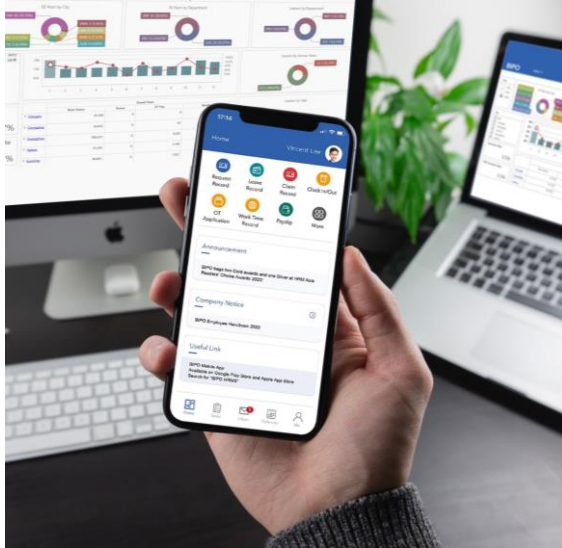

Payroll & People Solutions

to Manage Your Global Workforce

Total HR Solutions for your Global Workforce



10+
Years of
experience

460,000
Users
globally

150+
Countries
covered for EOR

Payment in
200
Currencies

900+
Employees
worldwide

40+
International
offices

21
Payroll engines
across countries

More than
3,300
Clients

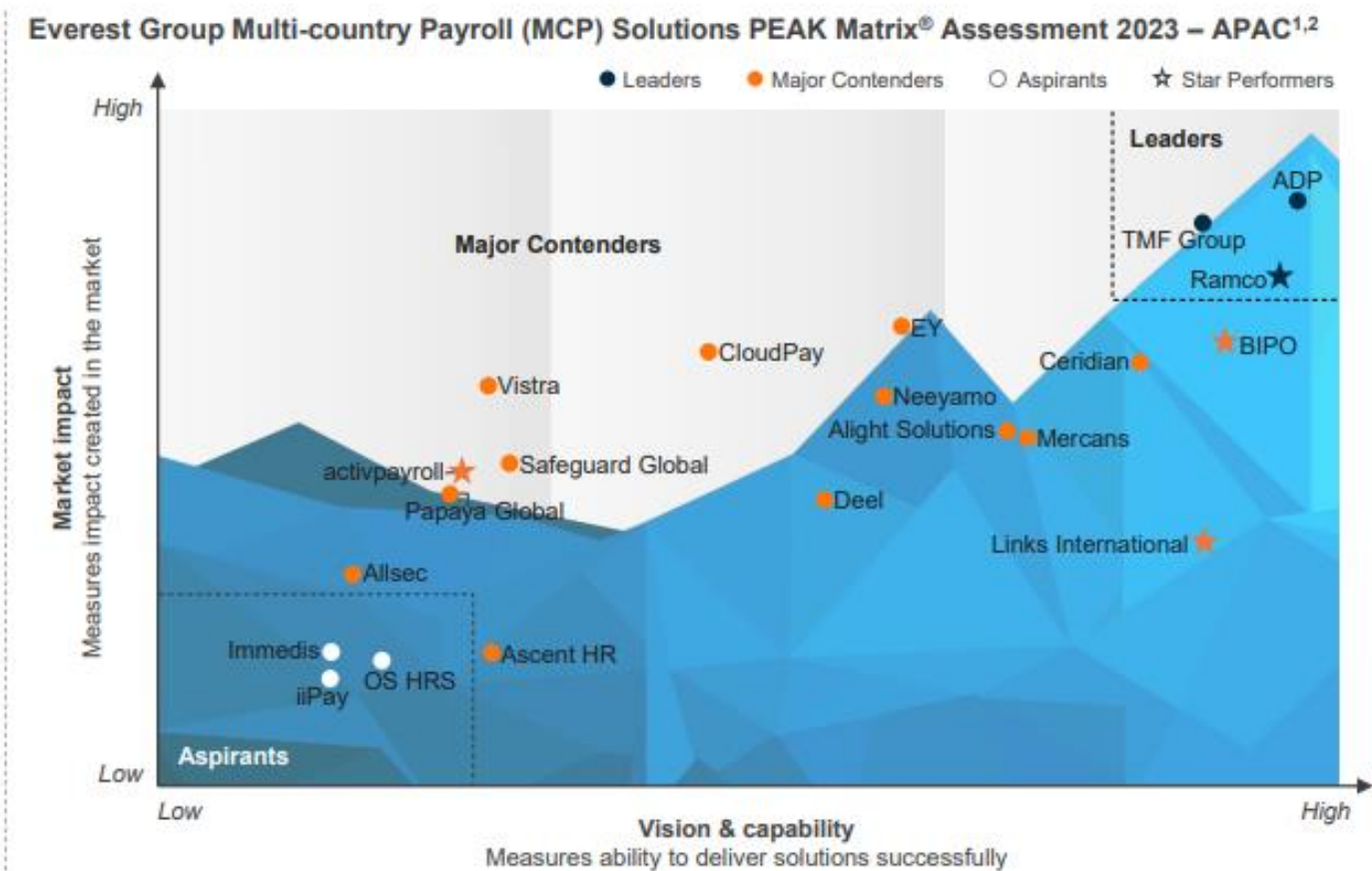
Leader in Asia

- Based in **Asia**, with **global reach**
- Helping global companies. expand **into and out of Asia**
- Core USP: 18 specialist **payroll engines** in Asia.

Recognised by Peers



Recognised by Everest Group



1 Assessment for Allsec, Ascent HR, and Ceridian excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and interactions with buyers

2 Assessment for Deel includes its acquisition of PayGroup; Assessment for Vistra does not include its merger with Tricor, and for Immedis does not include its acquisition by UKG

Source: Everest Group (2023)



Recognised by Gartner

Gartner

Market Guide for Multicountry Payroll Solutions

Published 18 September 2023 - ID G00778650 - 25 min read

By Analyst(s): Sam Grinter, Ron Hanscome, John Kostoulas, Ranadip Chandra, David Bobo, Anand Chouksey

Initiatives: [HR Technology Strategy, Transformation and Management](#)

Recently released: **BIPO** is one of the **Asia-based** payroll vendors featured. Majority of the vendors featured are US-based, some European-based.

Our Expertise & Product Lines

BIPO's technology-enabled **total HR solutions** streamline the employee lifecycle from onboarding to offboarding. Our integrated suite of cutting-edge HR and payroll solutions empower companies to navigate today's world of work.

Total HR Solutions for your Global Workforce

Human Capital Management Solutions (SaaS)

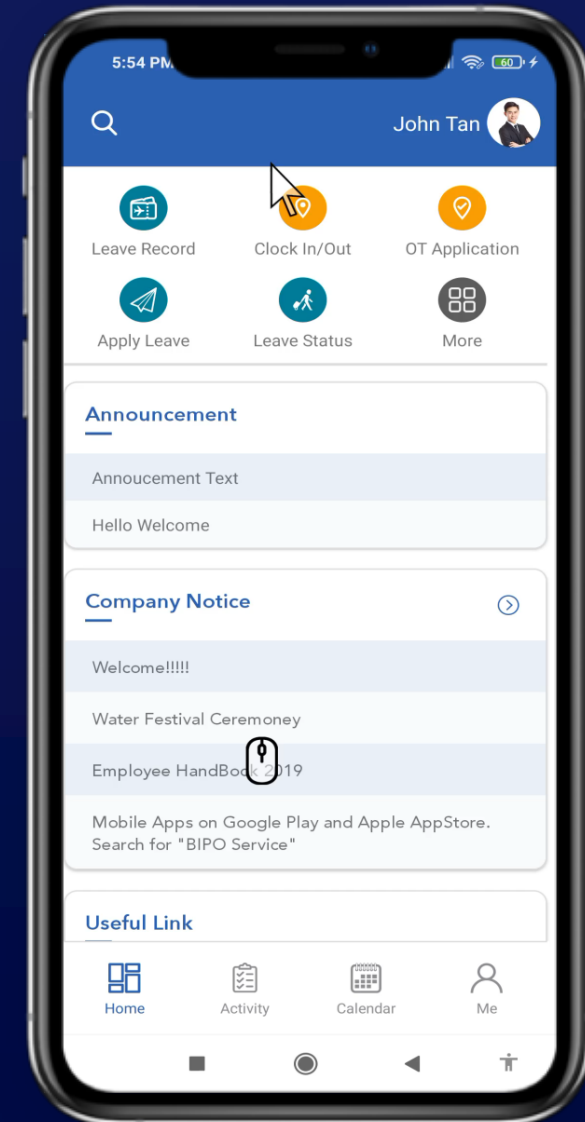
- BIPO HRMS
- Athena BI

Global Payroll Outsourcing

Multi-currency salary payments with Butter

Employer of Record (EOR)

Hire and manage talents in 150+ global markets With Butter



Our Traction: Asia-based with Extensive Global Footprint



Our Traction: Asia-based with Extensive Global Footprint



Problem: Global HR is Increasingly Complex

HR Challenges

Global HR Challenges

**Complex
And
Changing**

Multiple Languages & Currency
Diverse Cultures
Local Payroll
Local Laws & Regulation
Meaningful Insights
Employee Engagement
Data & Systems Integration
Overseas Hiring
Local Benefits
Local Taxes
Visibility & Management
Visibility | Retention | Remote Working

71%

of companies

identify HR as the
barrier to international
expansion.

Global HR is complex and constantly changing.

