

Human Resource **Executive**[®]

Top HR Products

Winning Applications

The editors of *Human Resource Executive* list their choices for the top HR and training products of 2004.

In the past, product awards issued by Human Resource Executive magazine were announced in two separate issues—one devoted to HR products, the other to training applications. This year, in the interest of streamlining the process and bringing the latest features and systems to your attention in one publication, the editors have chosen to combine the contests and have listed below their top 10 choices for HR products and top five choices for training. This year's winners will be recognized for their achievements at the 2004 HR Technology Conference[®] (www.hrtechnologyconference.com) in Chicago on Oct. 13. With businesses becoming more global and compartmentalized, and with third parties becoming bigger players in just about every aspect of HR service delivery, some of the most innovative and useful entries this year were those providing easy, immediate access and communication between companies and providers, and between U.S. and overseas divisions. In some cases, though products' platforms were introduced before this year, changes made recently to broaden their reach and speed were extensive enough to warrant the attention, and the award. In all cases, the editors feel strongly these products deliver value to HR professionals, but stress the importance of conducting the necessary due diligence before making investments.

PRODUCT: OneForce/Benefits

SUPPLIER: Workscape, Inc., Framingham, Mass.

DESCRIPTION: Designed for mid to large corporations with complex HR and employee benefits management needs, Workscape's OneForce solution is a suite of Web-based employee self-service and employer workforce management tools that includes online maintenance of payroll and employee personal data, compensation management and, in its latest release, employee-benefits management. The new OneForce/Benefits module provides enrollment and eligibility management, employee self-service for life events, employee communications, vendor management and COBRA, HIPAA and FSA administration. The Web system can also be integrated with the company's CallConnect HR Service Center for telephone-based employee service. Pricing for the system starts at \$250,000 per year and varies depending on the contract term, the size of the employee population and the scope of the services included.

COMMENTS: Workscape's OneForce solution is a complicated but very practical array of HR management tools that is in keeping with the latest trend toward Web-based self-service. Its employee-management systems compare well with other Web products that promise to move much of the burden from the HR department to the employee for basic management of personal and employee benefits data, such as changes in beneficiaries, family coverage and other updates. By integrating the system with the company's call center, OneForce responds well to a broad range of employee use. The system's real strength, however, is in its employer tools, particularly the new "vendor management" feature in the benefits module, which allows HR executives and employee benefits managers to automate analysis of health plans that can vary from state to state or location to location and generate timely reports for financial management. As benefit packages become more complex, better vendor management has become a necessity and this feature is ahead of the game.



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