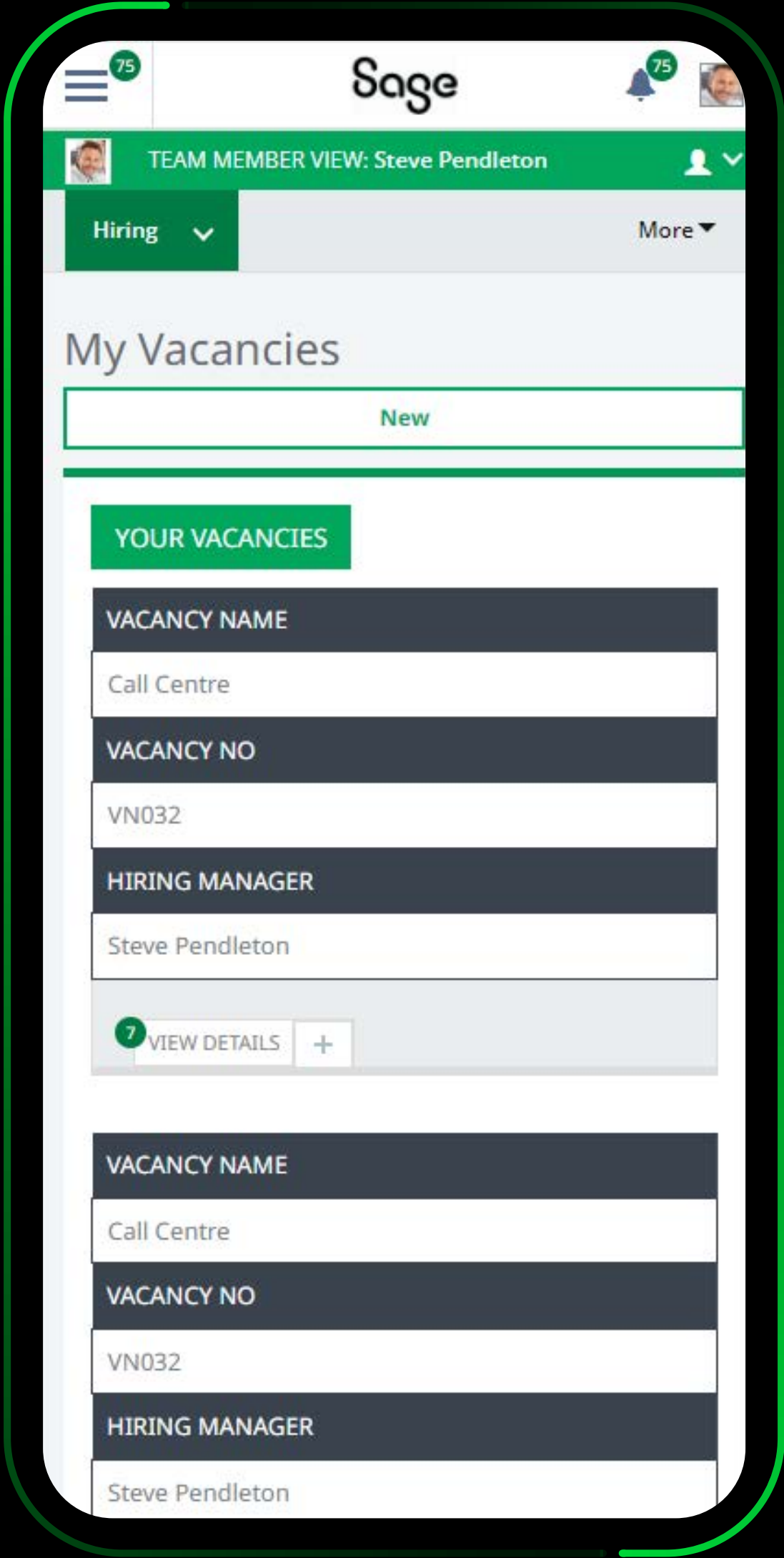
- Manage and maintain talent pools and data for proactive recruiting.
- Evaluate and process top candidates quickly with automated candidate screening and resume parsing.

**Enable new hires to add value quickly**

- Allow new hires to meet their new teams virtually and self-serve their pre-boarding admin through the system's dedicated onboarding portal prior to joining, so they can start work and begin adding value immediately.

**Optimise and evolve your talent processes and decisions**

- Get insights on how to improve the hiring process and track key recruitment metrics such as time-to-hire, time-to-fill, source of hire and much more.
- Understand whether budgets are being allocated to the right candidate sources, where to increase productivity and efficiency, and uncover any hiring issues or bottlenecks.





# People management

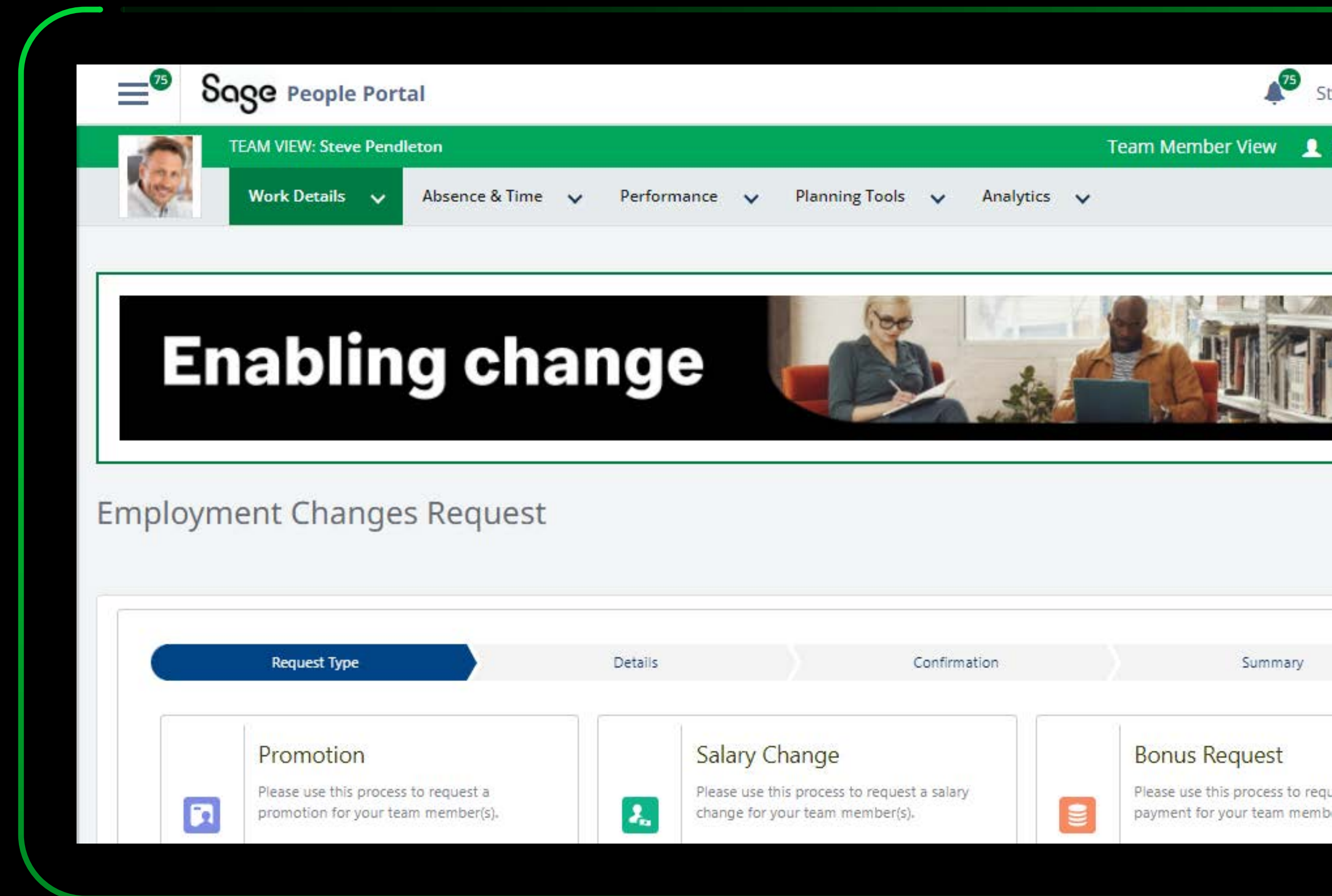
Sage People enables you to manage your global and hybrid workforce records more easily from one, accurate and accessible system.

With extensive and configurable workflows, you can quickly automate processes to build and test new ways of working, all while managing global policies and allowing for local variation. With 21 languages supported, you can keep your global workforce connected and engaged with a solution that goes beyond simple translations and is tailored to meet the needs of people who speak other languages.

“We have people in different geographies and business units, all with different rules. Sage People allows us to configure functionality according to each employee or contractor profile whilst providing a consistent experience across our global workforce.”

**Stacie Alexander**

Senior Human Resources Director at Worldwide Clinical Trials





**Manage your global workforce with ease**

- Collect, store and visualize all the people information you need in one secure system.
- Get information on things like headcount and diversity data quickly and easily.
- Use groups’ and teams’ capabilities to help manage projects and cross-functional groups, facilitating team communication as well as the ability to view team member holidays.

**Increase productivity by eliminating manual time-consuming admin**

- Eliminate repetitive, manual processes so your HR and people teams can spend more time focused on your most valuable asset, your people.
- Employees can maintain their own personal information and complete other HR admin tasks, at any time from any device.
- Retain an audit trail of salary, bonus, commission and other information for each employee.
- Easily manage bulk updates, for example, when moving groups to new managers as a result of restructuring.
- Set-up and easily update automatic workflows and approvals, reducing the time to complete workforce-related changes and improving efficiency.