BIPO

BIPO Tech Ecosystem, Engineered to Make Life Easier

BIPO Athena

HR Intelligence

An interactive HR dashboard allowing clients to understand their workforce better

- Workforce Visibility
- Workforce Analytics
- Insights

BIPO HRMS

Personnel, Leave, Claims, Time and Attendance, Budget and Compensation

BIPO Payroll Engine

Singapore, China, Hong Kong, Taiwan, Macau, Malaysia, Indonesia, Thailand, Philippines, Vietnam, India, Japan, Cambodia, Australia, Myanmar, Korea, Bangladesh, Laos, New Zealand, Brunei and Sri Lanka

BIPO Connectors

Custom API

BIPO Core HR

- On-off-boarding
- Employee Master
- Payroll Management
- Leave Management
- Time & Attendance
- Claims

BIPO Butter

Client Service for EOR and Payroll outsourcing

Allows Global HR teams to better manage their HR workflows and vendors

- Order Management
- Payroll Calendar
- Global Payroll Portal

BIPO delivers services and scalable solutions that generate actionable insights

BIPO

Awards & Accolades



Centuro INT-X Awards – UK

- Most Inspirational Global Expansion



Gold

- Best Payroll Software - **Singapore & Malaysia**
- Best HRMS (Enterprise) - **Singapore & Malaysia**
- Best HRMS (SMB) - **Malaysia**
- Best Employer of Record Service Provider - **Malaysia**



Human Capital & Performance Awards 2022 - Indonesia

- Best HC Technology Strategy (System Provider Industries)
- Best Overseas Strategy (System Provider Industries)



HRM Asia Readers' Choice Awards 2022 Best HR Tech

- Cloud Solution - **Gold**
- Time & Attendance Management System - **Gold**
- Human Resource Information System - **Silver**
- Payroll Solution - **Silver**



Best of the Best Awards – Indonesia

- HR Tech - HR Outsourcing

Security & Compliance



Attested by:



- SOC 1 – Type 2
- SOC 2 – Type 1 & 2
- SOC 3

BIPO Service

Cybersecurity Penetration Testing
Report

Version: Final

10 August 2022
Testing period: 24 May 2022 – 15 June 2022
Private and Confidential

Performed by:



TOP10



ISO-27001

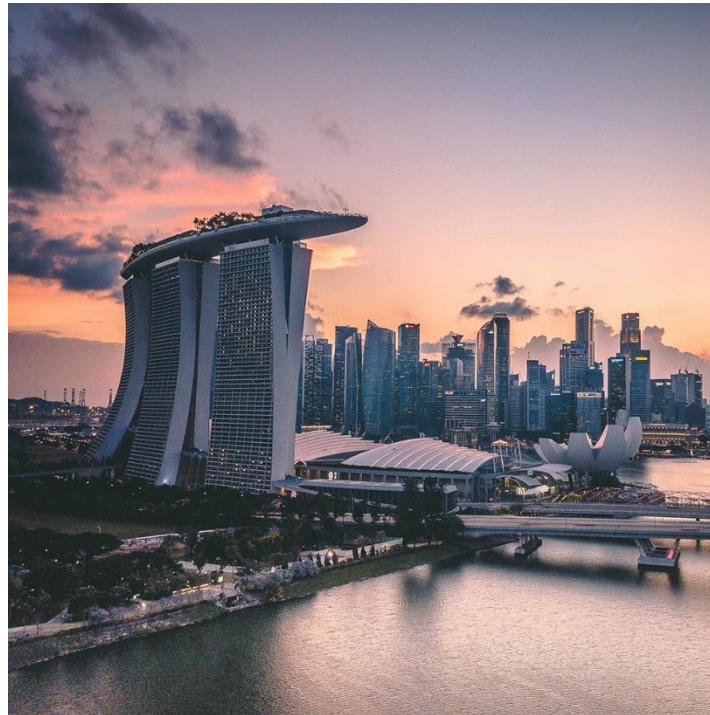
Information Security
Management System Certification

Our Technology & Innovation Centres

Singapore

APAC Headquarters
Global Innovation Hub

- AI & Machine Learning
- Robotics Process Automation
- Blockchain Technology



R&D Centre
China



R&D Centre
Malaysia



R&D Centre
Indonesia



Helping Businesses Expand and Scale Across Borders



**SBF 7th Regional Business Forum
Vietnam 2023**



**Singapore Business Federation
Singapore, Kenya and South Africa Business Mission (16 May 2023)**



**SBF Overseas Market Workshop
South Korea 2023**

Shaping the Global HR Landscape with a Purpose



CONARH 2023
Brazil



People Matters TechHR 2023
Singapore



Tech.EU Summit 2023
Belgium



Mercer 2023 Asia HR Conference
Singapore



iNITIA TE Human Capital Summit 2023
Brunei



5th African Labour Law Society Conference 2023
Mauritius

Logo Board

HCM & Payroll

Our Customer Base: Expanding Globally Across Regions



Strong customer base of Global MNCs across diverse industries.

Agile Digital HR Solutions to Empower Your Business (1/3)

Education



Life Science



Manufacturing

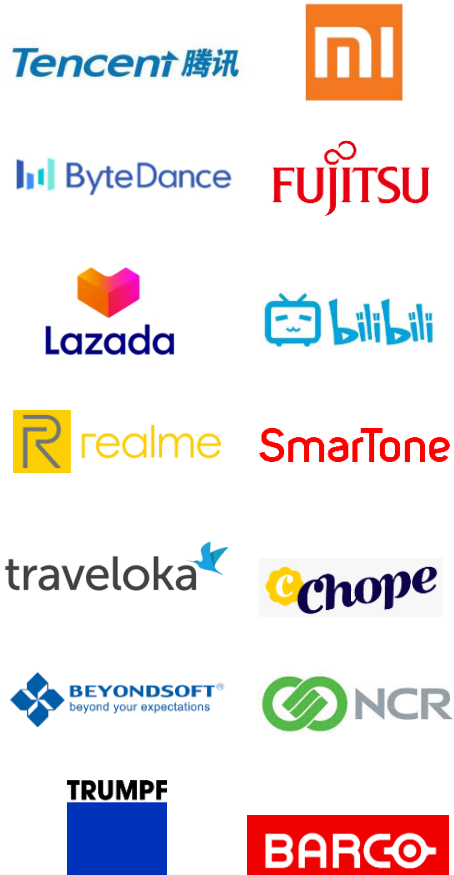


Financial Service



Agile Digital HR Solutions to Empower Your Business (2/3)

Technology



Logistics & Transportation



Public Sector



Professional Service



Agile Digital HR Solutions to Empower Your Business (3/3)

Retail



F&B



Consumer Goods



Other Industries



BIPO in Thailand (1/2)

Since

August 2014

Employees

Over 40 staff

Products & Services

HCM SaaS, Payroll Outsourcing, EOR (Employer of Record)
Expat Work Permit Visa Service, HR Consultancy Service

Clients

More than 180

Payslips

Handle 30,000+ payslips

Technology



Logistics & Transportation



Banking & Finance



BANK OF THAILAND



Fashion



Lifestyle & Entertainment



UNIVERSAL MUSIC GROUP



BIPO in Thailand (2/2)

Since
August 2014

Employees
Over 40 staff

Products & Services
HCM SaaS, Payroll Outsourcing, EOR (Employer of Record)
Expat Work Permit Visa Service, HR Consultancy Service

Clients
More than 180

Payslips
Handle 30,000+ payslips



BIPO in Malaysia

(1/2)

Since 2018	Employees 80 staff	Products & Services HCM SaaS, Payroll Outsourcing, EOR (Employer of Record), HR Consultancy Service	Clients 350
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BIPO in Malaysia (2/2)

Since 2018	Employees 80 staff	Products & Services HCM SaaS, Payroll Outsourcing, EOR (Employer of Record), HR Consultancy Service	Clients 350
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BIPO in Vietnam (1/2)

Since

July 2017

Employees

26 staff

Products & Services

HCM SaaS, Payroll Outsourcing,
EOR (Employer of Record), HR Consultancy Service

Clients

More than 180

Payslips

Handle 18,000+ payslips

Manufacturing



KONECRANES®

IRAWPLUG®

M A S A N
MEAT Life

B BRENNTAG



E-
Commerce

traveloka

SHOPLINE



Technology

Gear Inc.



SEMI FIVE

HIKVISION

Tencent 腾讯

Logistics & Transportation



hellmann
WORLDWIDE LOGISTICS

SEKO

AIRBUS

BOLLORE
LOGISTICS

DB SCHENKER

Hapag-Lloyd

Professional Services



BoardRoom
Smart Business Solutions

BIPO in Vietnam (2/2)

Since
July 2017

Employees
26 staff

Products & Services
HCM SaaS, Payroll Outsourcing,
EOR (Employer of Record), HR Consultancy Service

Clients
More than 180

Payslips
Handle 18,000+ payslips



HRMS

HR Management System

Our enterprise-ready **HR Management System (HRMS)** platform automates HR processes, simplifies workflows, and delivers actionable insights to build the best Employee Experience.

Established in 2010, and headquartered in Singapore, we are better connected to support your payroll and people solutions needs through a global network of 30+ offices, four R&D centers, and business partners across 100+ countries.



Digitized HR Solutions to Transform Your Business

Scalable Solutions

Cloud + Mobile based



Efficiency

Streamline your HR operations. Focus on strategic core functions.



Accessibility

Global data at your fingertips.



Global practice, localized support

In more than 30 local offices to support your HR needs



Robust Technology

One-stop solution via an integrated platform.



Compliance & Security

With local regulations and global standards. ISO & SOC certified.

What Makes Us Unique



Configurable

Our solution tailored to the specific needs of your company.



User-friendly

All-in-one platform with opt-in and opt-out flexibility alone with mobile app is flexible and full in compliance.



Effective Implementation

To fully understand the objectives of your company and ensure a smooth and timely setup.



Local support

Speedy follow up service for all our clients within Asia Pacific Region.

Pain Points

Discrepancies data

With multiple forms and various systems for keeping records. Missing ID, duplicate mailing address.



Manual process

Time consuming employee life cycle queries. Paper contract signing, multi-location for p-file, tracking time-off records



Compliance risk

Compliance exposure due to non-standardized process and lack of governance.



Lack of visibility

In today's world where everything is tracked and analyzed, visibility is key.



