



Human Capital Management  
& Payroll Software/Services

# Corporate Overview

FOUNDED ON COMMITMENT,  
BUILT ON QUALITY,  
UNRIVALLED IN DELIVERY



[www.frontiersoftware.com](http://www.frontiersoftware.com)

# About Frontier Software

**FOUNDED ON COMMITMENT, BUILT ON QUALITY,  
UNRIVALLED IN DELIVERY**

**Frontier Software was formed in Melbourne, Australia, in 1983. Our software products are the result of more than three decades of investment in technology and people with a sharp focus on the provision of comprehensive, world class, integrated HR and Payroll management software solutions.**

Today, our software products are the cornerstone of HR and Payroll departments worldwide as they continue to evolve to meet expectations in a competitive market. Our internationally proven solution delivers unsurpassed levels of modularity, flexibility and functionality.

Frontier Software is founded on commitment, built on quality and unrivalled in delivery.

## International footprint

Frontier Software is a world leader in developing, delivering and supporting HR and Payroll management software solutions. We serve organisations in the public, private and Government sectors across Asia-Pacific, Europe and the Far East. We have offices in Australia, India, Malaysia, New Zealand, Philippines, Singapore and United Kingdom. Our operations span the globe and include clients in remote locations such as American Samoa, Fiji, Falkland Islands, Kiribati, Papua New Guinea and St Helena.

Many companies are now combining their HR database onto a global platform with data accessible from any location, but always according to security.

## Financial growth

Frontier Software has exercised care in expense control and company expansion. We have invested heavily in design, innovation and human capital development and this has enabled us to create a future-proof software and service environment. Frontier Software is a profitable company and 20% of revenue is used every year to fund product Research & Development.

## Investing in excellence

Frontier Software is committed to ensuring that our products always meet your needs and we have a policy of investment in research, developing enhancements and delivering leading-edge software. In addition, we monitor changes in business practice, technology and legislation and seek input from our user groups.

## Technology

Our technologically advanced solutions operate on a wide range of server operating systems - Microsoft Windows, Solaris, IBM-AIX and Red Hat Enterprise Linux. Microsoft SQL Server/Oracle database options are available.

## User customisation

Frontier Software has designed a user friendly method for user customisation of the software. Authorised users can change form (screen) field names, add and delete fields, amend menu names and create new forms (screens) as required. All of these changes can be made without affecting software upgrades and, most importantly, you do not need to be an IT expert.

## Innovation

A Human Capital Management solution that can expand when your organisation grows is essential and we have a range of modules to ensure our software will meet your needs. Innovation is crucial to our continuing success and Frontier Software is an award winning industry leader in the provision of HCM solutions.

## Frontier Software delivery options

We offer a wide range of software products and associated professional services and our solutions can be implemented as:

- Licensed Software (on-premise)
- Software as a Service (SaaS)
- Application Service Provider (ASP)

Any combination of the above can be used to enhance your business.

Our deployment options are as flexible as our software. Select whatever is the best option for your company. The cloud means either a 'private' or 'public' cloud whereby hardware can be hosted by Frontier Software (or its third party agent) or by your own IT division.

## ISO / Quality Assurance

Frontier Software is totally committed to quality assurance throughout the organisation and certified under the ISO 9001 Quality Assurance standard and the ISO 27001 standard on Information Security Management Systems. Together these constitute our Business Improvement System. Some departments of Frontier Software are also certified against the ISO 20000 Service Management standard.



# Your Human Capital Management Solution

INTEGRATED SOFTWARE SOLUTIONS PROVIDE  
A SINGLE DATABASE OF HCM DATA



## Global HCM / Payroll Solution

Does your organisation have a requirement to maintain information for a global workforce? If the answer is yes, then Frontier Software has the ideal solution. Our software modules provide you with a local, national or global environment for your Human Capital Management software requirements. Data from any country can be stored and accessed from within your global company network or via the Internet. One database for all countries, all group companies and all your employees is a reality. Access is controlled by the comprehensive security functions inherent to the software, including audit controls to ensure all data changes are logged and reportable. With global organisations, rules and regulations differ and internal employment terms and conditions may vary, but the design of our product allows rules to be defined globally or for individual countries within your organisation.

## Multi Country / Currency / Language

Frontier Software can offer a single database for all your employees wherever they are located. Any country can be accommodated with your data accessed through common browsers at any time. Different currencies for any form of remuneration (salary), allowances /benefits can be created.

If your organisation requires multi language capability then we have the solution. You are not limited to one language, For example, one manager could be in Brazil (Portuguese), with others located in Paris (French), Rome (Italian) or Madrid (Spanish). Each user selects their language of choice. Naturally, country and data security is essential and can be managed from within the solution.

