



IN THE BUSINESS OF YOUR SUCCESS®

# ADP® GlobalView HCM Talent Management



HR. Payroll. Benefits.

# GLOBAL TALENT MANAGEMENT: Transforming Your Workforce into a Powerful Competitive Advantage

The future of your business is in the hands of your most strategic asset: your workforce. That's why talent management is a top priority for companies looking to compete successfully in today's global marketplace and capitalize on new opportunities as they emerge. In fact, studies have shown that high-performing companies tend to manage their talent more effectively than their lower-performing counterparts.<sup>1</sup>

But for organizations operating across multiple countries and cultures, talent management is an especially complex undertaking fraught with challenges. Lack of visibility and consistency. Disconnected decision-making. Difficulty aligning employees. And an inability to identify and fill global talent gaps—before they impact the business. Given these hurdles, how can multinational companies respond to local demands while maintaining a coherent talent management strategy that optimizes workforce effectiveness across the globe? It all starts with an integrated approach to talent management supported by innovative technology solutions.

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Employee engagement is strongly connected to business outcomes.

In fact, **organizations with actively engaged employees experienced 147% higher earnings per share (EPS)** compared with their competition.<sup>2</sup>

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<sup>1</sup> Ernst & Young, "Paradigm Shift: Building a New Talent Model to Boost Growth," 2012, 2 [http://www.ey.com/Publication/vwLUAssets/Building\\_a\\_new\\_talent\\_management\\_model/\\$FILE/Talent%20-%20Building%20a%20new%20talent%20management%20model.pdf](http://www.ey.com/Publication/vwLUAssets/Building_a_new_talent_management_model/$FILE/Talent%20-%20Building%20a%20new%20talent%20management%20model.pdf)

<sup>2</sup> Gallup, "State of the American Workplace: Employee Engagement Insights for U.S. Business Leaders," 2013, 26 <http://www.gallup.com/strategicconsulting/163007/state-american-workplace.aspx>

# A Unified Approach to Managing Talent from Recruit to Retire

**ADP GlobalView HCM-Talent Management** is an integrated platform that addresses all key talent areas—Recruiting, Performance, Compensation, Succession, Learning, and Collaboration—to bridge the gap between strategy and execution and help drive optimal business results. Combining intelligent automation, decision support tools, social collaboration, and built-in content such as competency libraries, job descriptions, goal catalogs, and coaching recommendations, the solution streamlines talent processes and helps your organization attract, hire, develop, and retain an engaged and effective global workforce. And because it features an intuitive interface and mobile access, the solution delivers an exceptional user experience—at any time, from anywhere—for high adoption rates.

As your human capital management (HCM) partner, ADP is committed to helping you achieve your people and business goals. Our global HCM experts assist you in configuring your solution to address country-specific requirements—languages, currencies, regulatory compliance, and more—while helping to ensure alignment with corporate processes and guidelines. Once the solution is up and running, our certified professionals provide friendly, knowledgeable support in local languages from service centers in the Americas, Europe, and Asia-Pacific. From implementation to results, ADP is there every step of the way to help you realize continuous value from your global talent management solution.



# Start Anywhere, Go Everywhere

With the flexible, cloud-based ADP GlobalView HCM solution, you can deploy the talent management modules that meet your current requirements and add more as your needs evolve over time. Or you can take advantage of the integrated, end-to-end platform to help support seamless talent management processes. Pay for performance by linking employee compensation to goal achievement. Strengthen your leadership pipeline by tying learning to career development and succession plans. Or track the performance of new hires to assess the effectiveness of your recruiting efforts. The solution can share data dynamically with other key corporate systems, including your HR system of record, payroll, benefits, ERP, CRM, and more to drive global consistency and support better decision-making. Plus, its modern, extensible architecture empowers your organization to operate at the lowest total cost of ownership.



## Recruiting

### Make it Strategic and Measurable for Maximum Impact

Attract and engage top global talent, select and hire the best candidates, and then measure the business results. Recruiting Management combines recruitment marketing and applicant tracking capabilities to increase recruiting efficiency and effectiveness while expanding your pool of candidates worldwide. Patented methodology helps to ensure that your jobs get in front of the right candidate with the right message at the right time. And once you have their attention, it's easy to maintain contact and build interest. What's more, our social, mobile and competency-based approach to candidate evaluation speeds up the selection process and helps to keep it fair and objective.

Recruiting Management helps you hire best-fit talent and build a high-performing multicultural, multigenerational workforce that can deliver results.

- Automatically distribute jobs to the most effective boards and aggregators and drive traffic directly to your career site from major search engines
- Attract passive candidates and nurture those relationships via talent communities
- Increase your recruiting reach and impact by enabling employees to market your jobs through their own online relationships
- Use advanced analytics to continuously monitor which sources are driving qualified traffic and hires for better return on your recruitment spending

# Compensation

## Reward Your Employees for Maximum Business Impact

Manage your compensation budget to reward high performers, retain top talent, and achieve desired business outcomes. Designed specifically to meet the complex needs of multinational organizations, Compensation Management enables you to develop and execute tailored compensation plans—by employee segment, operational unit, or geographic location—with built-in support for multiple currencies and international date/time formats. Powerful planning tools and embedded decision support simplify the process of building effective variable pay programs and making equitable compensation decisions organization wide.

Compensation Management helps you streamline compensation planning, perform detailed analysis, and support global compliance.