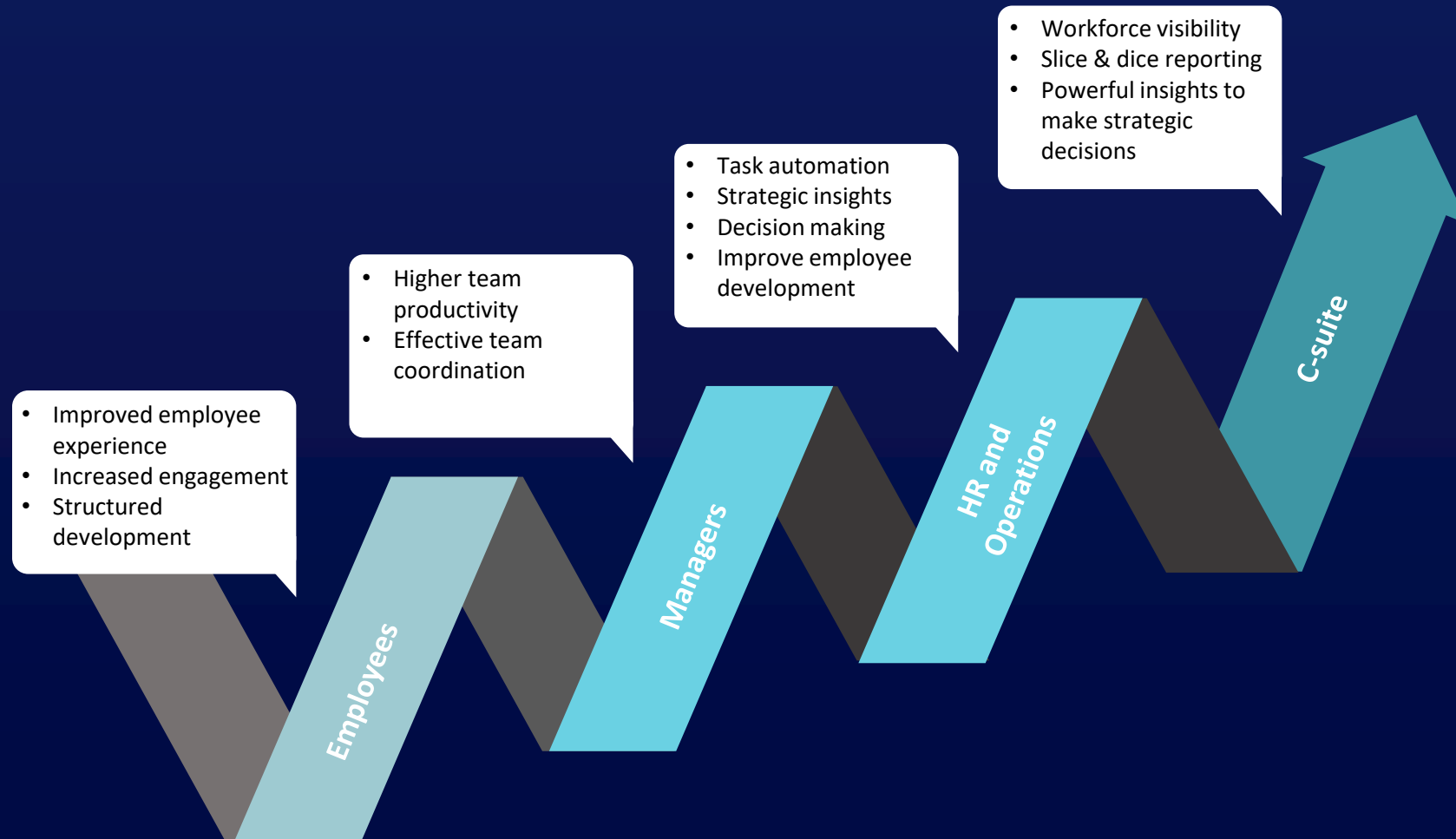
Mobility

Lack of remote access have countless headaches and slow down HR team.

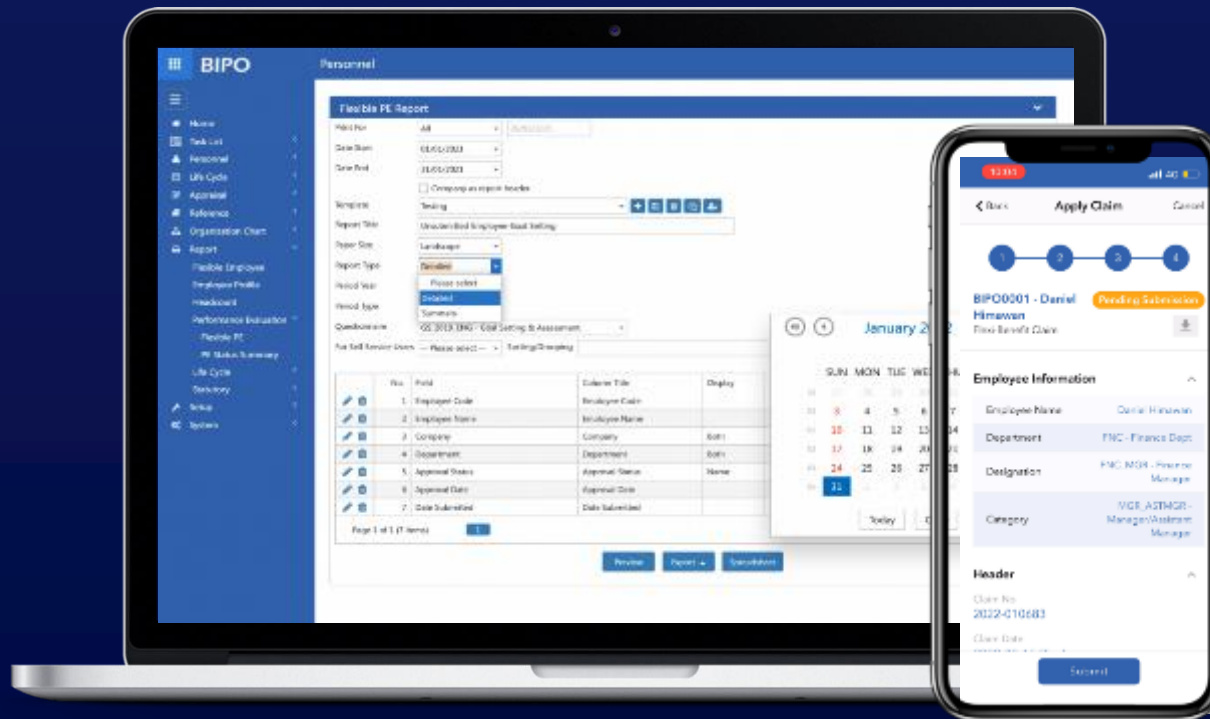


How to Heal the Pain

Our HR Management System (HRMS) solution solve every pain on the spectrum and lay important groundwork for retention and growth.



Cross-platform



Web application

Chrome, Safari, IE 11, Edge



Mobile app

iOS, Android, APK file



Work in Your Language

20

LANGUAGE PACKS

English (US), English (UK),
Simplified Chinese, Traditional
Chinese, Korean, Japanese,
Indonesian, Vietnamese, Thai,
Malay, Burmese, Tagalog, Khmer,
Tamil, Spanish, German, Turkish,
Dutch, French, Lao



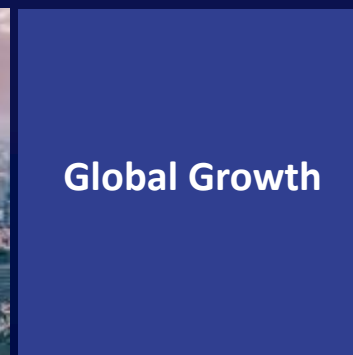
New Markets



Local Language



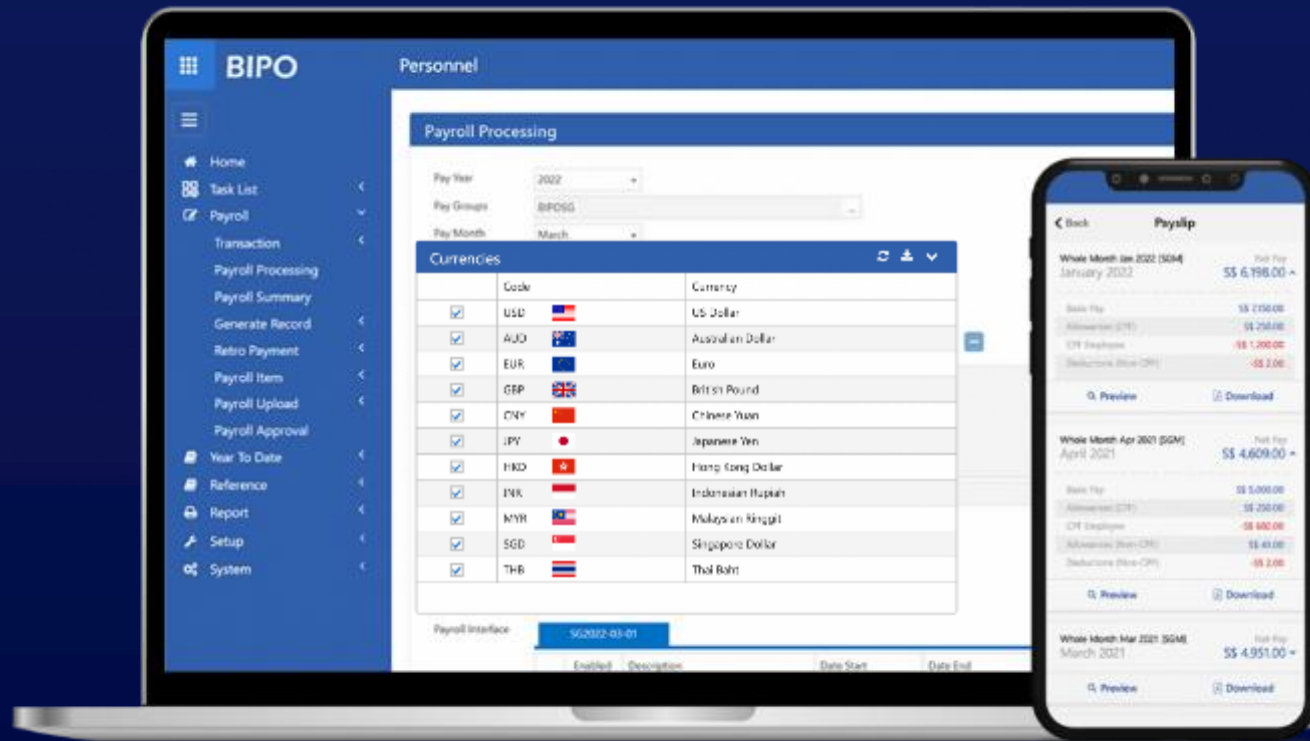
Local Time Zone



Global Growth



BIPO Proprietary Payroll Technology



18 APAC Markets



4 Global R&D centers
Singapore, Jakarta, Malaysia,
Shanghai



Big 4 Audits, ISO27001 certified,
SOC compliance on AWS and
Alibaba Cloud

BIPO

BIPO Payroll Technology Coverage



Singapore, China, Hong Kong, Taiwan, Macau,
Malaysia, Indonesia, Thailand, Philippines,
Vietnam, India, Japan, Cambodia, Australia,
Myanmar, Korea, Bangladesh, Laos

