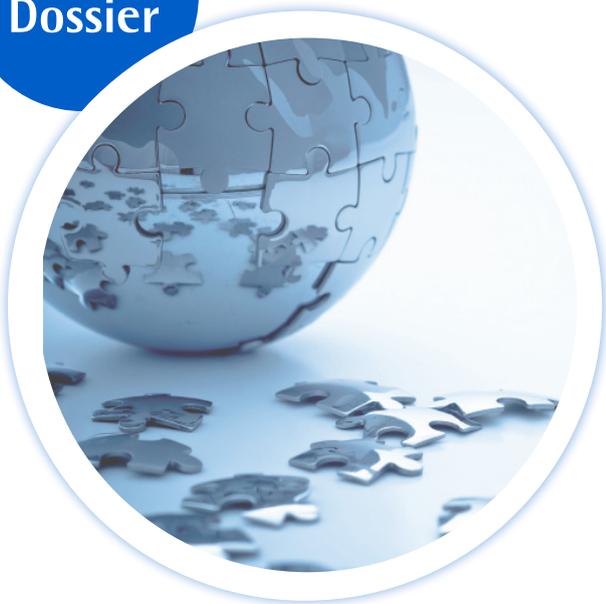




Press  
Dossier



# Press Dossier

2011

## CONTENTS

---

About Meta4 .....	3
Key Figures .....	3
Management Team .....	3
Vision and Mission .....	3
Solutions for Multinational Companies .....	4
Our Global HR Offering .....	4
Our SaaS Delivery Model .....	5
Our Services .....	5
1-Consulting .....	5
2-Support and Maintenance .....	5
3-Training.....	6
Partners .....	6
Some Global Customers .....	6

## ABOUT META4

Meta4, with 1,300 clients in 100 countries, manages more than 18 million people worldwide through its software.

Meta4 R&D and innovation centres in Europe and the Americas develop advanced applications to fully address both local and global needs for any company, regardless of size and complexity. Our Human Capital Management solutions and HR and Payroll Outsourcing services leverage the full human potential of private enterprises or public institutions.



## KEY FIGURES

- **Meta4 has over 1,300 clients** in more than **100 countries worldwide**.
- **More than 18 million employees** are managed using Meta4's solutions.
- Revenue in 2011: **52 million Euros** with 11% growth compared to the year before.
- More than **50%** of revenue comes from **international sources**.
- Investment in **R&D** and innovation for 2011 was **20% of the turnover**.
- Meta4 is the **5th best company to work for** (within its category) according to the Great Place to Work Institute.
- It has also achieved EFR certification (a certification which promotes the work-life balance).
- Meta4 **supports and updates new legislative structures** every month.
- Meta4 has alliances with **more than 80 world-class partners**: consultancies, technology companies and service providers around the globe.

## MANAGEMENT TEAM

- **Emile Hamou**, President and CEO
- **Marc Sabbagh**, Vicepresident for R&D and innovation
- **Carlos Pardo**, Managing Director for Spain & Portugal
- **Carlos Castellanos**, Operations Director Global SaaS HR
- Juan Armada, Sales Director Global SaaS HR
- Pedro Vaquero, Managing Director for Latin América

## VISION & MISSION

To be a world-class provider Human Capital Management solutions using the most innovative technologies and services.

Our mission has always been to develop and implement an end-to-end solution for human resources management for private companies and public institutions for the global and local market. Through our SaaS platform we pledge to render a service that adheres to the highest standards of quality and delivers time and cost efficiencies.

Companies are converting into a network of interconnected people, abandoning the outdated model of a closed and stable group of employees. Even the idea of an employee has become obsolete. Today people have needs that were not thought of years ago—such as reduced working hours, teleworking and mobility among others.

That's why companies are now increasingly aware that proper human capital and talent management are crucial for defining their competitive strategy.