**Share essential information**

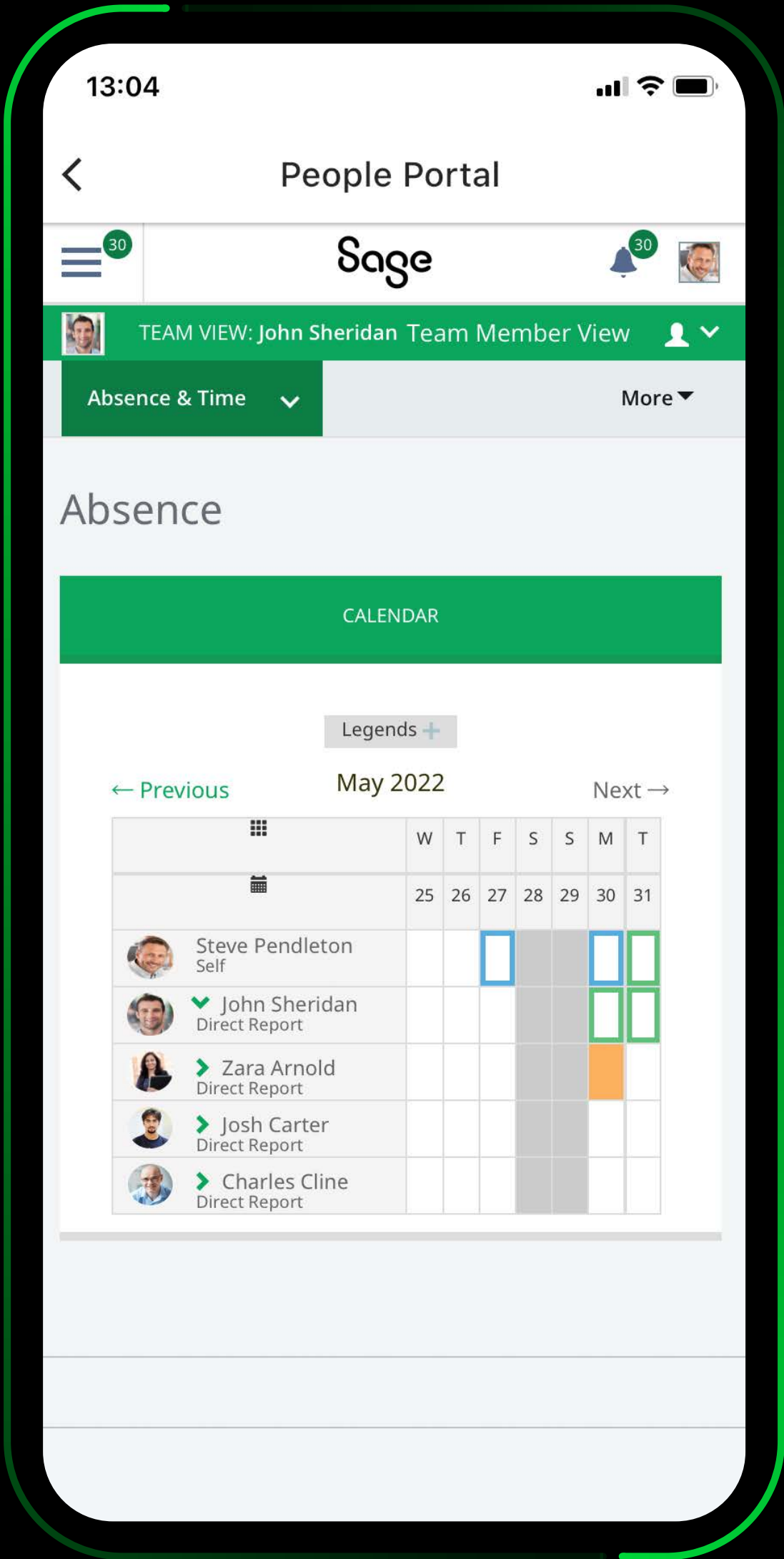
- Update processes and policies and inform employees quickly through one, user-friendly communication portal that’s accessible anywhere, 24/7.
- Dynamic organization charts make it easy to find colleagues, see reporting lines and access contact information, while ensuring any sensitive data is controlled through access rights.

**Increase employee engagement and belonging**

- Make vital information available throughout the employee journey and use groups’ and teams’ functionality to manage projects and cross-functional teams, enabling tailored communications for specific groups of people.

**Meet local compliance regulations**

- Configure the system based on your specific requirements, and design and change workflows and processes quickly, including things like remote working policies and Covid vaccination policies that give local teams the flexibility to quickly respond to and meet local legal requirements as they emerge.





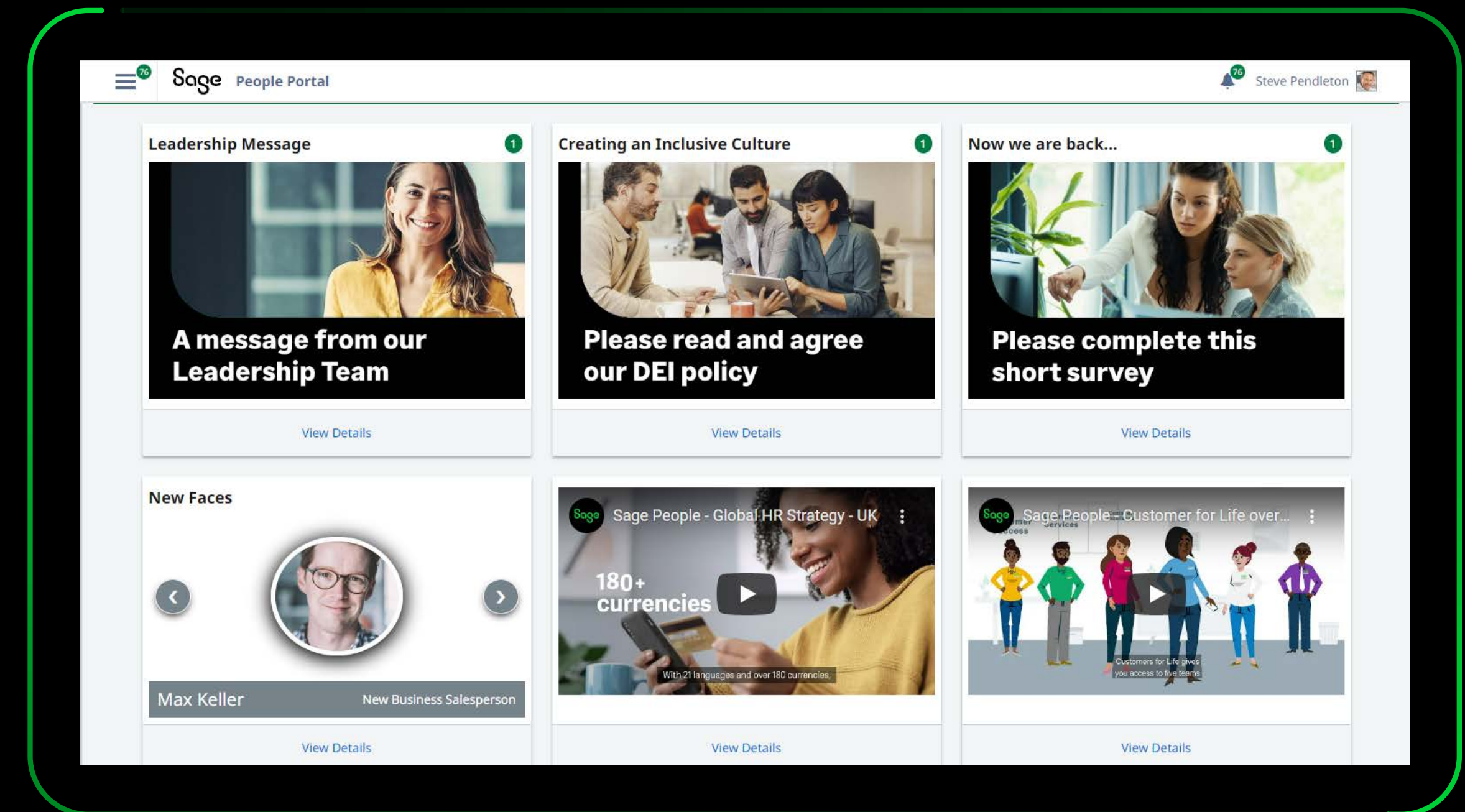
# Experience and communications

Employee experiences are now firmly at the heart of forward-thinking organizations as they battle to attract and retain quality talent, all while newer generations are pushing the boundaries of employee expectations and demands.

With Sage People, you can better understand your people and in turn build amazing employee experiences that support modern, flexible work styles and that help create a culture where everyone thrives.

“A great feature of the system is the internal communications. We use them a lot in the user-end of the system and we can really target the communications to the audience that we want to reach.”

**Eleanor Simmons**  
HR Business Partner, CRU





### **Deliver effective, targeted communications**

- Create unique and more relevant hybrid experiences by enabling your employees to connect to their personalized, branded self-service portal from any location and any device, 24/7.
- Improve engagement and inclusion through targeted communications to specific groups and teams with information relevant to them.

### **Configure employee self service information**

- Enable employees to access important details such as their pay information, company policies or compliance requirements, as well as book leave and manage requests—from home, in the office, or anywhere else.

### **Improve engagement and performance while increasing eNPS**

- Issue timely and effective communications about important business updates and enable employees to access urgent, time-critical information via videos, social media updates or announcements from one place.

### **Understand your people and know how to respond**

- Leverage the power of surveys to create two-way communications and provide immediate feedback from employees helping to identify their feelings and sentiment on key issues to improve workforce experiences.

### **Design and test better ways of working**

- Create a culture of celebration by allowing employees to award instant peer recognition that is publicly visible.





# Attendance and leave management

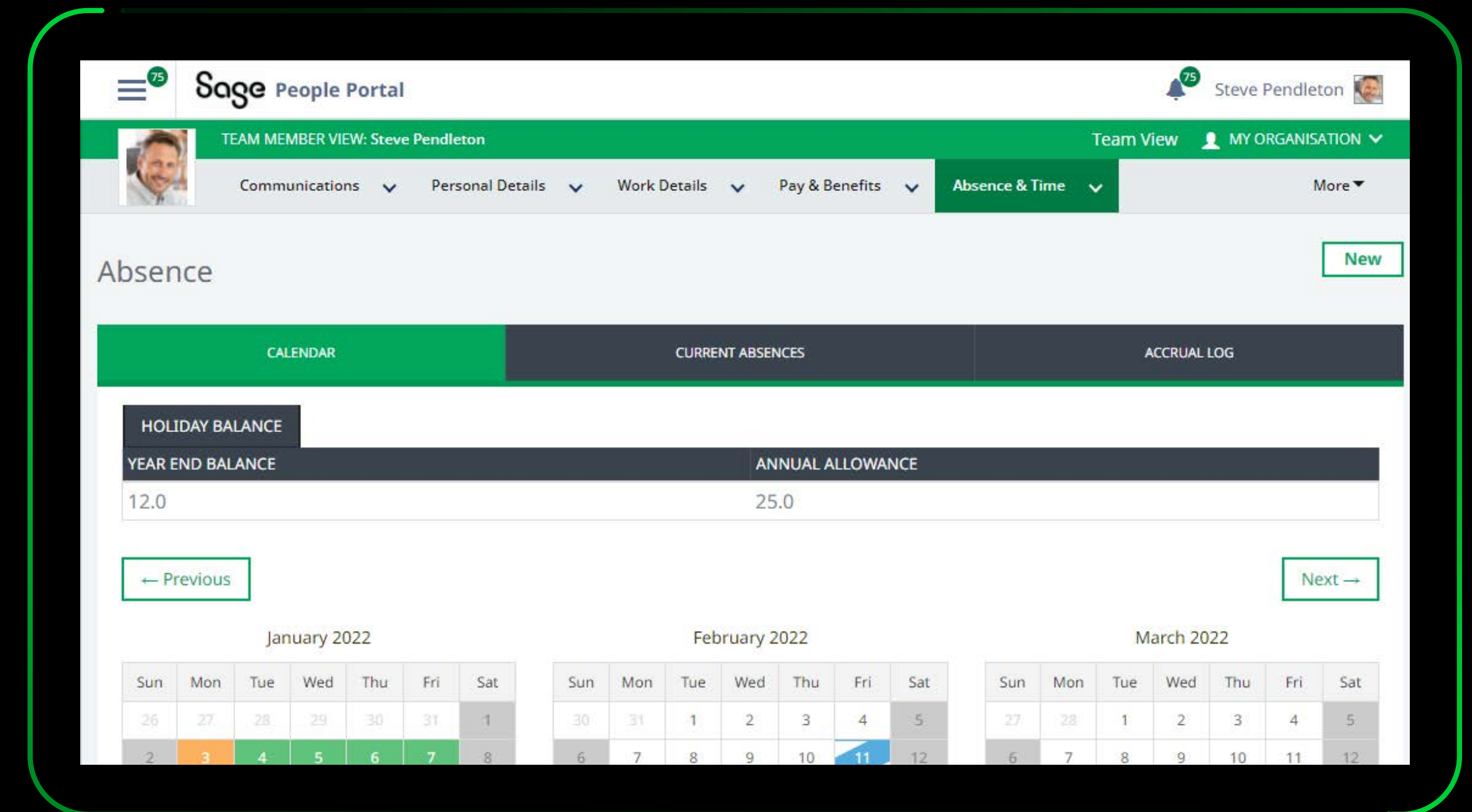
Maintaining accurate records for attendance and leave is always crucial, but recently with increased stress and concern for employee wellbeing, it's essential to know how this is affecting your workforce and resourcing.