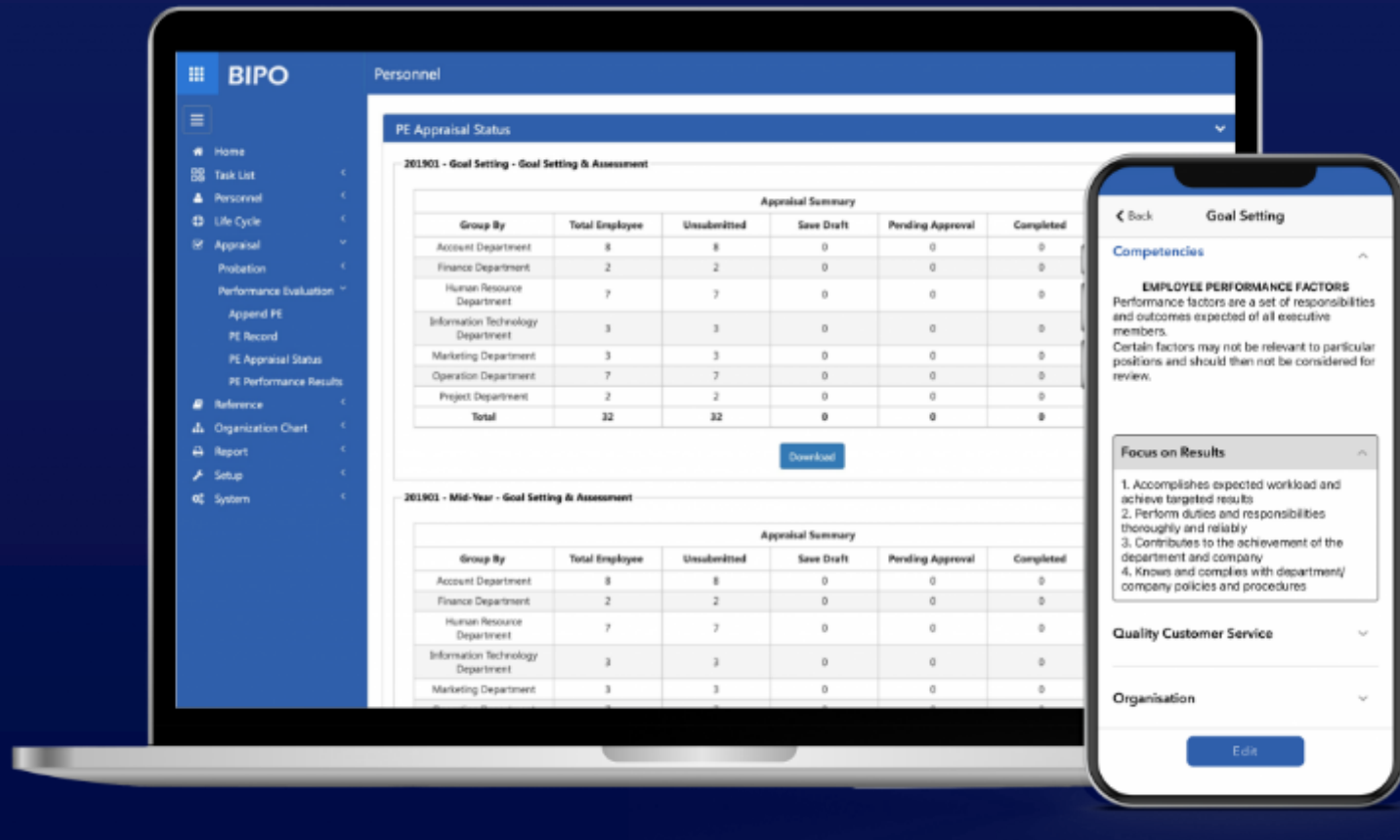
Benefits of *BIPO* Payroll Engine

- *BIPO* community to help companies to maintain compliance
- Greater accuracy
- Boost efficiency
- Configurable with pre-defined rules
- Enhanced data security
- Integrations with other *BIPO* HCM modules
- Gain insights with reporting capabilities
- Scalability to help the business to grow

BIPO HRMS Core HR Modules

BIPO HCM is a powerful cloud and mobile-based platform with an integrated suite of applications to support all aspects of HR functions.

Each application is connected and can be flexibly customized to cater to your company's specific needs and business practices.



- > Personnel
- > Payroll
- > Leave
- > Time & Attendance

Core HR Modules

Personnel

A self-service portal with multi-lingual user experience and automatic workflows to reduce administrative burden. Built-in instant notification system keeps employees up-to-date on the latest happenings in workplace.

Leave Management

Paperless, fuss-free leave management portal that integrates with calendar and payroll. Designed to enhance the employee experience with 24/7 access from any smart device and BIPO's mobile app – the perfect employee self-service tool for today's hybrid workforce.

Payroll Management

Compliant, accurate and secure payroll processing on a single dashboard. Cloud-based platform with built-in calculation engine, multi-country statutory compliance to automate end-to-end payroll processing.

Time & Attendance

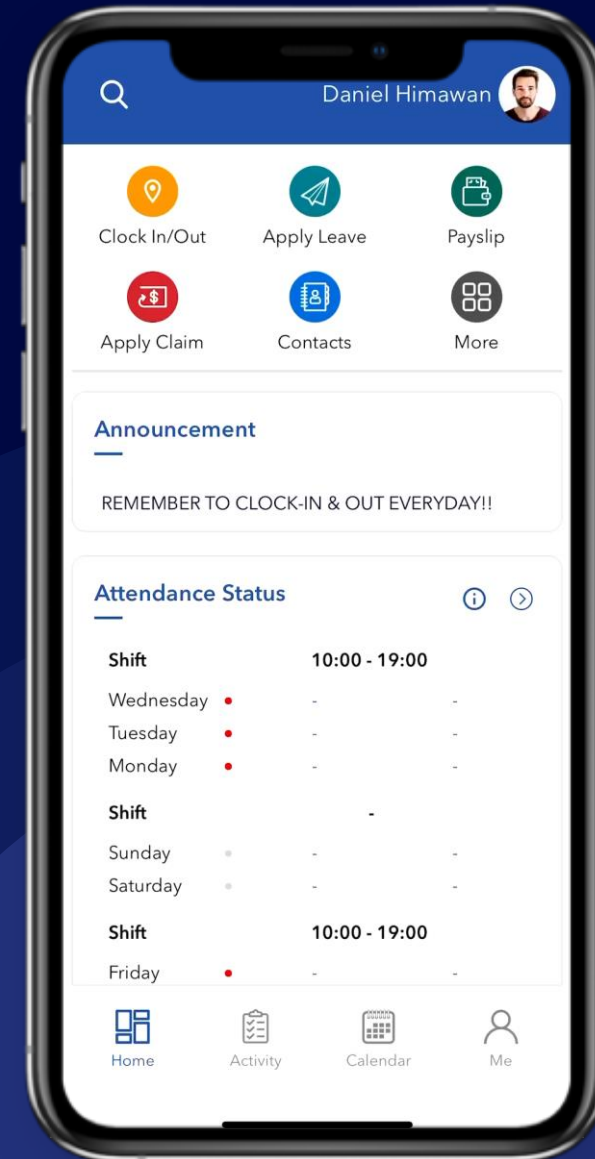
Reduce costs, increase visibility, efficiency and transparency with our various attendance clocking technologies, shift calendar and staff rostering system.

Personnel

Intuitive Self-Service portal

A personalized hub with an intuitive multi-lingual user experience and automatic workflows reducing administrative burden. With a built-in instant notification system to keep your employees up-to-date on the latest happenings in workplace.

- Company Notice/Announcements
- Employee Birthday
- Employee Anniversary
- Leave Status
- Attendance Status
- New Joiner
- Useful Links
- Global Search



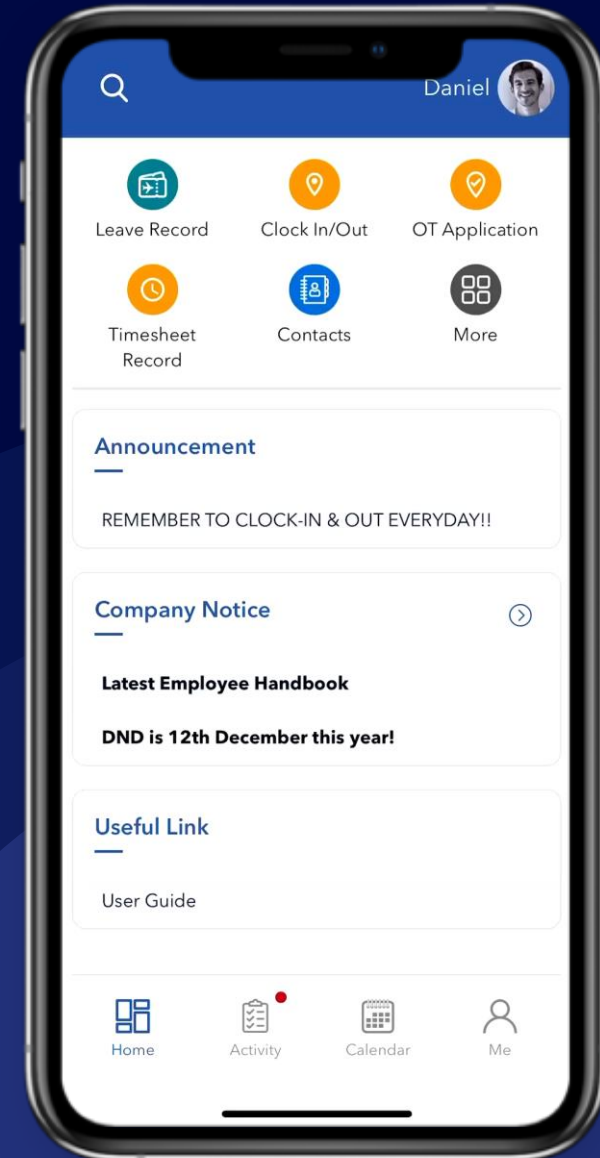
Payroll

Forget about the old-school physical pay slip.

