THOMSON REUTERS

Thomson Reuters Streamlines Global Mobility Processes from Weeks to Days

Equus Delivers Innovative and Automated Solutions to Improve the Global Mobility Reporting and Processes.

EQUUS
SOFTWARE

Overview

Thomson Reuters needed a Mobility solution that automated their business processes and was delivered in a rapid timeframe. By working in partnership with Equus Software, Thomson Reuters now has a mobility program that is achieving efficiency and transformed the way in which they can provide service to both assignees and their business stakeholders.

Client Challenge

At the start of the relationship, the Thomson Reuters Mobility Team was suffering from implementation-fatigue. Their team was apprehensive of losing information and lacked energy to drive another major project. And this project was very high-profile – the consequences of a software implementation failure on the reputation of the mobility team could have been catastrophic: potential loss of budget, loss of respect and loss of a voice on the international HR stage.

Multiple tools and mainly excel forms and spreadsheets were used to manage the program. Cost estimate scenarios, balance sheets, global payroll instructions, and various types of management reporting were all produced manually, and from different, duplicated data sources all of which was taking considerable time and effort. The business would have to wait 3 or 4 days for even small changes to cost projection calculations or reporting.

Approach

From Day One of the implementation, a partnership approach was adopted by both Thomson Reuters and Equus to ensure that the project was delivered on time, and would meet Thomson Reuter's objectives. The Equus team used the flexibility of AssignmentPro, their extensive experience and 'find a way' attitude to bring Thomson Reuters all the innovation they needed to meet their unique requirements. From a special initiation process of tracking talent and business reasons for selecting candidates; through exception management and multiple detailed and unique tax cost estimates; to payroll reporting requirements and bespoke cost reporting out to individual business units; the Equus Software team consulted, investigated, drove and delivered cutting edge technology – where others had failed.

Equally, the Thomson Reuters team took the time to talk through their needs and were open to new ways of working. They provided hands-on testing, led training, provided feedback, and explored new functionality so they could communicate and demonstrate regularly back to their team. True champions throughout the implementation and beyond, they pushed, challenged and supported every step of the way. This allowed the Equus team to focus on building the functionality to streamline the

"Previously all the checklists were manual, letters were manual, cost estimates, were manual and nothing was automatically generated. It wasn't working and the business wasn't happy about the turnaround times. It was damaging our credibility."

—Global Mobility Tax Manager, Thomson Reuters

Thomson Reuters processes quickly and efficiently, generating value from the project in only a few weeks and driving long-term innovative developments benefiting the entire Equus client community.

The Solution

The project began with the goal to consolidate and centralize assignment lifecycle management starting with automated administration processes. By really listening to the needs of the Thomson Reuters team, taking examples and consulting on process, the Equus team were able to build a core database tailored to Thomson Reuters' terminology and bespoke processes, including:

- Initiations and authorization workflow
- Talent management and business case tracking
- Bespoke automated checklists and letter generation

- Automated alerts/reminders
- Vendor initiations and tracking
- Exception Management

The Equus Team delivered a fully centralized bespoke database – in only 62 days. The speed and efficiency of this first phase was a direct result of partnering to analyze needs, then each team focusing on their area of responsibility.

Comfortable in the ways of working and division of responsibility, together the Equus and Thomson Reuters teams analyzed the current state calculations, gaps and additional tax, social security and pension details, as well as reporting outputs required by the business. Equus focused on driving the implementation and configuring the functionality, and Thomson Reuters on internal training and change management. Together they took the cost projections to full automation in minutes.

Results

"I found it refreshing that everyone at Equus was so enthusiastic about AssignmentPro itself and also about working together. It was a joy to work with Equus on this project. This was a great experience was the opposite of that – you were enthusiastic to take on more challenges and never tired of us throwing more at you."

The Thomson Reuters team had been spending around 28 days a year manually producing and maintaining cost estimates, scenario comparisons and hugely manual cost reports for each of their 7 business units. They challenged Equus to come up with a way to save time, effort and risk of error on the consolidation and visualization of these numbers. Equus rose to the challenge. The team produced a report output that combined the details of every cost estimate approved for a particular business unit side-by-side and aggregated – in three clicks – taking seconds to produce. The report could be sliced across business sections and provided to finance at any time – allowing full visibility of real-time cost, and timely management of budget accruals. Time saved - around 21 days a year.

This was only one example. The teams went on to work together on other innovations in parallel, including

bespoke dashboards to track data integrity in which key data gaps are immediately visible driving significant improvements in the quality of information provided to the business and to the assignees. Additional bespoke cost estimates were developed, multiple reports and bespoke pages to track tax service details and status.

Contact Us

Equus Software has helped some of the world's largest companies to optimize their global mobility programs, and we can do the same for your organization. To learn more about our AssignmentPro platform and how it can deliver cost savings and other benefits to your company, and a greatly enhanced user experience for your employees, please visit our website email at info@equusoft.com.

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