Sage People provides the flexibility to accurately track time and attendance using configurable absence codes and powerful reporting, so you can better manage planned and unexpected absences.

“Sage People is a one-stop shop for all interactions with HR. You can view your payslip, book time off, update personal details, and access our learning management system. It's removed the admin burden on the HR team.”

**Lee Shaw**

Head of HR Service and Delivery, Shawbrook Bank





Meet absence compliance for different geographies

- Minimize absence compliance risks across different geographies with configurable local holiday policy settings and powerful validation of absence rules.

Support flexible working

- Enable a culture built on trust and empowerment and allow your people to get the job done in the best way possible by supporting flexible working. Easily manage flexible working options with configurable working patterns that can be allocated to different team members, supporting reduced or part-time hours, compressed hours, timesheets and much more.

Monitor business impacts

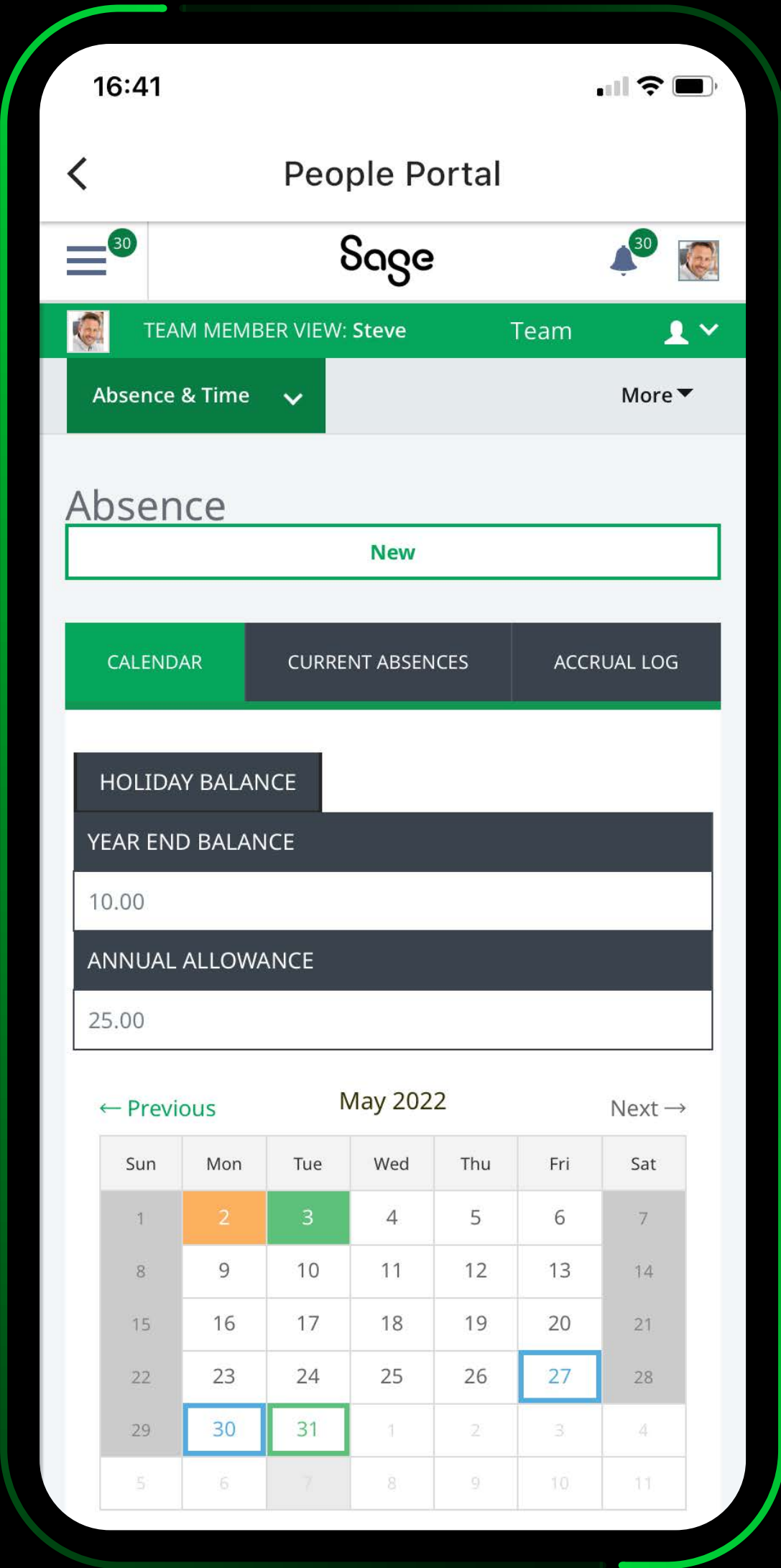
- Get complete visibility of time and attendance data while keeping an eye on costs to the business with powerful reporting.

Maintain productivity and performance

- Stay on top of leave balances and ensure you have appropriate cover before approving time off with an intuitive team calendar display that highlights overlapping absences to managers.
- Enable managers to see their team’s availability across multiple locations, including public and planned holidays through team calendars, so you can manage your global reports with ease.

Track wellness and empower your employees

- Understand which individuals and teams are taking planned time off and having time to recharge and rejuvenate, tracking where there is the potential for burnout.
- Minimize financial accruals for employees that have untaken paid time off (PTO) periods.
- Empower your employees to schedule paid time off, track absences and other types of leave using the self-service portal and automatically notify employees when their requests are approved, and remaining entitlements are updated.





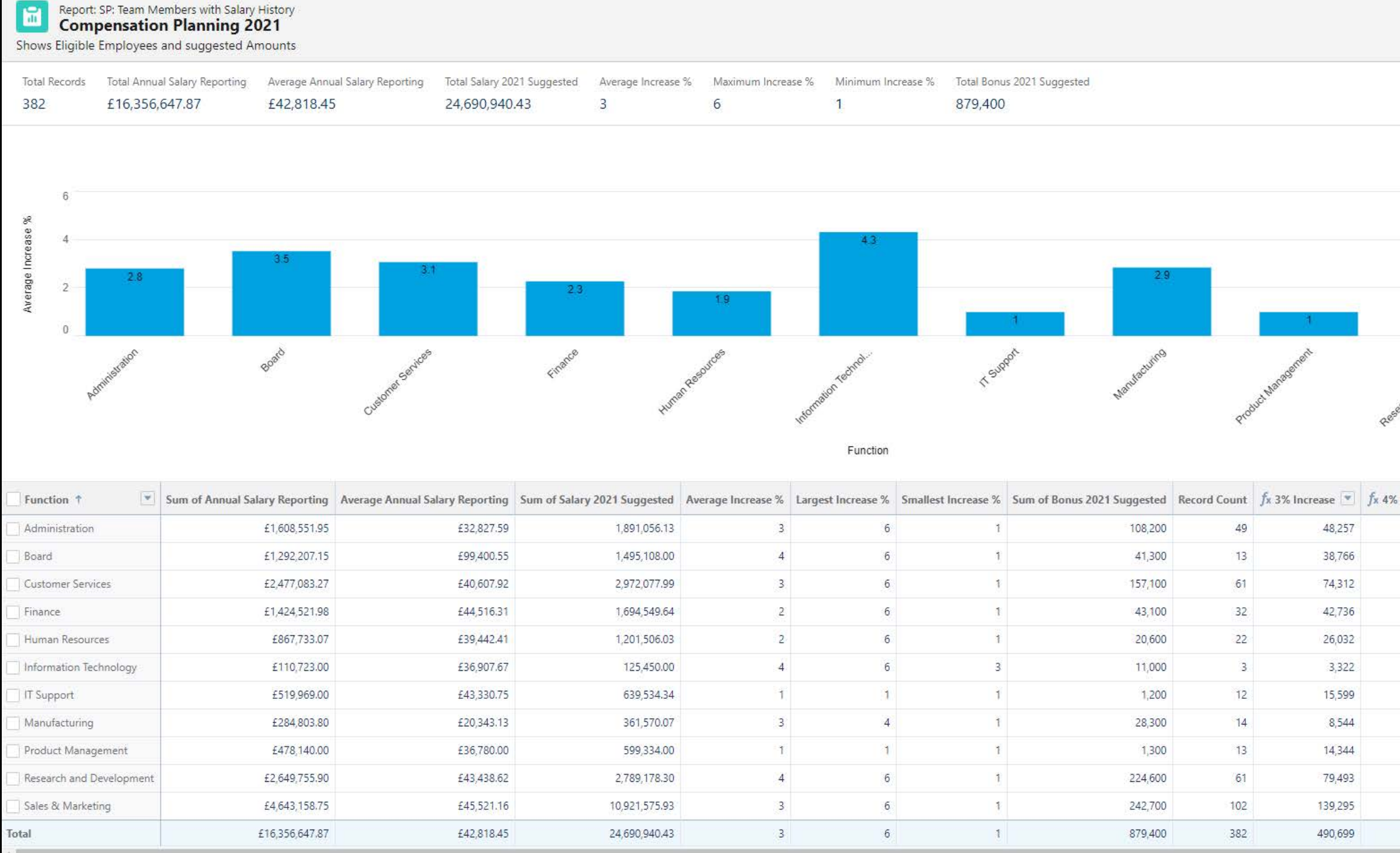
# Reward planning

Retaining your best people has never been more of a challenge as we work through ‘The Great Resignation’.

In addition to employee experiences and culture, pay and reward play a vital role when it comes to people retention. Sage People provides simple and effective reward planning tools that enable a fair and consistent process, which aligns with your organization’s goals.