Mobile payroll gets employees pay slip digitalized and allows them to have visibility anywhere, anytime, keeping an organized record.

View and download:

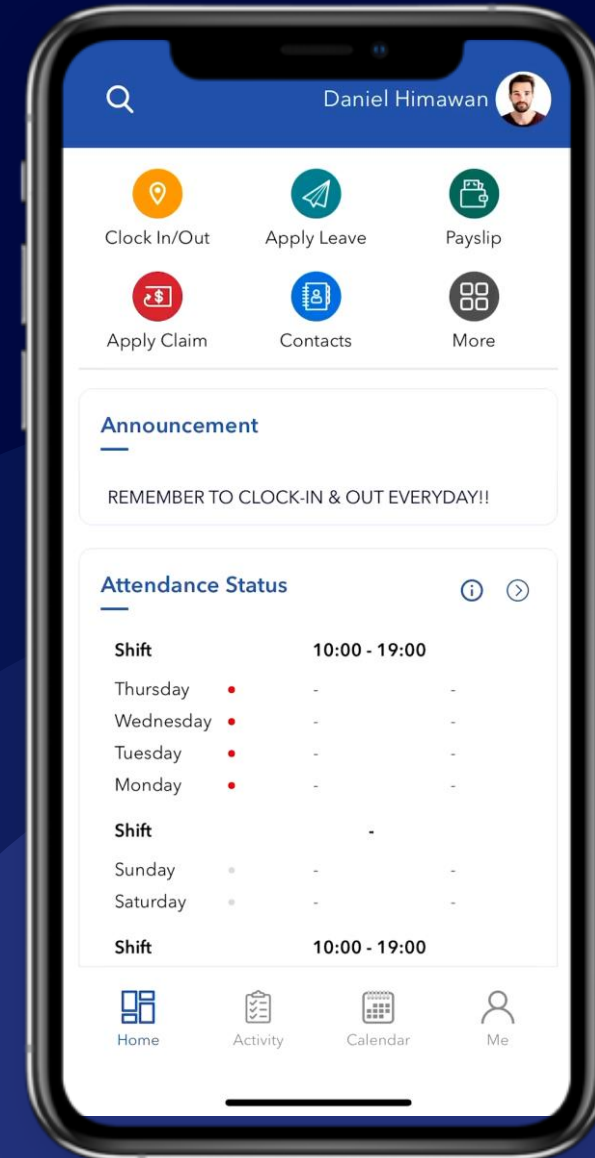
- Pay slip
- Tax details
- Year-to-date remuneration



Leave Management

Eliminates Paperwork

Employees can apply and cancel leave anytime, anywhere. Approve pending leave applications while on-the-go with a few simple taps. Check leave balances and entitlements through leave summary and know who's in and who's out through the integrated calendar.



Time & Attendance

Check in safely and accurately with GPS Location

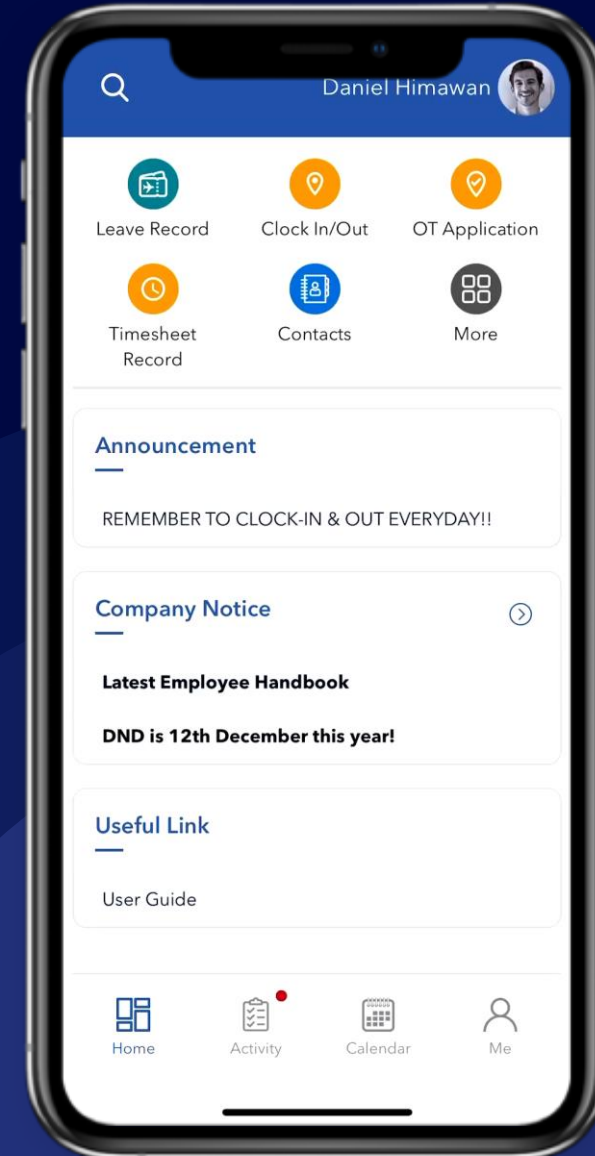
Geofencing - Employees' GPS locations are captured when they clock in/out. Limit where they can clock in/out with geofencing around their designated workplace.

Liveness Detection Verification - Make sure it's your employees clocking in to work with AI-powered liveness detection technology. Receive an alert when false recognitions are detected.

Multiple Clock Ins - Clock in and out multiple times per day. Configure your own policy to determine working hours based on first clock in and last clock out or based on every clock in/out.

Clock In/Out Reminders - Schedule automatic reminders to employees if they forget to clock in or out for a stipulated period after their standard start or end time.

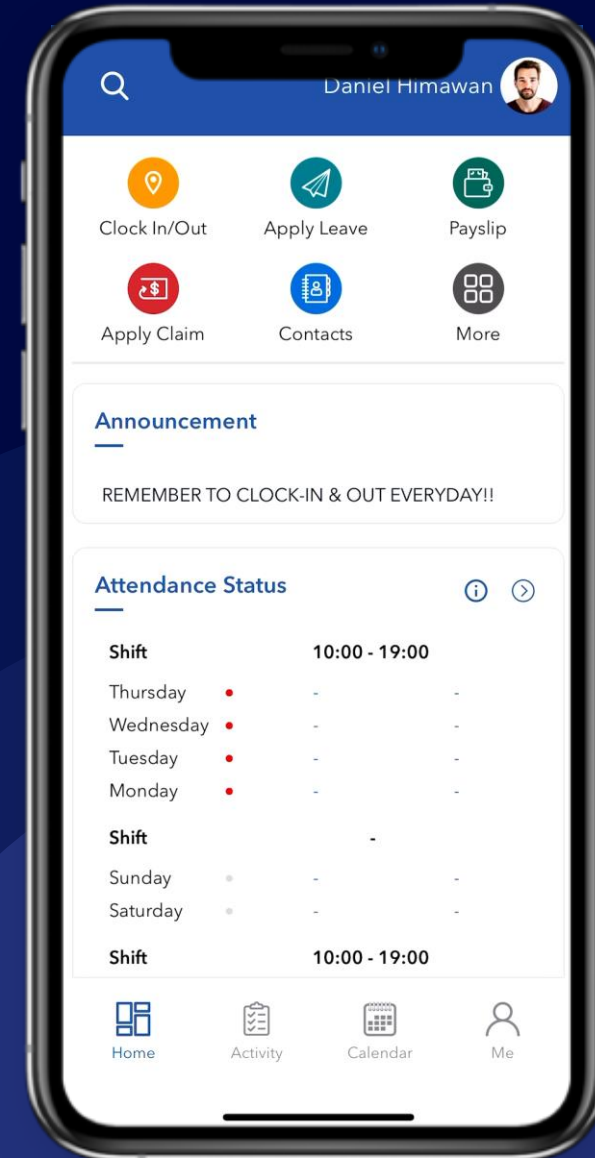
Multi-Sites - Allow employees can clock into different work sites within the same day.



Claims

Goodbye Receipts

Capture photos of your receipts and automatically populate expense fields immediately. You no longer need to run through piles of faded receipts every month-end to rush for the expense claim deadline. Just snap as you go on your mobile. Easily add expenses to reports for submission.



Work in Your Language

20

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Tamil, Spanish, German, Turkish,
Dutch, French, Lao



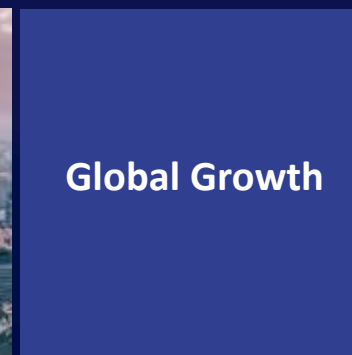
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Local Language