## Customer Service

Commitment to customer service is our number one priority. The implementation process is performed by experienced, accredited consultants who have the knowledge and capability to ensure that your project is a success.

We provide a national Helpdesk to ensure support is always available and to answer your queries.

## Virtual HR Office

Our software environment - **ichris - International Comprehensive Human Resource Integrated Software** - offers organisations of any size and from any industry sector the opportunity to create a centralised, virtual HR office incorporating a comprehensive choice of functions. These functions will save your organisation time and money with a rapid return on investment within two - three years.

Our solution includes:

### A 'browser' software solution

Licensed software or SaaS (Software as a Service)

**Integrated Solution** where data is only entered once for use by all modules

**Report Designer** unmatched in terms of flexibility, capability and user-friendliness

**Human Capital Intelligence** - produces amazing visualisation of your most important HCM metrics. Historical data is used for trend lines to be created and users can drill down to the underlying Employee data

**Maintain extensive HR information** vital to managing your most valuable asset - your staff

**Modularity** purchase only those modules that match your current requirement and then build in line with business growth

**First class** maintenance and ongoing support services

**User customisation/flexibility** achieved by utilising our integrated form (screen) designer

## Multi Country Payroll

Our integrated **PAY<sup>21</sup> - Payroll** module is currently available in 26 countries, we also have a development path to expand this and add more countries. However if you have a desire to hold payroll data for another country from other payroll solutions then an interface can be made available. Our consultants will be pleased to provide assistance to achieve your Global payroll database requirements.

It is our responsibility to amend the payroll software engine to accommodate appropriate payroll legislative changes whenever they occur. Our historical performance is a testimony to our proven commitment & longevity.

# Our Professional Services

## A SEAMLESS EXTENSION TO YOUR BUSINESS

### User Groups

Regular user group meetings and conferences provide a customer forum for mutual feedback, sharing experiences and exchanging ideas. Many innovations have evolved from these discussions.

### User Training

User training is an essential part of our service to customers. Comprehensive training programmes cater for all skill levels and user training can be conducted at your premises or in our training centres. Standard training and refresher courses are also available, offering a cost-effective option for new recruits and to learn new products and features.

### Support

Our products are simple to install and maintain and are easy to upgrade, so require a minimum of technical support. However, if you do need help, Frontier Software's Helpdesk is a one stop shop for any queries – wherever you are. Our comprehensive online user guides and help facilities are available, together with associated documentation including hints and tips, topic notes and new release notes.

Helpdesk support is included as part of your annual maintenance agreement and support calls during business hours are answered free of charge.

### Data Migration

Data migration facilities are available for transferring data from your legacy systems and our Import / Export tool is a simple to use and cost effective solution for this important aspect of your project.

### Project Management

With our experience, gained from hundreds of successful implementations, we guarantee a professional approach to project management from the outset. We create realistic project plans with your business in mind, so that completion targets are met – on time and within budget.

### Consultancy

If you require assistance with implementation, data conversion, specification of requirements, system reviews or perhaps cover for short-term staff absences we can help. Frontier Software has trained consultants, with experience across all business sectors, who are able to accommodate any task that requires a specialist understanding of HR or Payroll management. We also have our own internal accreditation process, which ensures they are suitably qualified in all aspects of our extensive product range.

### E-learning

Our easy to use online e-learning courses seamlessly complement your professional development. They are accessible via our secure platform using your unique credentials and can be restarted at any time. For your convenience a wide range of e-learning courses developed by Frontier Software are available for anywhere, anytime access. The full e-learning course catalogue is available via the client area of our website or on request from our Professional Services team.



### Post Implementation Review

A successful company understands the need to constantly review to gain the best from any system. Frontier Software delivers a post implementation review service to achieve these aims.

The objectives of this service are:

- to understand your requirements and expectations of products and services
- to help your organisation review how the product is being used and identify if a better method exists
- inform management if additional user training is required

This is particularly important when new staff have joined the project and may have little product knowledge.

### Other Professional Services

- Software Development
- Remote Software Upgrade Service
- Recruitment Services
- Payroll Bureau / Outsourcing
- BPO (Business Process Outsourcing)

Our website is a 24/7 communications hub for providing the latest information to our customer base. Users can access product information, book attendance on training courses and user groups, update contact data and review helpdesk queries.

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# Payroll Bureau / Outsourcing & BPO

YOU CHOOSE WHICH PRODUCT AND WHAT SERVICES.  
WE DELIVER ALL TO MEET YOUR REQUIREMENTS

Outsourcing your payroll function can save time and money. More and more organisations are placing their trust in Frontier Software to deliver payroll as a bureau, outsourced, part managed or fully-managed service. Frontier Software provides payroll services to more than 400 clients - from smaller organisations to those with 100,000+ employees. Our client base extends across all market sectors in countries where we operate.