“During December, we would be on the hook to ensure bonus payments were made on time. We would need to review all completed forms and check they had been completed correctly and that would take literally days, sometimes weeks. When we did this the first time with Sage People, we were amazed. What used to take days to accumulate accurate data to provide payroll for bonuses took just 10 minutes.”

**Eleanor Simmons**  
HR Business Partner, CRU





### **Reward, motivate and retain your people**

- Offer managers the autonomy to reward their people with a simple and intuitive compensation planning tool that makes it easier to retain top talent, make informed and considered decisions, and removes bias.
- Create great employee experiences by combining performance reviews and outcomes with reward and incentive plans.

### **Reduce the risk of errors**

- Effectively plan and manage employee salary increases and bonus payments, and ensure accuracy of information with seamless integrations to payroll and accounting systems, with Sage People acting as the single system of record.

### **Stay within budget**

- View bonus and salary amounts in local and reporting currencies, as well as available budgets to make fair assessments and recommendations.

### **Support multiple global and local concurrent reward plans**

- Set-up reward plans by country, policy, or department and align performance to reward using different date ranges, projections, eligibility and exclusion formulas.

### **Automate compensation admin**

- Automatically generate compensation letters to local HR teams, managers and employees as part of the salary planning process.
- Enable out of cycle salary and bonus requests including salary change reasons and effective dates to retain top talent all year round.





# Payroll

With a diverse workforce we know it can be challenging to calculate the correct pay for all your employees. With Sage People you can process payroll with confidence, every time.

Sage People offers payroll in the US and the UK, and if you have a global workforce, we make it easy to integrate with other payroll solutions and service providers through our secure payroll connector. Boost your workforce's engagement, efficiency and confidence with a complete HR and people management solution that enables your HR and Payroll data to flow seamlessly.



## **Payroll Connector**

Securely and seamlessly manage data flows between Sage People and other payroll systems.

**Pay your people on time, reduce administration time between HR and Payroll and access comprehensive reports for quicker decision making around your most valuable asset, your people.**



“By integrating the payroll interfaces, all employee data is now automatically forwarded and unified across company locations”.

**Inés Brand**

HR Administration Team Leader, Fidor Bank



US key benefits:

**Get unified billing and simplified pricing**

- Get a simplified and unified billing experience. No more payroll processing fees, no more base fees and no more headaches, just one simple payroll fee based on how many employees you have. All billed through Sage People.
- We offer the value you would expect from a premium payroll solution but include free features that others charge extra for like wage garnishment services, year-end documents, tax filing services on a Federal, State and Local level, an integrated General Ledger Solution through Sage Intacct and an integrated solution for most ERP and Finance Software.

**Save time with expert help and support**

- Customer Success and Support begins with the unmatched experience of the Sage People Team, who will help guide you through every step of the process from implementation to processing your first payroll.

**Tackle complex tax challenges**

- Stay up to date with complex and changing tax concerns with Federal State and Local Taxpay Services.

**Eliminate complex and timely reporting processes**

- We know how important reporting is to keeping your organization running smoothly. Your data flows over from Sage People to payroll seamlessly, with the ability to schedule upcoming reports, and see all reports in an easy to view reporting dashboard.
- Save time mining through data with our vast reporting library containing 174 built-in standard reports like payroll journal, labor distribution, pay data report, general ledger reports and more.

**Deliver exceptional experiences**

- We know your employee’s experience is top of mind and when it comes to getting paid. Employees expect to get paid accurately, on time and to view their pay easily. With Sage People Payroll your employees can get instant access to their pay their way. Our flexible system has multiple pay options to cater for different needs and lifestyles: direct deposit, signed paper check or Wisely pay card.
- Your employees’ paystubs are accessible from any device or browser, or through an award-winning mobile app. Our large text makes it easy to view, is thumb friendly and accurately displays everything your employees expect to know, from how much they were paid to what their withholdings totals are.

**Sage People Payroll US,  
powered by:**





## UK key benefits:

### Cut down time spent on payroll admin

- Fast and robust calculation engine, process payroll for multiple companies together.
- Define criteria for specific earnings and deductions for different payroll groups and runs.
- Process different pay periods including weekly, two weekly, four weekly (lunar), monthly, quarterly, annually.
- Configurable permissions sets gives different stakeholders the ability to manage and provide input before payroll completion.
- Real-time processing dashboard for managing payroll by exception.
- Built-in migration tools for fast setup.

### Take the headache out of compliance

- Alerts and payroll warnings at every stage of processing.
- Real-time information submitted to HMRC.
- Pensions auto enrollment.
- Seamless tax calculations and updates.
- GDPR compliance and data protection with enhanced security.
- Easily track changes with audit reports.

### Get actionable insights with payroll analytics

- Extensive library of reports (60+) including pay periods, pensions, PAYE, gender pay gap and more.
- Flexibility to build own custom reports to meet unique requirements.
- Multiple reports can be grouped in 'report packs' and accessed on demand by different key stakeholders.

### Deliver exceptional experiences

- Offer employees greater understanding and control of entitlement and payroll information for a better employee experience.
- Employees can access their payslips, pension letter and other documents like P45 and P60s via employee self-serve.
- Employees can view and update personal information saving HR and payroll managers' valuable time.

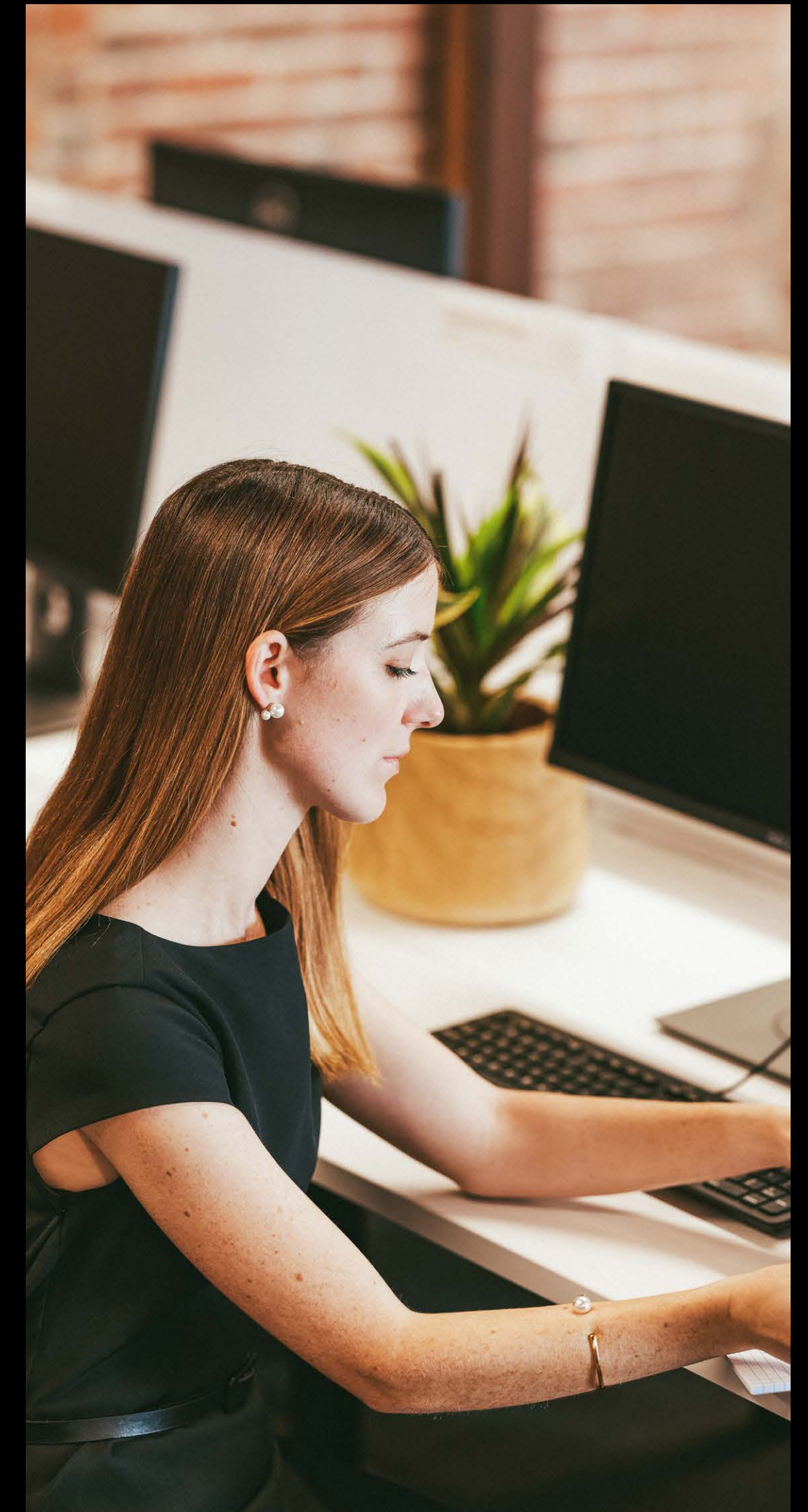
### Collaborate easily with managed payroll providers

- Approved Sage People Payroll service providers can view assigned company data for managed payroll services through a partner login.