Local Time Zone



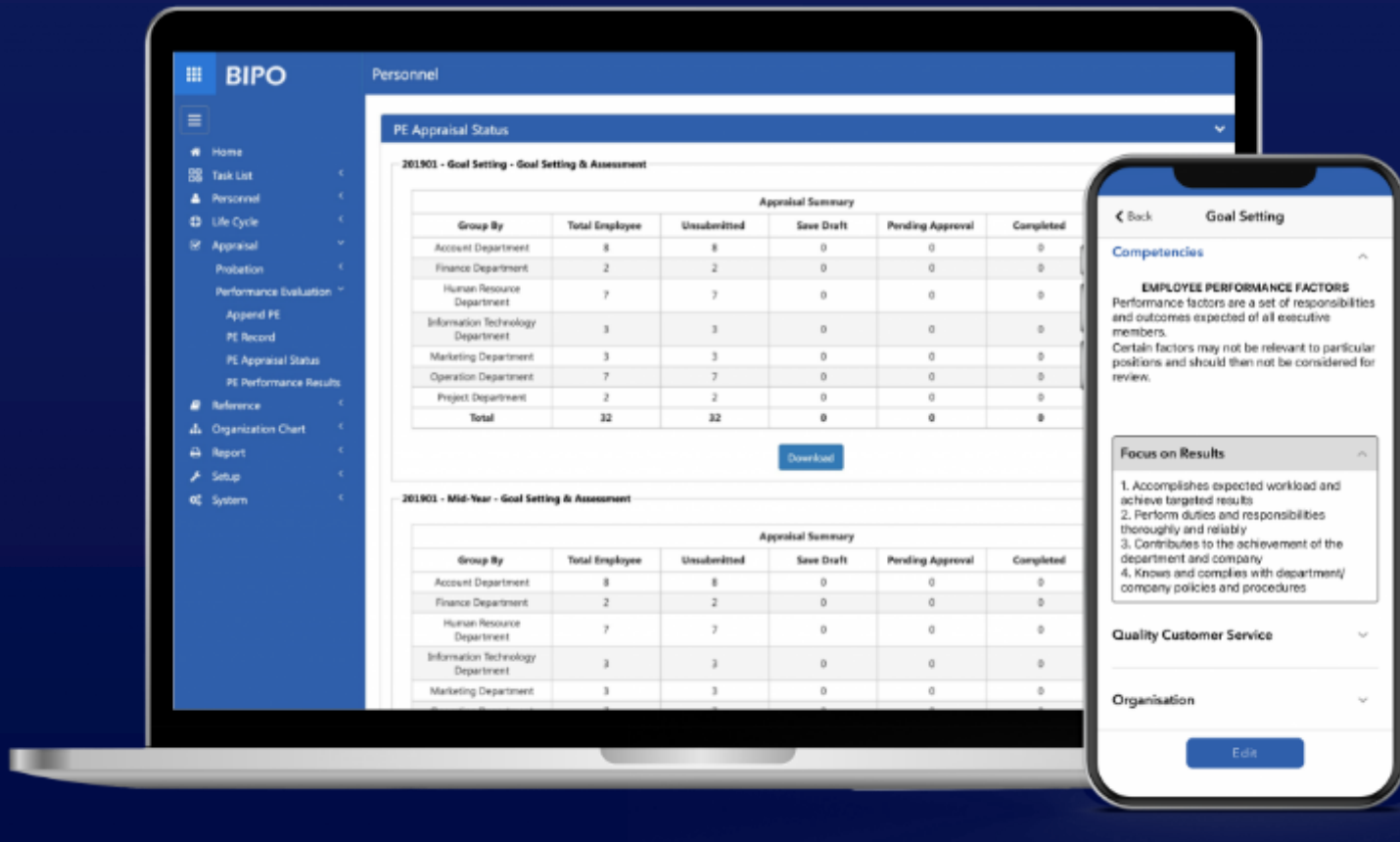
Global Growth



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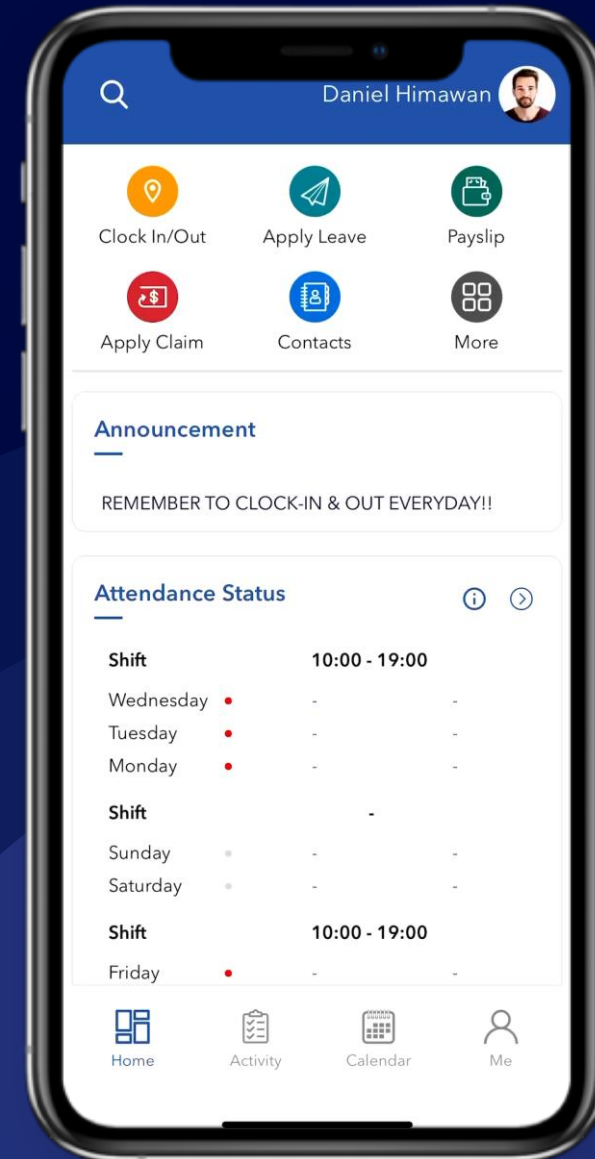
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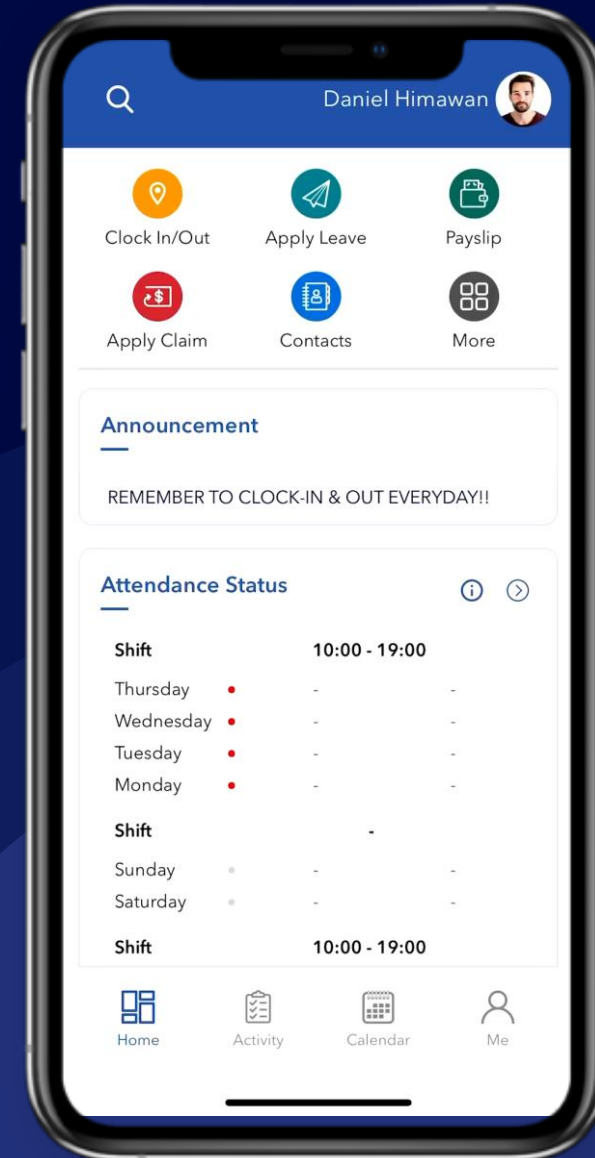
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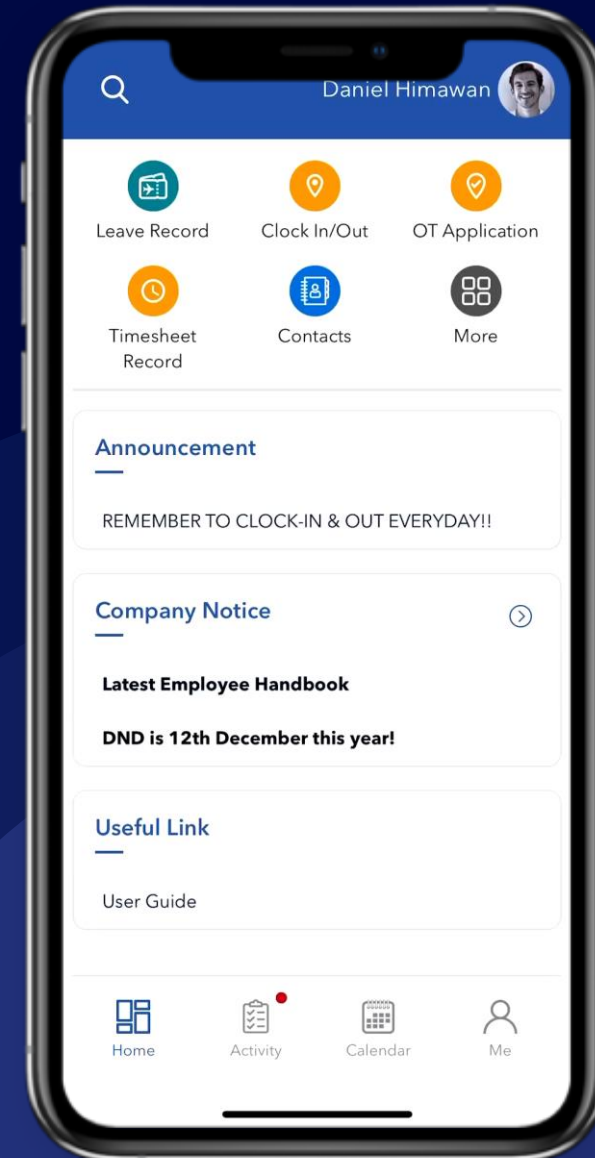
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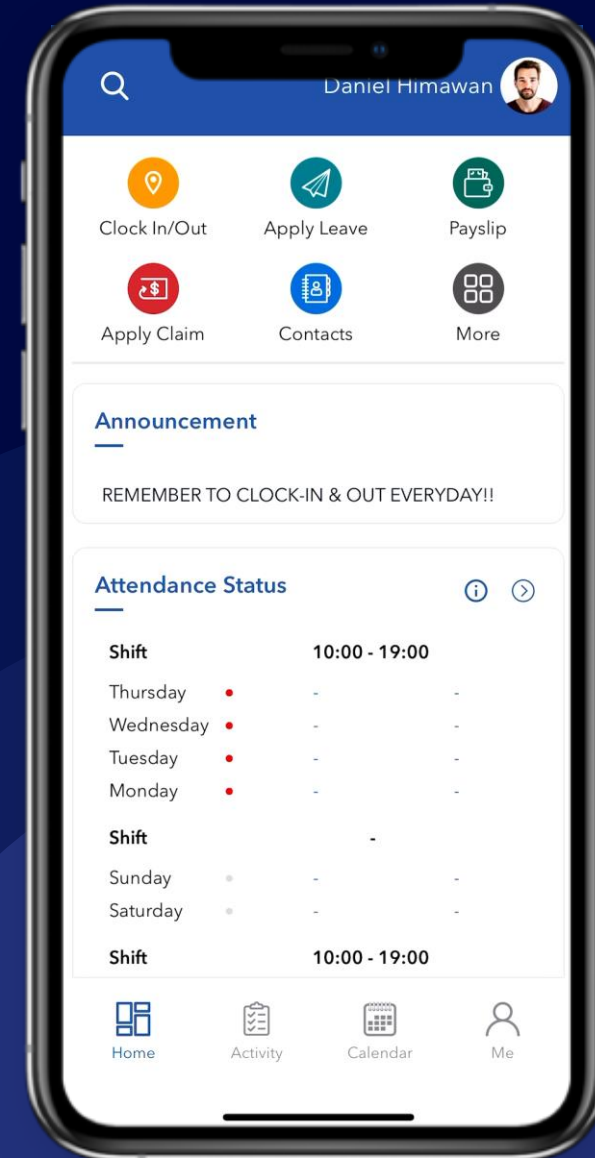
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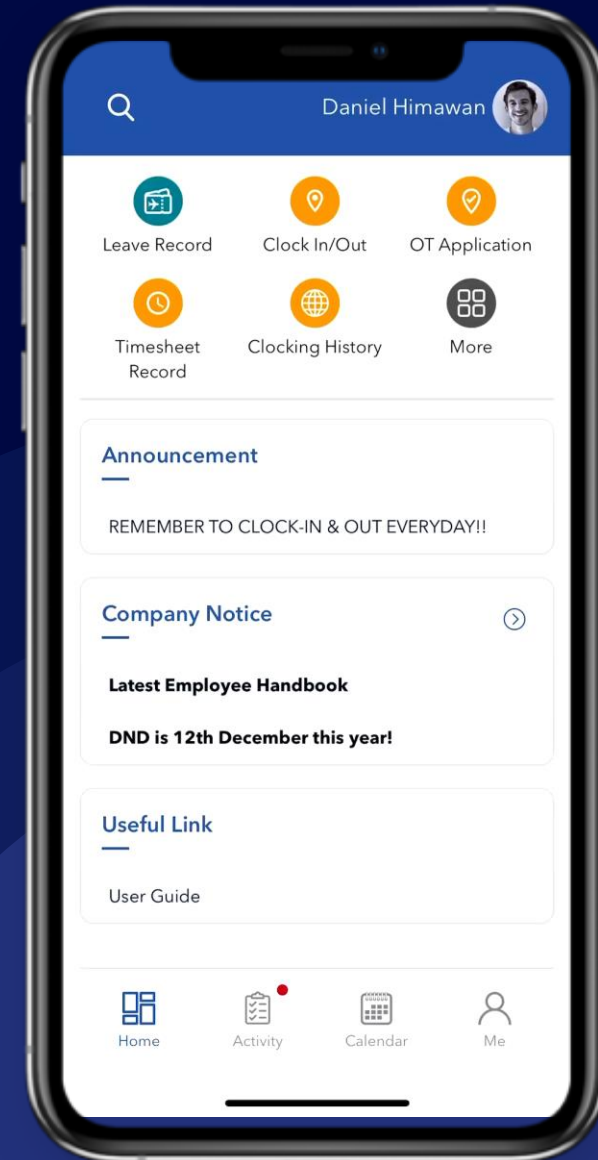
Shared Calendar