- Create multidimensional plans that combine the full range of compensation elements
- Configure your planning workflow and approval rules to reflect established HR processes
- Improve decision-making with flexible budget models that support cascading and global merit planning
- Access employee performance data to link rewards to goal achievement and support Pay for Performance programs



# Performance

## Keep Your Global Workforce Aligned Toward Success

Align employee goals with corporate objectives and continually monitor performance to help keep your global workforce focused on strategic priorities. Performance Management gives managers the tools and content they need to set SMART (Specific, Measurable, Attainable, Realistic and Timely) goals and provide constructive feedback and coaching throughout the year—not just at annual review time. Alerts and reminders, configurable routings, and comparison tools streamline the performance appraisal process and help ensure fair, consistent, and meaningful evaluations. And powerful analytics and reporting provide valuable insights into performance by employee, team, region or country.

Performance Management delivers powerful functionality and content for defining and aligning goals, tracking progress, and optimizing workforce effectiveness:


- Increase employee engagement and retention with an intuitive focal review and 360-degree assessment
- Improve review quality and support compliance by providing managers with an embedded writing assistant, coaching advisor, and legal scan alerts
- Calibrate performance with visual employee comparisons to support objective, fact-based assessments while identifying top talent and potential future leaders
- Extend communications with mobile capabilities to help accelerate the review process and facilitate continuous coaching

# Learning

## Address Diverse Learning Requirements for Higher Workforce Performance

Keep your global workforce current with the skills, certifications and knowledge needed to help optimize performance and ensure compliance organizational policies. Learning Management enables you to meet training and development needs with formal, social, and blended learning offerings. Create course content and curriculum based on employees' performance goals, compliance requirements, and succession and development plans. Extend learning to external audiences—partners, suppliers, vendors, customers, and more—to better educate your business network. And use analytics to assess and help maximize the effectiveness of your learning programs.

### Technology has a critical role to play—



both helping workers perform higher-skill jobs than they otherwise could and serving as a powerful aggregator of skills.<sup>3</sup>

Our SCORM- and AICC-compliant Learning Management solution merges social, mobile, and analytic capabilities in a powerful user experience that helps to increase learning adoption and results.

- Combine formal, informal, social and extended learning in a single solution to increase standardization and visibility
- Automate and track certification requirements to help ensure compliance
- Share knowledge and increase learning by connecting employees across the organization via social collaboration tools
- Increase efficiency, reduce costs, and deliver exceptional e-learning results through improved content delivery

# Succession

## Build Global Bench Strength to Bridge Talent Gaps

Plan for the future by identifying and anticipating global talent gaps and lining up qualified replacements. Succession Management supports individual, role, and position succession models and development plans to help your organization prepare for change and avoid potential business disruption—even if a key employee leaves. Identify critical positions and determine possible flight risks. Designate high-potential employees and future leaders. Rate succession candidates across teams and geographies. And develop potential successors to help build bench strength and close certification, skill, and competency gaps.

Succession Management takes a systematic approach to succession planning that helps you to be proactive and helps to ensure ongoing organizational readiness.

- Gain dynamic visibility into existing and potential talent gaps and the domino effect of succession plans
- Find and nominate succession candidates using global talent searches
- Instantly compare potential successors by dimensions such as education, experience, certifications, and more
- Leverage the built-in competency library to create effective development and learning plans that address skill gaps and career goals

<sup>3</sup> Talent Tensions Ahead: A CEO briefing, McKinsey Quarterly, Nov. 2012.

## Collaboration

### Connect Your Global Workforce for Better Business Results

Bring together people, data and content to create a unified talent ecosystem that helps to drive employee productivity and engagement worldwide. Social Collaboration enables employees to connect and communicate—in their local language—via their desktop or mobile device. It streamlines talent processes, facilitates content sharing, and provides a structured, interactive platform for real-time problem-solving and decision-making. There's no better way to accelerate discovery, foster cooperation, and harness the collective talents of employees across the globe.

Social Collaboration takes advantage of familiar social networking features to break down barriers and drive new levels of productivity, agility, and innovation.

- Connect employees across geographic locations for improved communication organization wide
- Share information, ideas, and best practices instantly by uploading files, documents, photos, videos, blogs, wikis, links, and more
- Drive more informed decision-making with structured collaboration tools that support strategizing, pro-con analysis, item ranking and group discussions
- Extend collaboration to external participants, including customers, recruits, partners, vendors, and suppliers

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More than  
**50%**

of CEOs, business unit leaders and HR executives believe that **insular thinking and a lack of collaboration prevents their talent management programs from delivering business value.**<sup>4</sup>

## Expert Service and Support that Extends Worldwide

With ADP GlobalView HCM, you get a best-in-class technology solution backed by unmatched service and support that spans borders and languages. With a proven track record for success in over 125 countries, ADP can provide the local expertise needed to help support your global talent management strategy internationally. Our customer-centric implementation and service model leverages proven methodologies, industry best practices, and a global support infrastructure to drive efficiency, consistency, and responsiveness through a single point of contact. From initial implementation through ongoing service and support, ADP ensures that your global talent management solution delivers on its promise so you can focus on moving your business forward.



<sup>4</sup> McKinsey Quarterly, November 2012.

## ABOUT ADP:

With more than \$11 billion in revenues and more than 60 years of experience, ADP® (NASDAQ: ADP) serves approximately 620,000 clients in more than 125 countries. As one of the world's largest providers of business outsourcing and human capital management solutions, ADP offers a wide range of human resource, payroll, talent management, tax and benefits administration solutions from a single source, and helps clients comply with regulatory and legislative changes, such as the Affordable Care Act (ACA). ADP's easy-to-use solutions for employers provide superior value to companies of all types and sizes. ADP is also a leading provider of integrated computing solutions to auto, truck, motorcycle, marine, recreational vehicle, and heavy equipment dealers throughout the world. For more information about ADP or to contact a local ADP sales office visit the company's website at **[www.ADP.com](http://www.ADP.com)**.