**Sage People Payroll UK,  
powered by:**



**Sage Partner**





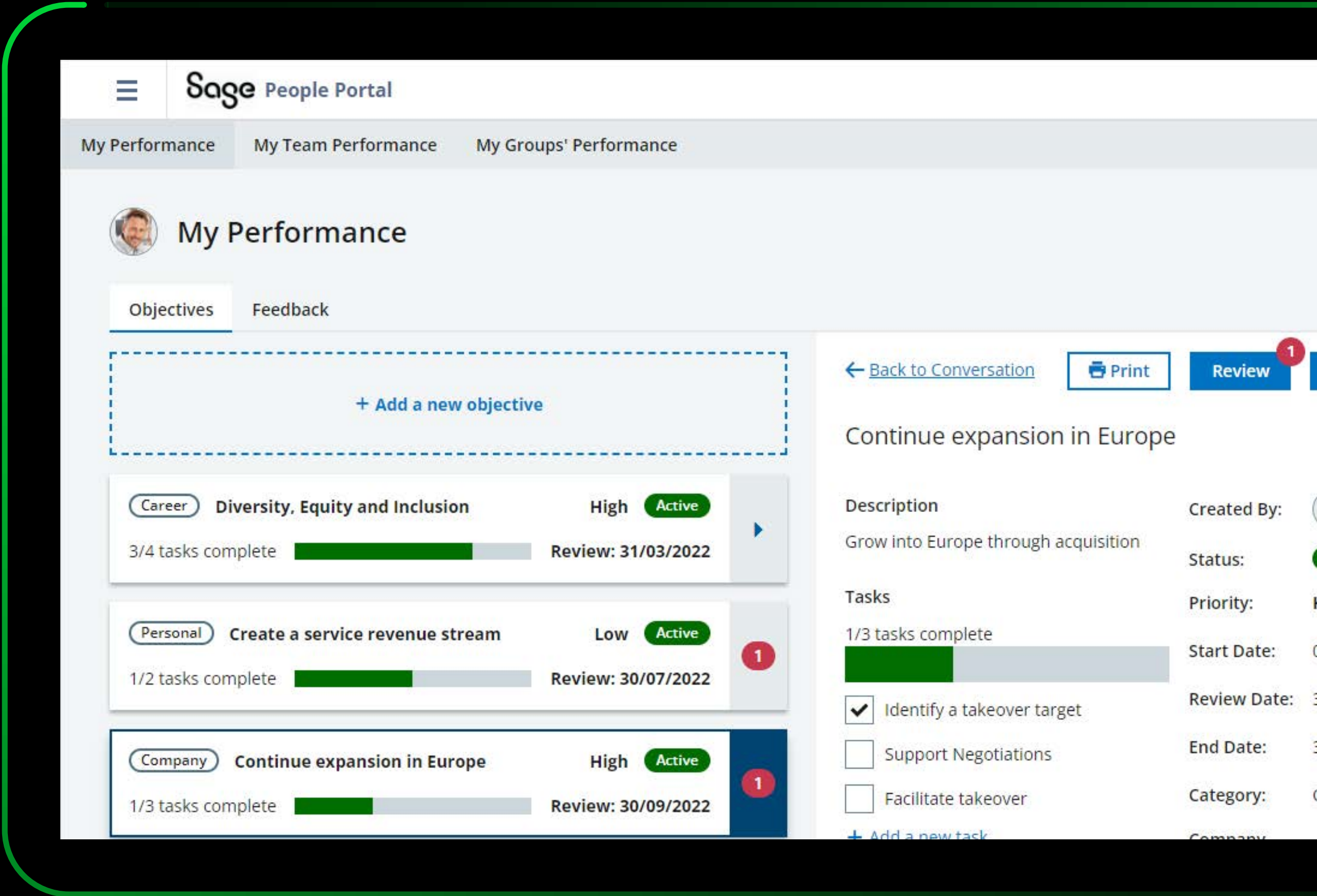
# Performance and talent

With business priorities rapidly changing and requirements for newer skills emerging, flexible performance management and ongoing skills development is vital to meet business demands.

Regular and continuous performance management with Sage People is a highly effective way to respond to shifting priorities, while creating a culture focused on talent development and skills expansion; ensuring future success.

“It’s helping us to achieve operational efficiency by automating basic tasks, and is enabling us to improve our line managers’ ability to perform better people management activities.”

**Lee Shaw**  
Head of HR Service and Delivery, Shawbrook Bank





### **Empower teams to take control of their own development**

- Transform your performance review cycles from an annual tick box exercise to continuous conversation, where employees feel empowered to take control of their own performance and development.
- Enable managers to more easily monitor and coach groups and teams of employees, including indirect reports.
- Identify top performers across the business while better managing employees that are not performing.

### **Adopt an agile approach to cope more easily with change**

- Update or change objectives in real time as priorities and company goals evolve.

### **Support career plans and reduce attrition**

- Create skills, career and professional development plans as part of your employee performance management process whenever you identify a learning need.

### **Ensure business continuity with effective talent planning**

- Plan for succession in real time with an accurate and up-to-date view of multiple successors, level of readiness and supporting development plans to support employee ambitions.
- Use tools such as the 9-box grid and skills matrices to forecast and evaluate talent pools and understand where skills sit across the business to bridge skills gaps and plan for the future.

### **Increase employee satisfaction and motivation**

- Provide a channel for peer-to-peer recognition outside of formal reviews so your employees feel valued and rewarded.
- Capture in-the-moment feedback and recognition from inside or outside the company and empower employees to work more collaboratively.





# Reporting and analytics

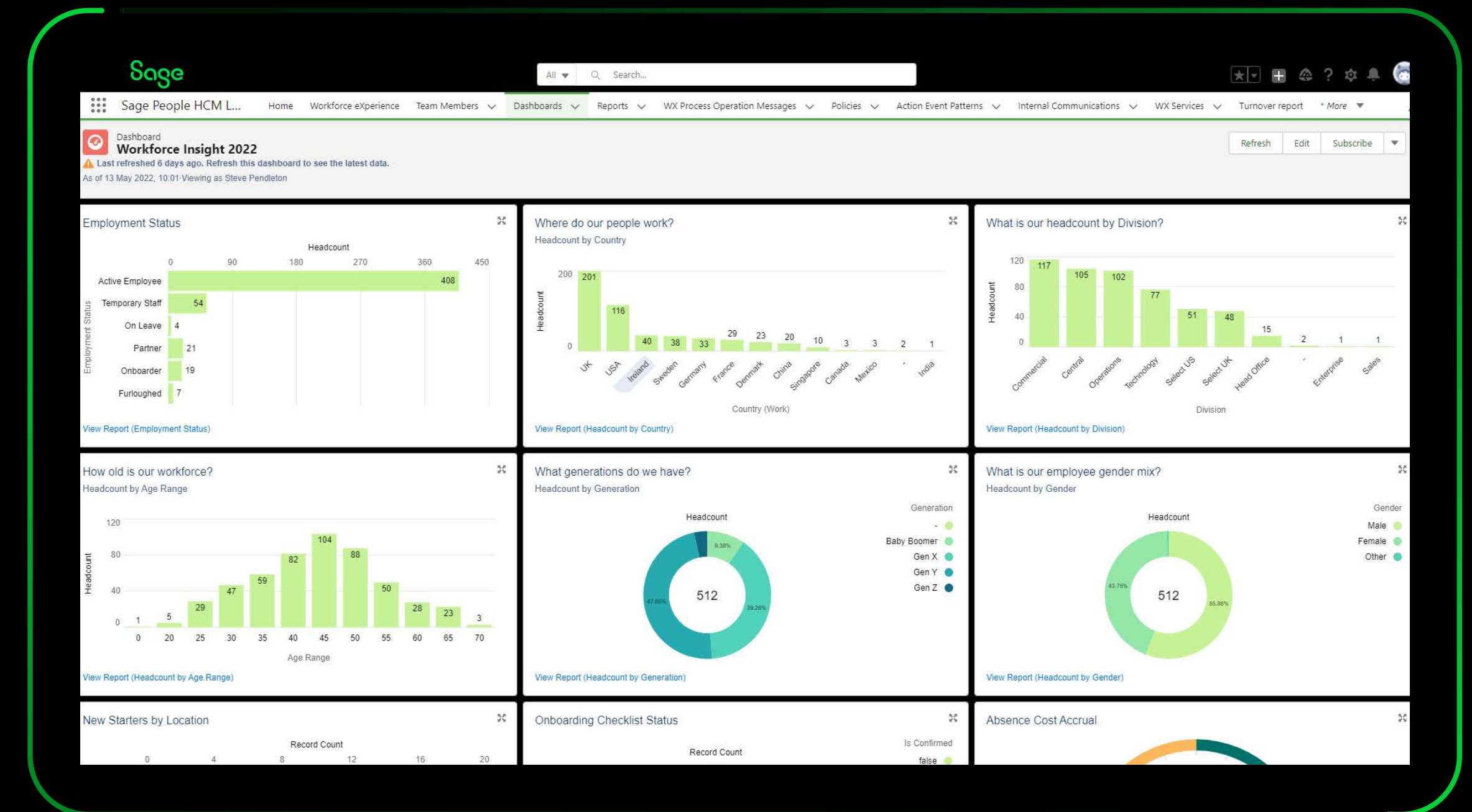
As HR take on a different kind of role in the post-Covid era—one of experimentation and leaders of change—accurate people data, reporting and analytics are critical.

With Sage People, you can access accurate, forward-looking data and create meaningful dashboards for your global workforce that are on demand and tailored by function—enabling HR to make informed, credible decisions and recommendations, while confidently testing new ways of working.

“We used Sage People’s retention reporting to track the reasons people leave. This allows us to step back and figure out what we need to do to keep our top talent, which has been a factor in boosting retention from 68% to 97% of all teachers.”

**Mirachel Santa**

Ana Associate Director of Talent Operations, Rocketship Public Schools





### **Get accurate information and actionable insights to stakeholders quickly**

- Subscribe managers and leaders to reports that provide accurate, consistent and up-to-the-minute workforce insights to support corporate initiatives and enable managers to take action immediately.

### **Make smarter decisions with people insights**

- Use insight from analytics in conjunction with feedback from surveys, polls and continuous conversations to get a complete and holistic view of what's happening in your workforce to make informed, credible decisions backed by data, so you can trial new processes and policies, and understand their impact quickly; transforming how you work.

### **Test, experiment and innovate**

- Have the confidence to try and test new ways of doing things, using timely data and analytics to develop new and evolving strategies and policies to help lead business innovation and transformation.

### **Be alert to potential issues before they arise**

- Enable rapid identification of trends at the earliest opportunity using charts, tables, and other graphics with easy-to-use data visualisation tools so you can take remedial action before issues arise.

### **Make data visually appealing and easily understood**

- Provide a better way to see and understand your workforce data with the well designed, colourful and dynamic dashboards within Sage People. Facts and figures are interconnected visually and are always updating in real time, making information more accessible and up-to-the-minute.
- Ensure data is relevant to global teams with the system's global reporting capabilities—which will automatically show local currencies based on where users are based, making information more meaningful.
- Schedule reports and dashboards to run automatically once certain conditions or criteria are reached such as absence levels exceeding tolerance or diversity KPI's falling, and get a snapshot of your workforce data with point-in-time reporting capabilities.