Integrated Calendar

See who's in and out of action at a glance with shared leave calendars.

Keep up-to-date with upcoming events shared across the company.

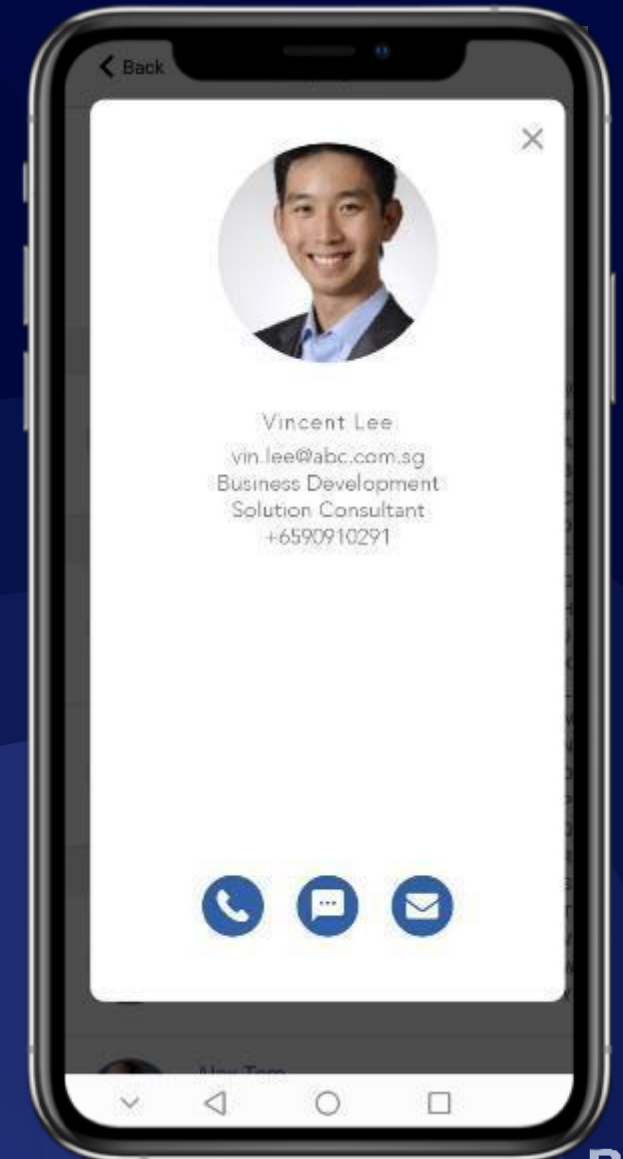
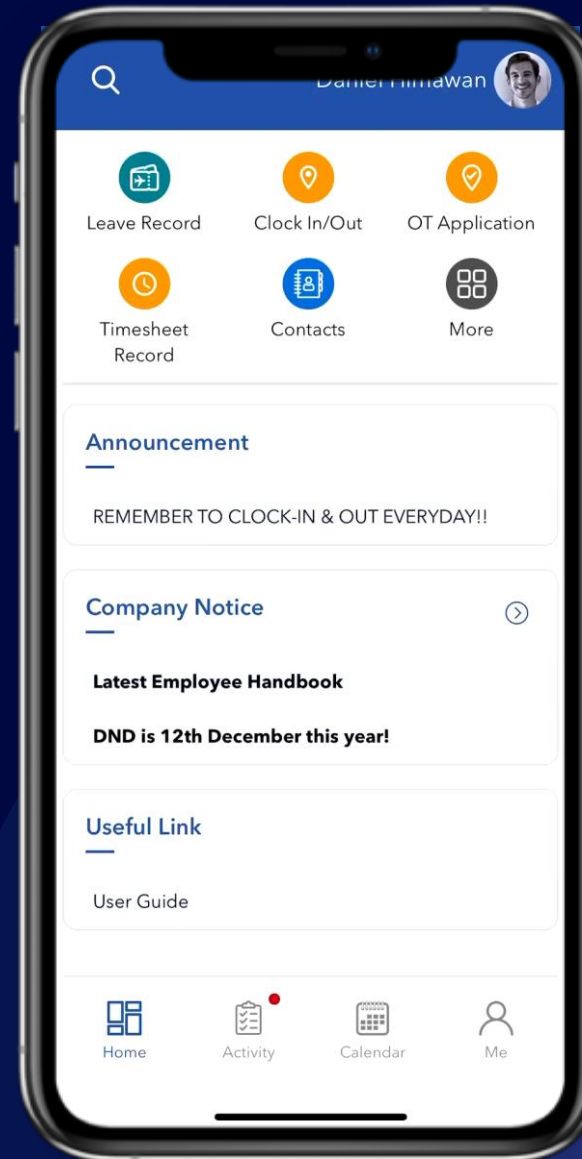
Access all countries' holidays in the calendar.



Organisation Directory

Get connected with your colleagues

Contacting your colleagues is now quick and easy. BIPO Mobile's "directory quick search" feature provides work contact details and allows direct call or email.

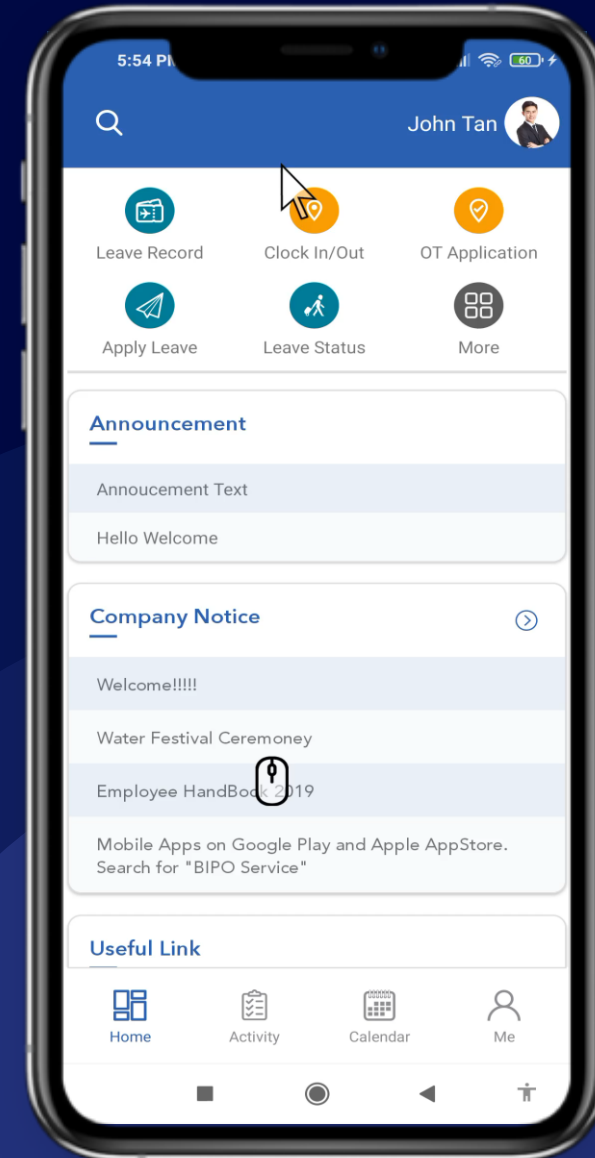


Home Screen - Me

Manage Your Own Profile

Enable user to configure their profile page. Items available for configuration are:

