



## Global Financial Services Company Leverages Freeborders Expertise to Implement PeopleSoft Compensation System

This leading financial services company is divided into three segments: investment banking, private banking, and asset management. Its investment banking division provides debt and equity underwriting, mergers and acquisitions, and other securities services. Private banking provides wealth management solutions around the world. Asset management offers a range of investment opportunities for private, government, and institutional clients. The company has offices in some 50 countries and also offers retail banking in Switzerland.

### Geography

Global

### Industry

Financial Services

### The Company

A world leading financial services company, advising clients in all aspects of finance, around the world, around the clock.

### Business Need

Enhance existing HR compensation system to provide for unified reporting of outstanding compensation liabilities.

### Solution

Engaged Freeborders to lead the HR compensation project including:

- Program Manager - Human Resource compensation domain expertise
- Assessment of current HR compensation system and processes
- Provided China-based resources for software improvements
- Implemented Production process improvement recommendations
- Corporate-wide implementation of PeopleSoft

### Results

Single, global unified reporting of outstanding compensation liabilities.

Reduced support cost by 15% by combining multiple desktop solutions into a single, global solution with PeopleSoft

Improved internal client support – IT HR Center of Excellence in China for ongoing production support and system enhancements.

Increased the client’s knowledge of HR compensation

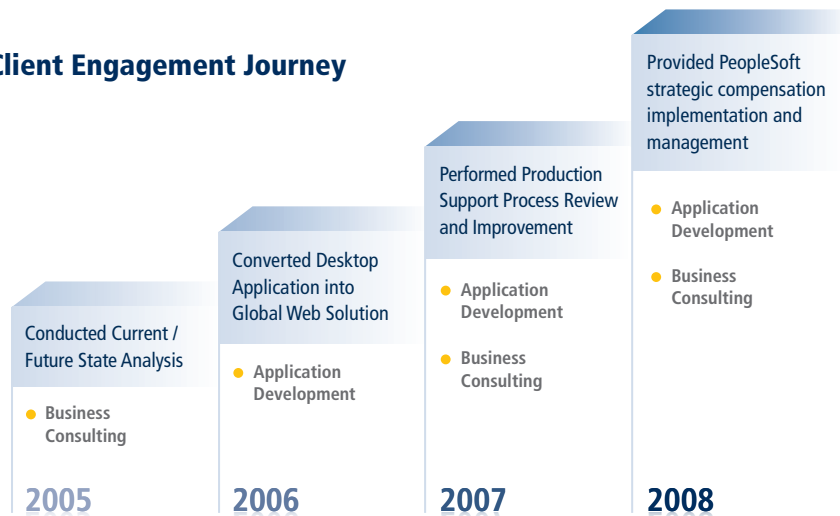
### Business Challenge

The bank had a project underway to provide the ability for global, unified reporting of HR compensation liabilities. The existing system was client-server based - with no roll up capability and very expensive to support. Additionally, the bank did not have the internal domain expertise to lead the project and perform a full current state analysis of the existing compensation system.

### Why Freeborders

The bank chose Freeborders based on several criteria. Having project leadership skills with the ability to manage both internal bank resources and as well as external team members was very important to the bank—but they also needed the project manager to have deep domain expertise in compensation applications. Freeborders was able to provide the project leadership required as well as the additional benefit of offshore and onshore development resources as required to meet project deliverables.

### Client Engagement Journey



## The Solution

The client brought in Freeborders to perform a Current and Future State Analysis in order to help them identify a roadmap to a global compensation system that would provide for unified reporting of outstanding compensation liabilities. Freeborders provided the client with an assessment and recommendations to get to their desired future state, meeting the goals of the original scope of work.

Upon delivery of their recommendations, the client recognized Freeborders' deep domain knowledge, appropriate leadership skills, and the already established development infrastructure in China capable of carrying out the recommendations. The client extended the engagement and with each success, they entrusted Freeborders with additional projects.

Ultimately, the scope of work grew to include: the transformation of their client-server based compensation application into a global web solution; a Production Support Process Review, which led to both the complete redesign of the process and reporting model and the shifting of control of Production Support Services over to Freeborders; and, eventually, the management of the implementation and transition to a global PeopleSoft strategic compensation solution.

## Lasting Results

Freeborders successfully gained the trust of its client through continually providing the necessary expertise and follow-through to support the growing needs of the client. As a result, the client has benefited from:

- Single, global unified reporting of outstanding compensation liabilities.
- Reduced support cost by 15% by combining multiple desktop solutions into a single, global solution with PeopleSoft
- Improved internal client support—IT HR Center of Excellence in China for ongoing production support and system enhancements.
- Increased the client's knowledge of HR compensation

All of these successes allowed the client to focus on what it does best—providing expert financial services to its clients world-wide. The relationship between the client and Freeborders exemplifies Freeborders' successful integration of business consulting and management and offshore development to deliver end-to-end services to its clients.



## Benefits of a Freeborders/Client Strategic Relationship

*Reduced support cost by 15% by combining multiple desktop solutions into a single, global solution with PeopleSoft*

### About Freeborders

Freeborders is the leading global provider of offshore IT services and solutions delivered from centers of excellence in China.

Privately held and based in San Francisco, CA, Freeborders is recognized for offering best practices in outsourcing by combining its award-winning global delivery model, CHINDUS<sup>SM</sup>, with its governance model ATLAS<sup>SM</sup>. Freeborders provides a full suite of services that encompass all phases of a project lifecycle including strategy, design, development, testing, implementation integration, and extended support.

Freeborders is rated at Level 5 of the SEI's CMMI, and is ISO 27001 certified.



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