## Select the service level you require

You select the service level and preferred method of operation. We recognise that every company is different and this is reflected in the flexibility of our outsourcing portfolio that will ensure all employees are paid accurately and on time.

## Payroll Bureau

Simply email employee details in a spreadsheet to our processing centre and we do the rest! We transmit pay for processing (i.e. employee bank accounts, hours worked, overtime payments, new starters etc.) Payroll reports and payslips can either be emailed directly to you, or printed and couriered to your designated office. If you use the Self Service module, payslips can be viewed online and printed as required.

## Part Managed

You will have direct access to your dedicated HR and Payroll database and can view / amend details at any time. So, unlike many competing services, you will not have to wait for the results. Once payroll has been processed, you have immediate, online access to payroll information. You will also receive reports, financial systems / ERP and banking interfaces and, if required, you can enhance your Payroll Services contract with additional Human Resource modules.

## Fully Managed

We become your payroll office! We match your business requirements with our solutions; data importing, processing, reconciliation, bank and third party remittances. Payroll enquiries made by your staff are answered by our payroll team, who also answer statutory queries. You can also choose from a variety of Frontier Software modules that offer service integration options, such as: Self Service and other modules to obtain your strategic vision.

Pay and Allowances		Deductions	
Description	Hours/Units/Rate	Description	Amount
SALARIES	2,200.00	PAYE TAX DEDUCTIONS	2,383.80
Statutory Maternity Pay	8,722.56	National Insurance A	468.25
Statutory Sick Pay	80.00	AVC	25.00
		OS Pension	100.00
<b>Total Payments</b>	<b>9,112.63</b>	<b>Total Deductions</b>	<b>3,017.15</b>
		<b>Net Pay</b>	<b>6,095.48</b>

Pay Details		This Pay	Year to Date
Employee Number	0000	8,314.83	21,101.18
NI Number	AB1234567	100.00	400.00
NI Rate	A	90.00	360.00
Tax Code	1100L M1	8,314.83	23,103.19
Pay Date / Tax Period	31/03/2018 (04/03)	2,383.80	4,432.91
Paid from / Paid to	01/09/2018 - 31/08/2018	488.25	1,597.04
Overseas Paid to	None	0.00	184.10
Paid by	Bank	5,722.56	8,220.82
Bank Name	Bank 00		
Sort Code	09-08-05		2,000.00
Account Number	123456789		218.51

A typical online payslip

## Benefit

Benefit from the accessibility, flexibility and control of running payroll in-house – without having to allocate your staff, equipment, time and resources to manage the payroll services.

## Consider the advantages:

- Secure online access to payroll data, HR and accounting data
- Service options to meet the level demanded by your business
- Automatic updates in accordance with changes in legislation
- Minimises administration and free-up people and equipment
- Unlimited helpdesk support

Create a technical environment that matches your best practices. Frontier Software delivers management data in real-time, online access to all current and historical HR and Payroll Management information. This superior architecture provides organisations with a choice of using your own 'wide-area network' or the internet to connect between locations.

## No software is required

Using our browser HR and Payroll Management Software Solution (ichris - International Comprehensive Human Resource Integrated Software) no software is required on your desktop PC's or devices.

## Server Location

With our flexible approach to meeting business requirements, you can choose where the database server is hosted i.e. at your premises or at our data centre (in the cloud). Frontier Software offer you the freedom to choose.

# Your Reasons for Choosing

## COMMITMENT TO CUSTOMER SERVICE IS OUR NUMBER ONE PRIORITY

**Longevity** - Frontier Software has been in the business of providing HR and Payroll management software solutions since 1983 - it is our core business.

**Unsurpassed portfolio of integrated HR applications** - if you have a specific requirement for your organisation, you can trust Frontier Software to deliver the right solution.

**Proven track record** - HR and Payroll management functions are mission critical - incorrect or late pay is not an option. We have proven, time and again that we can accommodate individual software requirements to meet sector-specific anomalies.

**Customers** - organisations with employee headcounts between 50 and 100,000 across all business sectors have selected Frontier Software to manage their HR and Payroll data.



Visualisations on key human capital metrics.

**Software maintained by us** - we have a proven track record of providing timely software enhancements and upgrades. You can always trust Frontier Software to deliver.

**Understanding** - getting to know your business requirements is fundamental to a successful project and key to our approach.

**Integrity** - with Frontier Software there is no risk: our past performance and long standing customers prove our business integrity.

**Loyalty** - Frontier Software develops close relationships and, as a result, our customer retention is extremely high. Our level of staff loyalty is excellent thus ensuring you receive support from truly experienced professionals.