# Benefits and wellbeing

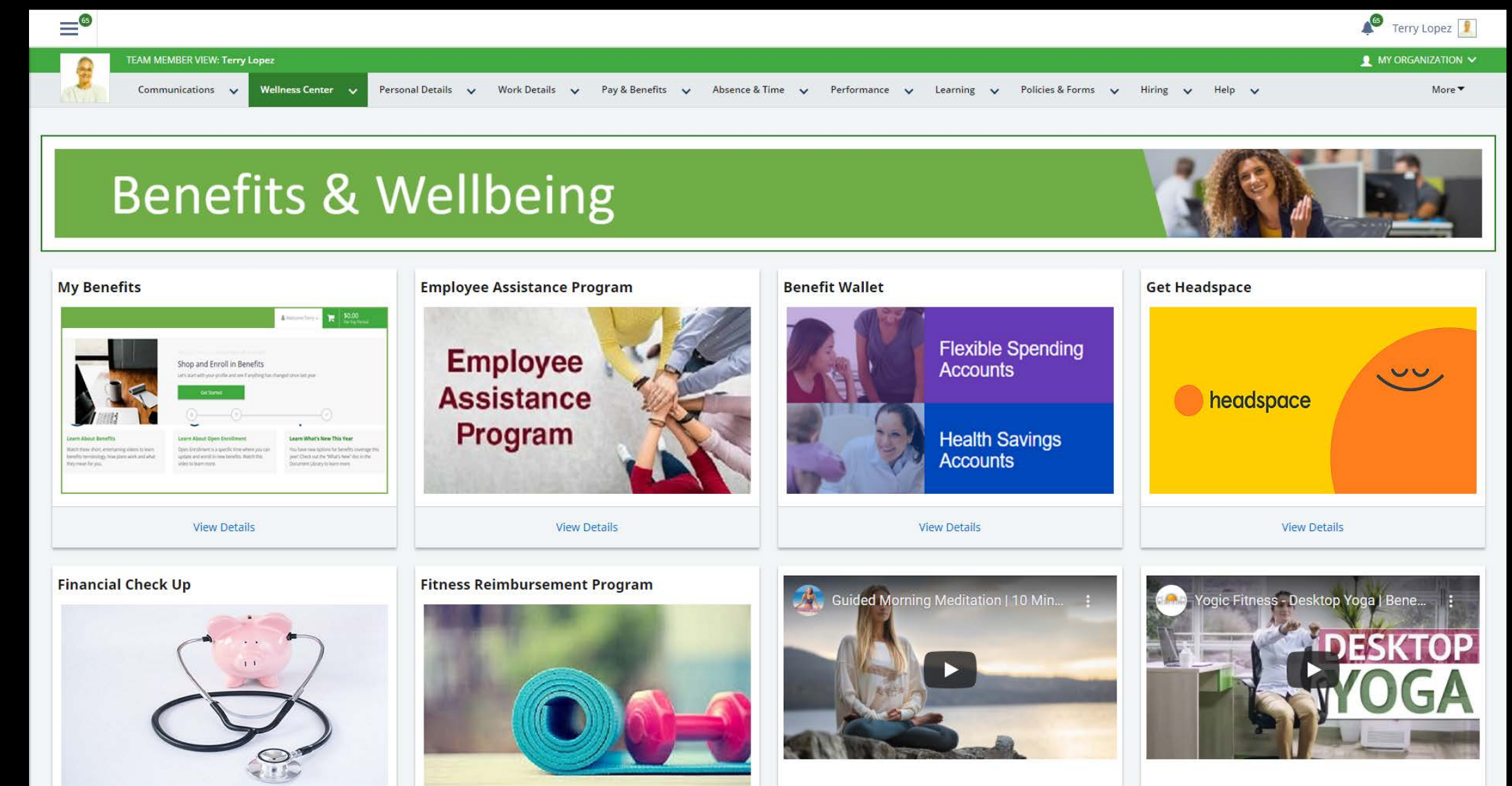
There's never been more focus on the health and wellbeing of employees, with benefits fast becoming a cornerstone of a successful experience strategy. Sage People caters for international benefits with seamless integrations to payroll and benefits carriers as well as other third-party providers.

In addition, Sage People US Advanced Benefits enables organizations to automate their end-to-end benefits administration and deliver personalized and guided shopping experiences for employees. Furthermore, with the system's configurable capabilities, HR can now create dedicated wellbeing resources, all through click, not code.

“We’re now able to share information electronically without human intervention, thanks to automation, so payroll onboarding and open enrollment are instantaneous and 100% accurate. Sage People created a more positive work atmosphere and brought a whole new surge of energy to our HR team.”

**Will Tedrow**

HR Director, Youth Dynamics





### **Increase participation with straightforward benefit planning**

- Configure, manage and automatically enforce even the most complex benefit plans and eligibility workflows within one easy-to-use system.
- Streamline workflows and real-time integrations to deliver an enrolment experience that will increase participation.
- Easily manage eligibility rules in open enrolment for benefits, enhanced calculation and rate tables, and make changes in advance of implementation.

### **Drive higher employee engagement**

- Make benefit shopping easy through intelligent, personalized guidance for all types of benefits selection including best-fit plans, and coverage amounts.
- Enable your employees to seamlessly navigate complex choices and make informed decisions in the same way they shop for other products online, driving higher useage and engagement.

### **Easily reconcile billing**

- Easily reconcile billing and maintain compliance.
- Generate consolidated self-bills and reconcile carrier-provided bills based on carrier rules for billing and mid-month changes.

### **Empower HR teams with Intelligent insights**

- Enable HR teams to gain instant access to automated and up-to-date dynamic dashboards that features pre-visualized data, such as open enrolment trackers, employee demographics and benefits costs.
- Empower HR teams to accelerate decision-making with accurate data and reports and gain a better understanding of how well their benefits packages meet the needs of their employees.

### **Create dedicated wellbeing resources**

- Create great hybrid working experiences and support employee wellbeing with the ability to create dedicated resources, such as a bespoke wellbeing hub.





# Global cloud HR platform

Organizations today are facing increasing pressure to secure and protect data to ever higher standards, while having the confidence that their people data is accurate and always accessible.

Built on Salesforce, Sage People is designed and developed to drive and promote the confidentiality, integrity and availability of information from a single, robust, cloud HR and people system.

“One of the things I love about Sage People is that it’s Salesforce-based, and I can build automated notifications or workflows to effortlessly populate helpful information.”

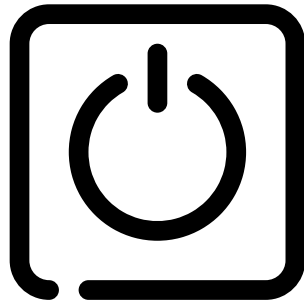
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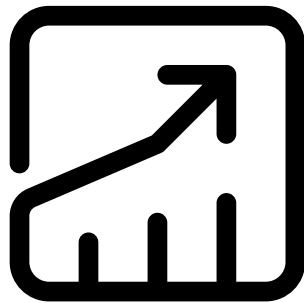
**Trusted security**

Trusted by over 150,000 businesses.



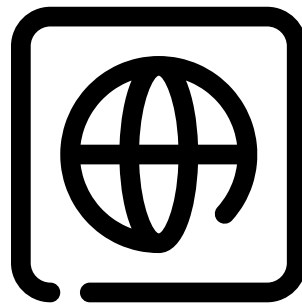
**Always-on availability**

Availability 99.98%.



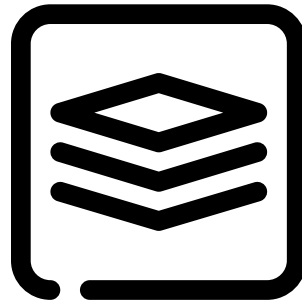
**Performance at scale**

Transactions/day 4B+.



**Global data centers**

9 Data centers.



**Process builder**

Transactions/year 100B.



### **Get peace of mind with a trusted and proven platform**

- Built on the enterprise grade Salesforce platform, one of the most trusted, secure and robust in the world—the system is fast, secure and reliable. Both Sage People and Salesforce have the following certifications: ISO 27001, SSAE 16/ISAE 3402 SOC-1, SOC 2, SOC 3 (SysTrust), TRUSTe Privacy Seal, PCI-DSS, TUV Certificate.

### **Meet compliance regulations and reduce risk**

- Control user access with profiles and permission sets to ensure employee data is safe and secure.
- Mitigate risk and remain compliant with current and future standards, such as the GDPR and CCPA.

### **Maintain productivity with always-on availability**

- Create an always-on, centralised HR and people system thanks to 99.9% uptime from Salesforce, so employees can access information at any time, anywhere.

### **Support and engage employees across the globe**

- Automate global HR processes and policies, while allowing regional teams to comply with local regulations.
- Support employees across the globe with 21 out of the box languages supported, and the ability to support more.
- Use pre-configured processes and leverage Salesforce workflows, so you can start with what's critical to your business now and add more sophisticated capabilities as you scale.

### **Save time and reduce errors**

- Connect and integrate with your other systems using Sage People to hold one source of truth for all your workforce data, reducing time spent keying the same information into multiple platforms and systems.





# Test, experiment, and innovate

Unlike many mid-market HR solutions, Sage People is highly configurable and extensible, which means its capabilities can easily meet your changing demands and needs, by creating additional specific fields, reports, dashboards and workflows, without compromising core functionality.

Sage People's extensibility enables HR teams to take on a new kind of role—that of change agent. Using Sage People's agile methodology and associated functionality, HR now has the means with which to help experiment, test, innovate and drive new ways of working, and support continuous innovation.



“It provides innovative and leading edge technology with excellent core functions. It’s also adapted well to fit Spencer Ogden’s particular needs. It’s a configurable solution without a bespoke price tag.”