These world-sweeping changes in society have driven Meta4 to research and identify new ways to overcome the challenges developing an innovative HICM (Human and Intellectual Capital Management) solution as a new system for managing all aspects of an organization from Core HR to strategic HR talent management. It overcomes challenges to maximize human potential and increase productivity in the companies who champion our solutions with:

- Integrated decision-making tools and intelligence in HR processes, placing HR at the service of the company.
- Integration and improvement of interdepartmental processes in a company.
- Strategic and administrative decentralization of HR management for greater efficiencies
- Reduced costs through outsourcing the non-strategic aspects of the department via HR and payroll outsourcing services.
- Increasing need for flexibility and global reach: companies need tools that allow them to adapt to constant change and growth in the future, especially in a borderless world.

## SOLUTIONS FOR MULTINATIONAL COMPANIES

To be an “international player”, it is necessary to adapt HR applications to new ways of working—bearing in mind growing decentralization, new employee demands, the legal, social and demographic changes as well as the constant quest for talent in a global environment.

In a global market, where companies are seeking to grow and expand, new answers are needed for companies to do well going global. New features have become crucial for a global HR Management solution to ensure the success that Meta4 has enjoyed in many international projects implemented.

Increasingly we confront a common problem among multinationals: the need to manage HR information and processes in a single system to serve the business and the strategy, and with minimal total cost of ownership (TCO).

The global Meta4 solution delivers these companies the tools they need to manage their employees from this new global perspective:

- a single on-line system with a common framework that helps apply transparent and common policies across all countries, making it easier to achieve the corporate strategy and increase productivity
- including features like multi-tenancy, multi-company, multi-region, multi-country, multi-lingual, multi-currency, multi-person model, global employee data, global mobility management, data separated by country, multi-reporting capacity, among others
- consolidated workforce information as supporting business processes for their employees and managers
- a technology solution that is guaranteed to make the most of their intellectual assets to be more competitive and agile in decision-making.

## OUR GLOBAL HR OFFERING

All modules are built on a foundation with proven global core HR functionality that runs on a highly reliable and configuration-friendly platform built especially for the HR world.

### **Common framework for global Core HR**

At the core of this foundation is a common framework which is a single system of record for propagating common person, organization and competency management functionalities across all global and localized HR tasks to increase data efficiency. This common global core HR framework is shared by all modules.

- » Personnel Administration & Management
- » Organisational Management & Planning
- » Employee and Manager Self-Service Portals

Extended Technical Functionality:

- » Query and Reporting
- » Job Scheduler
- » Security manager
- » Workflow manager
- » Alerts

### **Strategic HR & Talent Management**

For clients who want to extend their core HR with additional talent management, Meta4 incorporates all key modules which are all closely interrelated.

- » Recruitment, Selection and Career Opportunities
- » Performance Management
- » Management by Objectives
- » Skills Management
- » Total Compensation
- » Learning and Development
- » Career and Succession Planning
- » Analysis and Planning. ADB (Active Dashboard)



## OUR SAAS DELIVERY MODEL

Meta4 has designed its Human Resources Business Process service around its technology platform, top professionals, and a wealth of knowledge and experience accrued over 20 years.

Through the Meta4 SaaS service, companies can acquire their solutions on a subscription basis, where Meta4 completely takes care of technology investments and maintenance, ultimately saving costs for the client. Companies can enjoy the benefits of agility, security and flexibility that a typical SaaS service offers in addition to immediate use, simplicity or mobility to access information in your organization anywhere any time.

- Access a world-class application in the market, without making a big investment.
- Short time to deployment at low cost.
- Access a powerful application, capable of addressing all the global and local needs of any company regardless of size or complexity.
- Easy to extract analytical information (headcount, budget control, and so on) for strategic decision making.
- Our deep experience in Global HR Management
- Dedicated R&D and innovation team
- Expert consultancy in Global HR projects

## OUR SERVICES

### 1. CONSULTING

Consultancy services provide expertise and global solutions that solve the problems of our clients and also to help them evolve their business.