**Commitment** - dedication to building and supporting a robust solution underpins the business philosophy of Frontier Software.

**Product Technology** - our products are mission critical hence we rely upon proven technology to develop and recommend to customers. We offer a modern environment using the most popular web browsers and databases.

**Deployment** - Today, more than ever before, it is important to be flexible and our software solutions can be delivered in-house (on-premise), or hosted (cloud). Payroll processing services are also available.

**Management Information** - our integrated Report Designer provides unlimited extraction, analysis and reporting, whilst our HCI<sup>21</sup> - **Human Capital Intelligence** module gives you superb charts and gauges for instant access to management information.



## Available Modules

- Human Resources
- Absence & Leave Management
- On Boarding
- Recruitment
- Payroll
- Time Attendance / Rosters
- Performance Reviews
- Salary Reviews
- Learning & Development
- Organisation Charting
- Claims & Expenses
- Payroll Certification
- Self Service - Desktop
- Mobile Self Service
- Workforce Health & Safety
- Intelligent Workflow
- HR Intelligence (Analytics)
- Multiple Contracts
- Employee Survey Designer
- Multi Country / Language

You can add software modules at any time to maximise business efficiency

## Awards and Accreditations

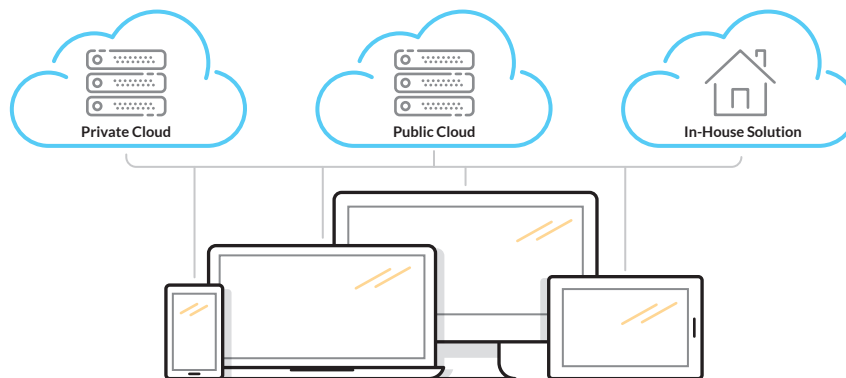
Accreditations are extremely important to Frontier Software and in countries where these are relevant, we invest time and effort to achieve them.



# Cloud Computing, In-House or Hosted

YOU HAVE A CHOICE

Frontier Software offers all these options



## Software as a Service (SaaS)

SaaS is an applications delivery model that is favoured by small and medium enterprises (SMEs) who choose to have no hardware or software to manage in-house. Application functionality is accessed via a web browser.

## Infrastructure as a Service (IaaS)

IaaS offers computing power (CPU), memory, storage, networking and security as a total package. By moving infrastructure to the 'cloud', organisations are able to scale the application as if they owned their own hardware and data centre, but potentially keep up-front costs to a minimum.

## Platform as a Service (PaaS)

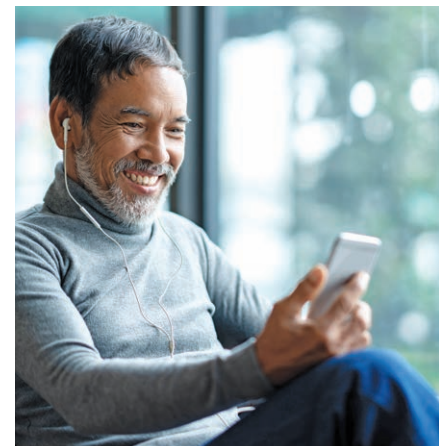
PaaS is a method for delivering operating systems and associated services over the Internet without downloads or installation.

## A cloud solution

With the cloud computing environment, Frontier Software is responsible by managing our application for the customer and this includes all software upgrades. Payment for this service delivery model is a subscription method priced according to the business needs of the customer. Definitions of a cloud solution vary and Frontier Software will provide the right solution to meet your expectations.

## In-house

Organisations across the globe have been choosing Frontier Software as their supplier of Human Capital Management software for over 30 years and many of these are delivered as an in-house (on-premise) solution. This option is where the software is stored on your server with access by licenced users.



Access anytime, anywhere

## Software upgrades

Regardless of the software deployment options - in-house (on-premise) or in the cloud - Frontier Software will always ensure that the software is updated for statutory compliance, user requests and general enhancements. Constant product improvements generate business efficiencies for you, the customer.

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“Innovation, functionality, flexibility  
and quality are the foundation of  
our software solution”

Michael Howard - Founder, Frontier Software

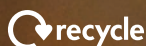
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