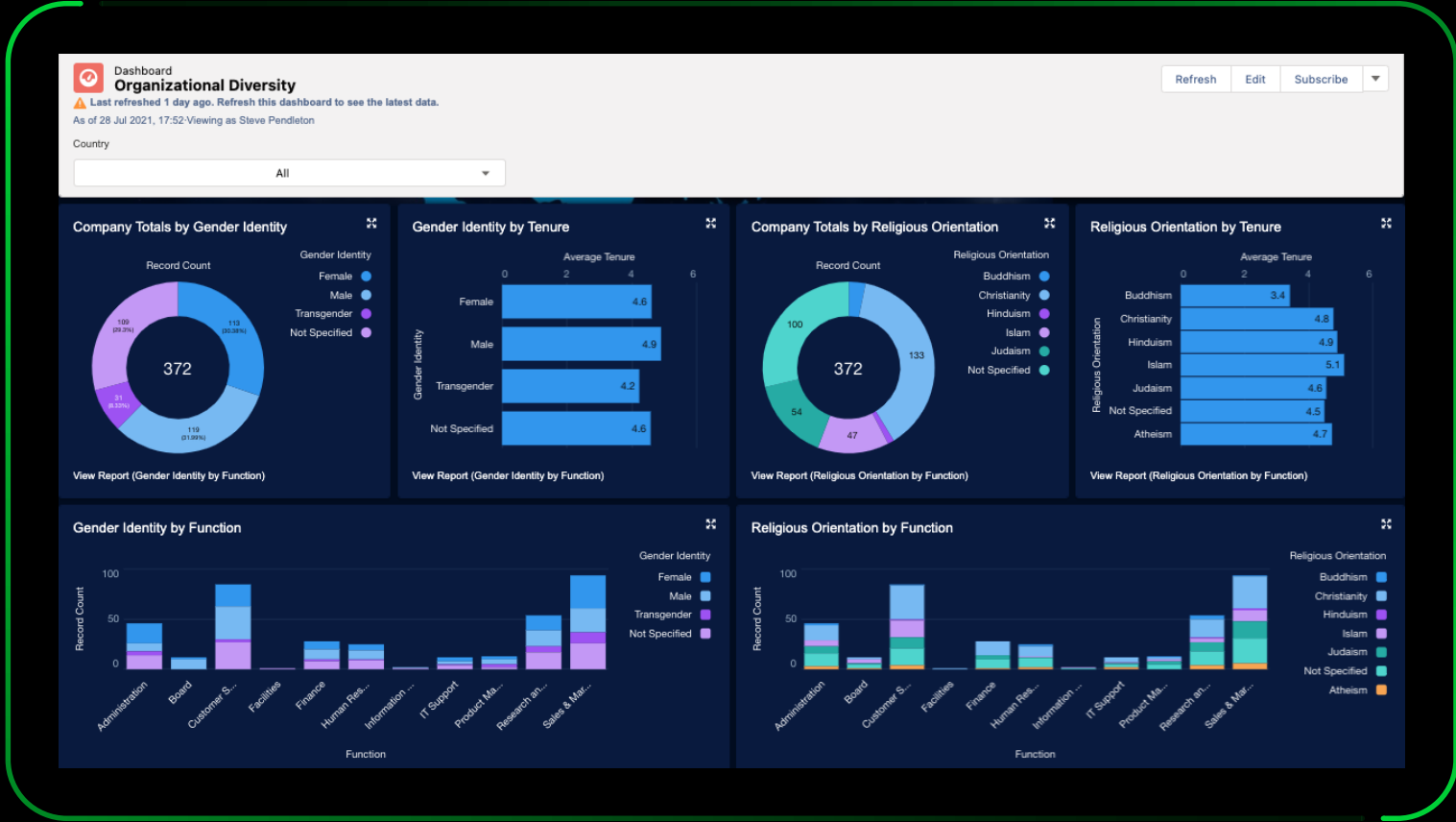
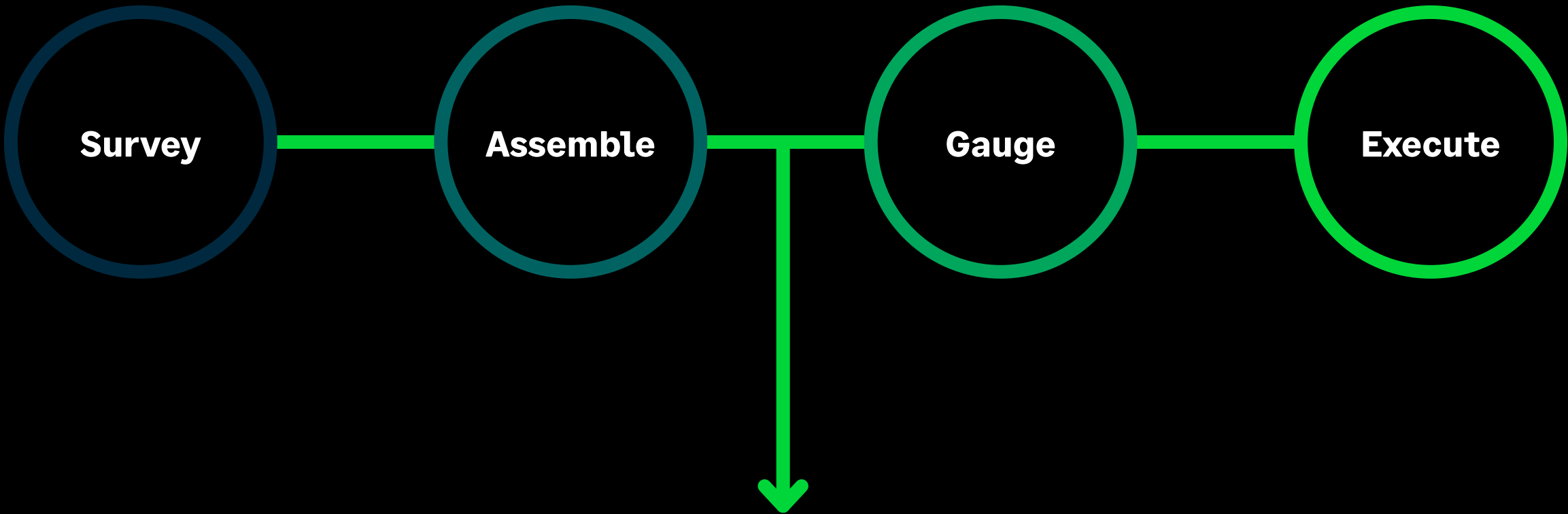
**Donna Hewett**  
Operations Director, Spencer Ogden



- 1. Survey your target groups and capture their feedback and sentiment using Sage People Pulse surveys.
- 2. Assemble the survey results to make informed decisions about what the right approach is.
- 3. Gauge the information and use it to create your new experimental policy.
- 4. Execute and communicate the new policy. Implement new workflows and rules, create new teams, objectives and dashboards within Sage People to monitor adoption and success.
- 5. Re-survey and capture feedback on the new policy. Make changes to improve it and continue to iterate the process.

This can be applied to many of today’s new challenges such as returning to the office, vaccine tracking and management, hybrid working, wellbeing strategies, DEI policies and continuous improvement.

Sage agile methodology



Actionable insights informing management decision-making





# Administration, configuration, and integration

Coordinate and streamline your entire global workforce's HR activities with a responsive and flexible system that can be tailored through configuration by your HR team.

HR administrators can easily personalize and extend the Sage People system all through click, not code, by creating custom fields and rules and introducing automation to help your business work more efficiently.



“The IT department is informed automatically, if for example, a new employee has been created in the system, through the ability to connect the company’s own ticket system to the Sage People system.”

**Inés Brand**

HR Administration Team Leader, Fidor Bank



### **Ensure global and local compliance**

- Create global policies, including remote working and absence policies that give local teams the flexibility to quickly respond to and meet their local regulations and legal requirements.

### **Help the business work more efficiently**

- Reduce the number of manual processes by automating standard email communications, including PDFs and forms.
- Create automatic workflows for approval, to speed up workforce-related changes.
- Integrate with third-party applications efficiently and securely. Connect to your existing systems via file transfer, programmable interfaces, synchronisation, embedding or linking.

### **Enhance the user experience**

- Enhance the user experience by customising the self-service portal to include the fields that your self-service users need to use.
- Customise Sage People to reflect your brand with flexible branding options that allow corporate logos, naming conventions and brand colors to be used throughout the system.

### **Tailor the system to your unique requirements**

- Capture your unique business data correctly by creating custom fields with data validation.
- Improve process control and efficiency through highly configurable workflows.
- Specify a sequence of steps that are required to approve an action, including who to request approval from and what to do at each step of the process.
- Allocate processes and policies to different business areas with an easy check-box interface.

### **Choose from simple configurations to the more complex**

- Use pre-configured processes and leverage Salesforce workflows so you can start with what's critical to your business now, and add more sophisticated capabilities as you scale.
- Configure page layouts, sections and workflows using simple drag-and-drop functionality.
- Experiment safely within your test environment.





# Customer for Life

Our Customer for Life team is made up of five key teams who are tightly integrated to support your journey with us from inquiry to ongoing customer care.



## Professional services

- Requirements analysis.
- Hands-on guidance.
- Testing and validation.
- Implementation.



## Center of excellence

- Define best practice and standards.
- Evolve with customer and market needs.
- Partners are an extension of the team.



## Support

- Round the clock support.
- Online community support to share insights and best practice.
- Experienced and growing team.



## Learning services

- Persona-based learning.
- Dedicated virtual classroom courses.
- Proven learning pathway.



## Customer success

- Dedicated success managers to maximize your Sage People investment.
- Regular executive business reviews.
- Join a like-minded community.





For our customers, managing people means managing change, so our Customers for Life team are committed to providing exceptional customer services by sharing insights, resources and support, to help you embrace and adapt to the changing nature of working life. We have a strong emphasis on continuous, ongoing learning across all departments at Sage People to ensure we're providing the best customer experience and support possible.

“I especially appreciated the Sage People team and their partnership approach. We really wanted a vendor that would get to know our mission and be with us for the long haul. All of our requirements came together with Sage People, and since it was built on the Salesforce platform, we knew we could grow with the system's functionality over time.”

**Scott Sherman**

Chief Human Resources Officer, ChildFund

**Learn more about our Customer for Life teams:**

[Find out more](#)





# ROI for Sage People

Sage commissioned Forrester Consulting to conduct a Total Economic Impact (TEI) study to examine the return on investment our customers realise by deploying Sage People.

**Forrester interviewed six Sage People customers who noted how their organizations had benefited from Sage People by:**

- Having a single source of truth for their employee data.
- Automating HR processes.
- Improving the employee experience.
- Providing real-time visibility and insights.
- Supporting experimentation and innovation.
- Providing analytics and actionable people-related insights.
- Helping management make more informed decisions.
- Providing control over their employee data.
- Unifying all countries under one single platform.
- Accommodating future growth and expansion across multiple sites and geographies.

108%

ROI

\$1.7m

Total benefits

\$911,447

Net present value

<6

Months payback

3x Faster

Performance reviews

“Sage People has saved us a lot of money, and honestly, it’s probably saved a lot of people’s jobs within the organization as well because it’s made them able to do their jobs more efficiently, and they’re able to take on tasks that used to be very difficult, and just be able to do it within merely just a few minutes.”

**HRIS Manager**  
Industrial Products

**Learn more:**  
**[Read the Forrester report](#)**





# What sets us apart?



A highly configurable and extensible global system built on Salesforce which enables innovation through real-time employee feedback. Design, experiment and test new ways of working and make informed decisions while eliminating risk.



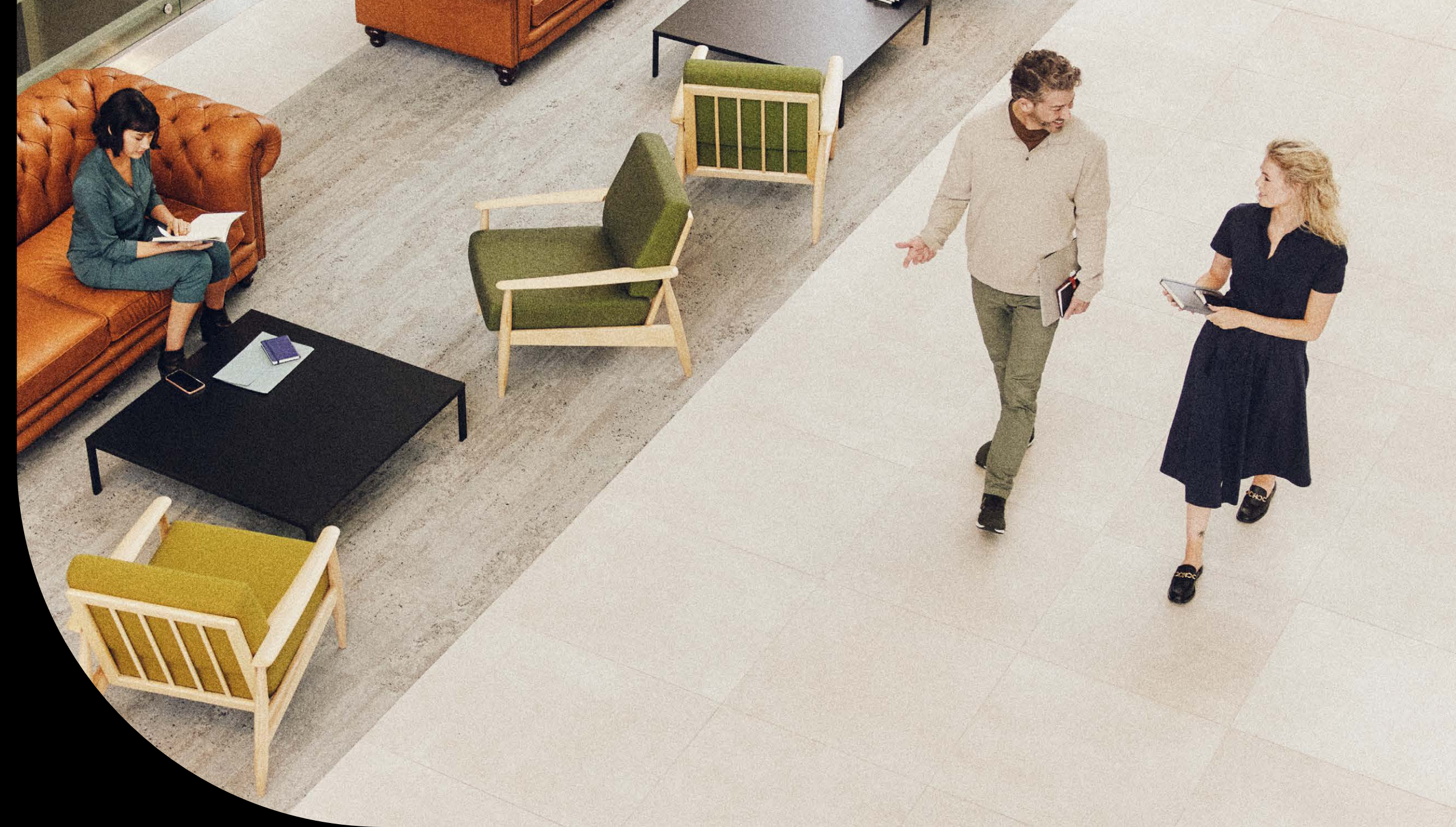
Single source of truth and analytics providing global workforce visibility and impactful, actionable insights so you can spot emerging trends quickly and work with leaders to take proactive action.