- Study and provide each client for personalized global solutions.

- Optimize the client's environment for the highest performance.
- Improve the client's processes, integrating them with Meta4's system.
- Undertake implementation and change management, also required for the success of the project.
- Provide expert assessment on HR processes and on the technological environment

### 2. SUPPORT AND MAINTENANCE

All customers are provided with the right level of platform and software service support that fits their requirements.

#### PLATFORM

- **Hosting & Administration:** provided in a world-class ISO data centre with redundancy, fail safe communications and energy provisions, 24x7 hardware/software monitoring to ensure maximum data security and platform accessibility
- **Functional and Technical Evolutions:** all upgrades are automatic and transparent to the customer
- **Corrective Maintenance:** incidences and enhancements included as part of the Meta4 platform and software maintenance
- **Data and application backup:** client information and specific configurations backed up regularly to ensure a mirrored snapshot of the client application is always available for recovery
- **Security framework:** internet firewalls/IPS, anti-virus, dedicated FTP server for content uploading and downloading using the SSH protocol, secured data transactions, 24x7 physical security surveillance at data centres, company data protection and confidentiality, authentication and secure identity management.



## SUPPORT

- **24 x 7 Hot line:** our clients located in over 100 countries currently supported worldwide around the clock
- **Case management (CSS):** Customer self-service tool for reporting and monitoring incidences with technical assistance.

## 3. TRAINING

Meta4 training empowers end users with the required knowledge to better undertake their daily tasks using our solutions.

Apart from the training offered in Meta4 applications (standard, customized courses and tutorials), special seminars are organized regularly to address labour, legal, tax and strategic issues—all with a practical approach and in collaboration with prestigious consultancies in the market place.

## PARTNERS

Meta4's wide network of partners helps maintain competitive edge in developing solutions for Human and Intellectual Capital Management (Payroll and Human Resources).

Meta4's global network of more than 80 partners adds value to our solutions by providing complementary products and high quality services. When working with one of our certified partners, our clients are ensured consistent and high quality service or product that is fully compliant with the global Meta4 standards.

Currently, Meta4 delivers leading HICM solutions to our clients through collaborative alliances. Partners who work closely and proactively with Meta4 are: Accenture, Atos **Origin**, Deloitte, Fujitsu, Humantech, Indra, Telvent, etc.

## SOME OF OUR GLOBAL CUSTOMERS

- **Bimbo:** Bimbo selected Meta4 to manage more than 65,000 employees in a total of 9 countries.
- **Boehringer Ingelheim:** Meta4 PeopleNet selected for Human Resources Management to handle more than 1,200 employees in Argentina, Ecuador, Columbia, Chile, Peru, Paraguay, Uruguay and Venezuela.
- **Carvajal Group:** Global Payroll and Human Resources management for 15,000 employees in 17 countries, including USA and Spain with Meta4.
- **Gemalto:** Human Resources Management has been centralized with Meta4 to achieve uniform global procedures for any country using English as the common language and enabling employees to access their personal record including their career details.
- **Mapfre:** With the Meta4 PeopleNet solution, the insurance company manages all HR processes for over 16,000 employees spread out among the 2,422 offices worldwide.
- **Securitas Direct:** a leading alarm and security services company chose Meta4®PeopleNet to implement a global HR solution worldwide. The company customers in: Sweden, Finland, Norway, Denmark, France, Belgium, the Netherlands, Spain and Portugal. Securitas Direct relies on 6,000 employees to achieve this together with another 1,500 employees at partner companies.
- **Veolia Group:** In France, Gabon and Morocco well over 15,000 employees are managed with Meta4 PeopleNet.
- **World Vision International:** Meta4 became the global provider for human resources management for World Vision International, World Vision International has presence in 100 countries and a workforce totaling 70,000 employees and volunteers around the world.

### For more information:

infmarketing@meta4.com  
www.meta4.com  
blog.meta4.com