An end-to-end global cloud HR and talent solution that empowers mid-size organizations to automate the end-to-end employee journey, while delivering great experiences for today's world of work.



Automation and targeted self-service ensures business resilience by enabling more inclusive, flexible and agile ways of working; while improving collaboration across teams.



Personalized, relevant, hybrid experiences and communications empower teams to do their best work wherever they are, and keep your entire workforce connected, engaged and informed.



Proven ability to deliver projects successfully and grow with our customers, supported by a dedicated Center of Excellence for developing best practices, with a strong emphasis on continuous learning to ensure we're providing the best customer experience and support possible.



“Sage People did an amazing job. They had 15 minutes with our new chief HR officer and they were able to demonstrate that the product was quick, it was nimble and that it was flexible to our needs, especially as we were going through a number of changes as an organization.”

**Gaynor Bailey**

HR Program and Operations Manager, Channel Four

“[Sage People’s] HRMS could meet SmartStream’s need for global coverage and handle all the differences in languages, currencies and regulations that entailed. This combination of global and local capabilities was key.”

**David Porter**

Global HR Director, SmartStream

“There is meaning behind the data and numbers and we can make decisions based on facts, and efficiently manage risk within the business.”

**Lee Shaw**

Head of HR Service and Delivery, Shawbrook Bank





# About Sage People

Unlike many other offerings, Sage People is a highly extensible, configurable and flexible global cloud HR and people solution, that empowers HR to lead change

Built on Salesforce, the world's leading enterprise platform, Sage People enables business to flow by being inclusive, agile and resilient, designing new ways of working, successfully competing for talent, and driving business transformation. It does this through automation, elevating the work of their HR teams and the workforce, using actionable people insights to experiment and innovate, while delivering great hybrid experiences.

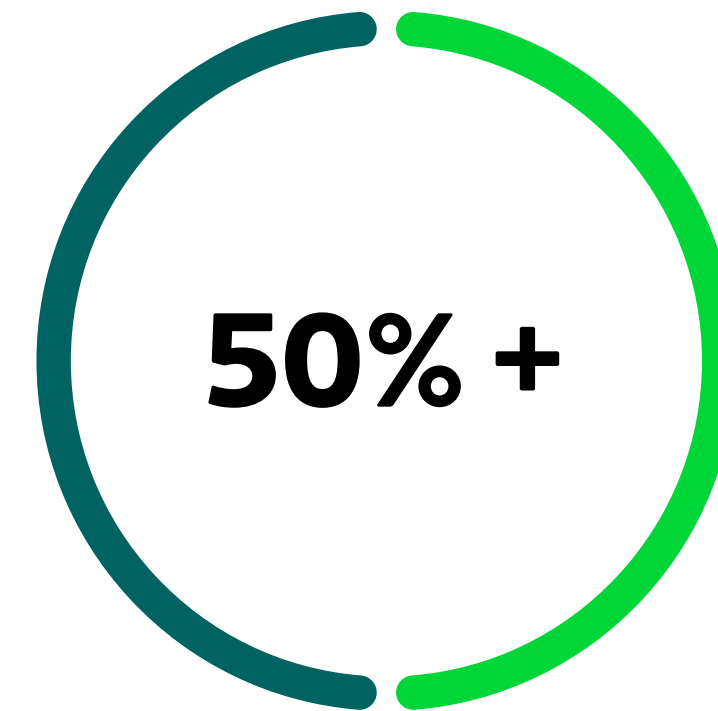
Saving over \$1.7m across the organization, cutting HR admin by 40%, halving the cost of hiring and increasing HR productivity by 50%, Sage People frees up HR and people leaders' time to focus on their people and driving business success. Sage People is the HR and people system of choice for organizations whose business success relies on their people's success.

**Learn more:**

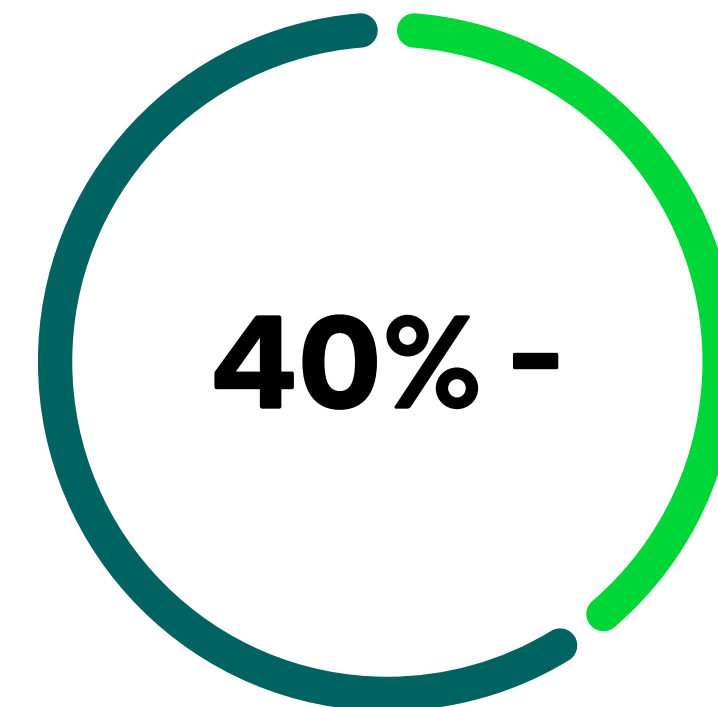
**[Book a demo](#)**

**[Customer stories](#)**

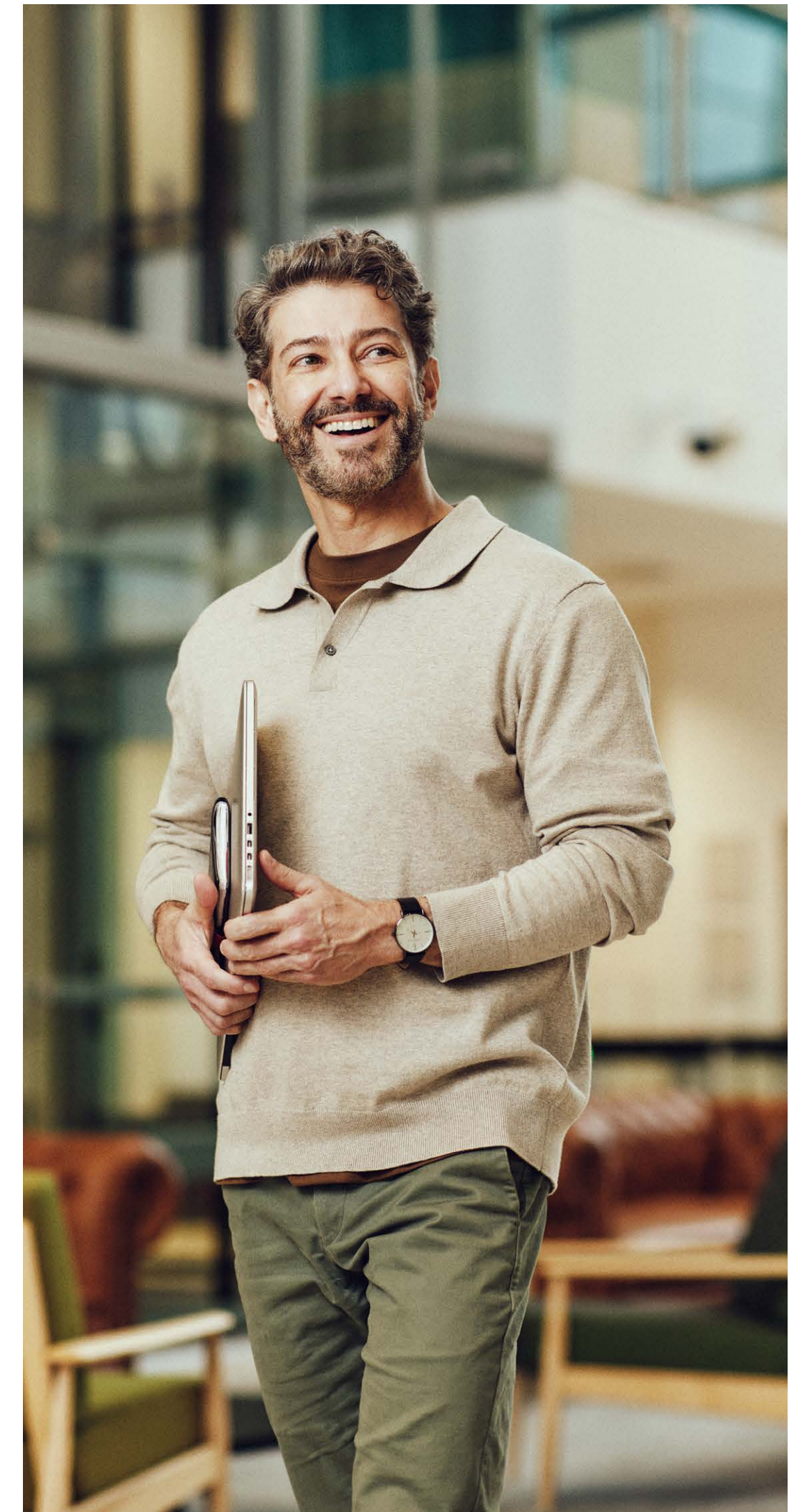
Sage



**Increase in HR productivity**



**Reduction in HR admin**







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