- Change Profile Photo
- Notification Setting
- Calendar Setting
- Widget Setting
- Account Settings
- In-app feedback

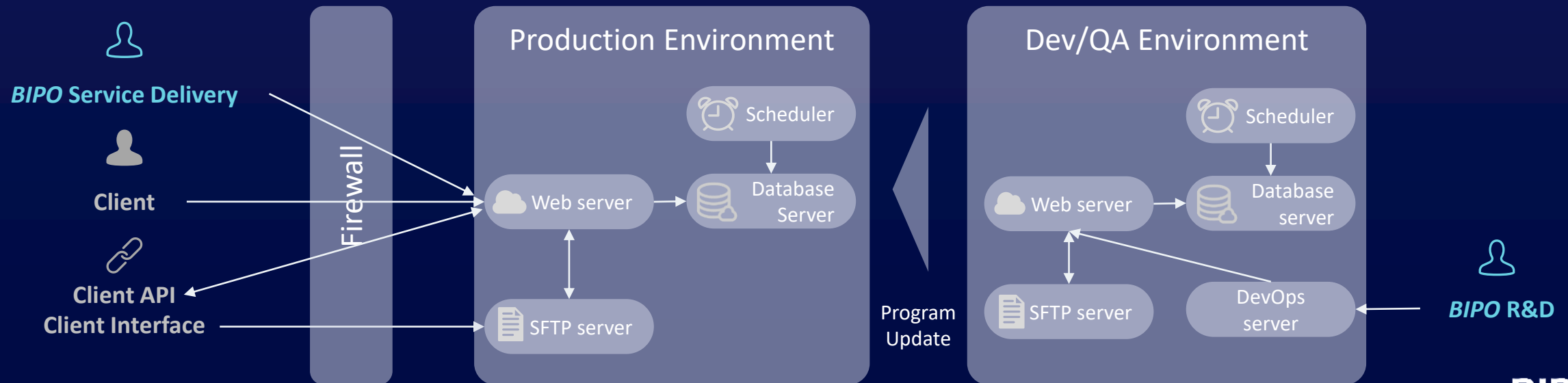


System Landscape

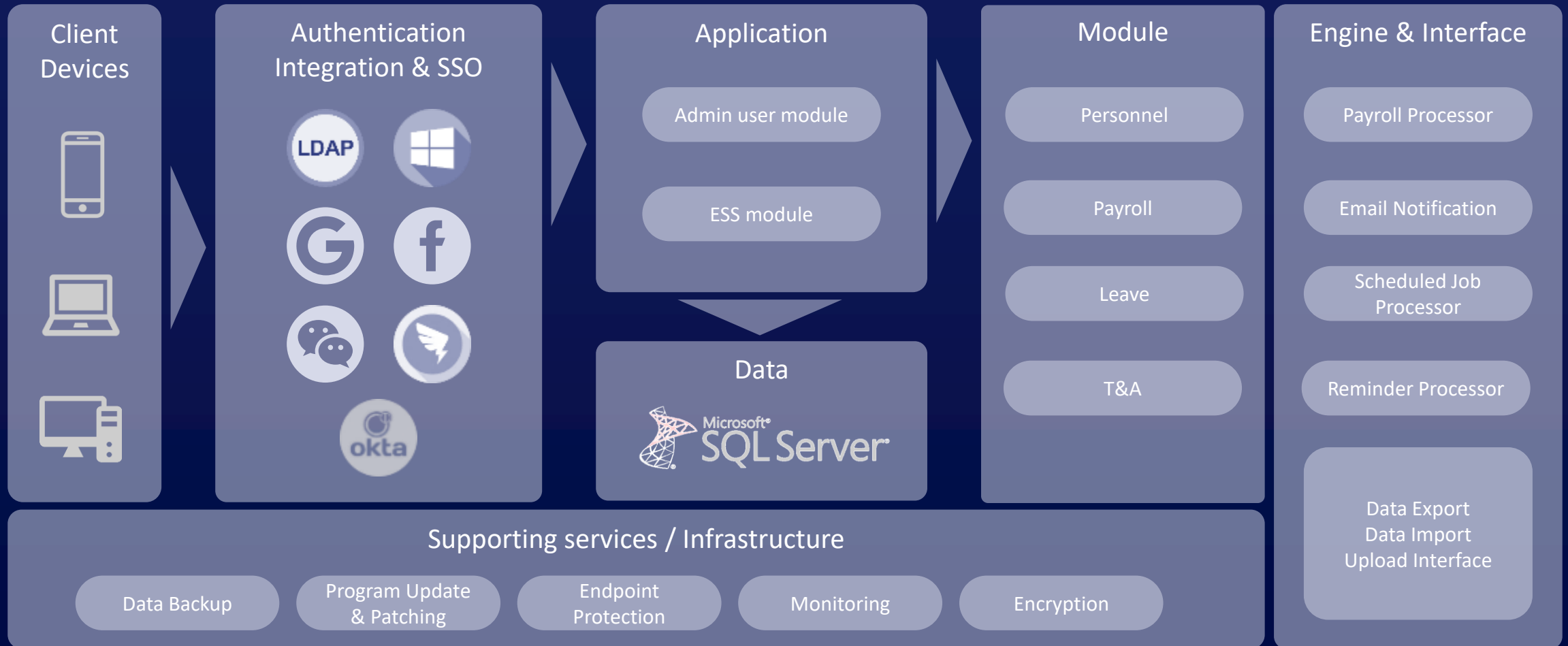
BIPO HRMS cloud-based platform is offered using SaaS model, providing customers with cost-effective operation, accessibility, and a vendor-managed platform, bringing continuous update of version and features, including updates required to align with governmental statutory changes. BIPO HRMS covers different HRM modules allowing automation of many HR processes.

BIPO HRMS uses Windows Server-based machines, Microsoft's .Net technology and SQL Server for database.

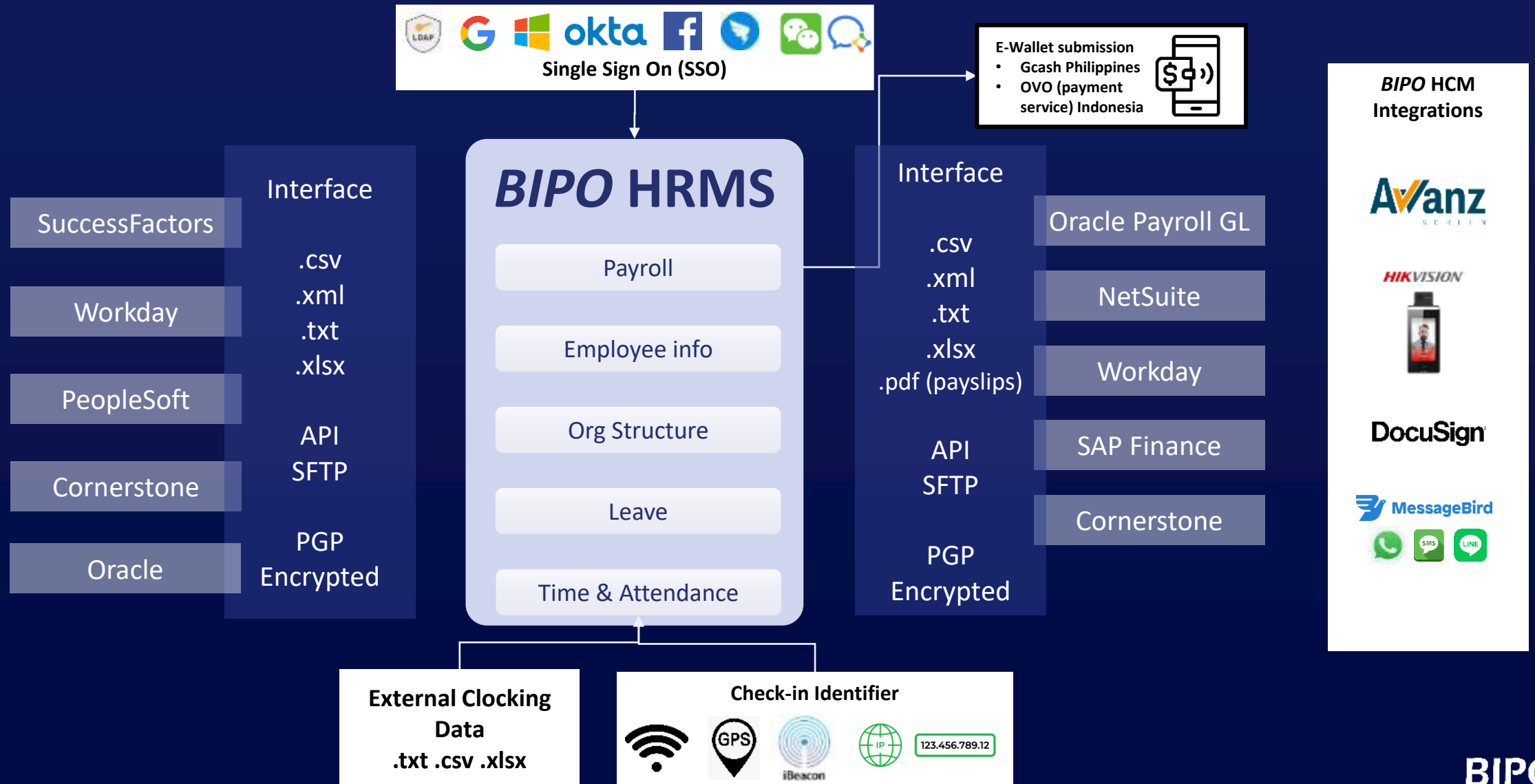
BIPO uses shared server model with logical segregation for each client database/application, separate production/test/dev environments, segregation of duties among internal BIPO teams (Project, Support, IT, RND, QA), IT policies, audit log, privileged access management, firewall and user access control to control BIPO user access to BIPO systems.



HRMS Components



Connectivity

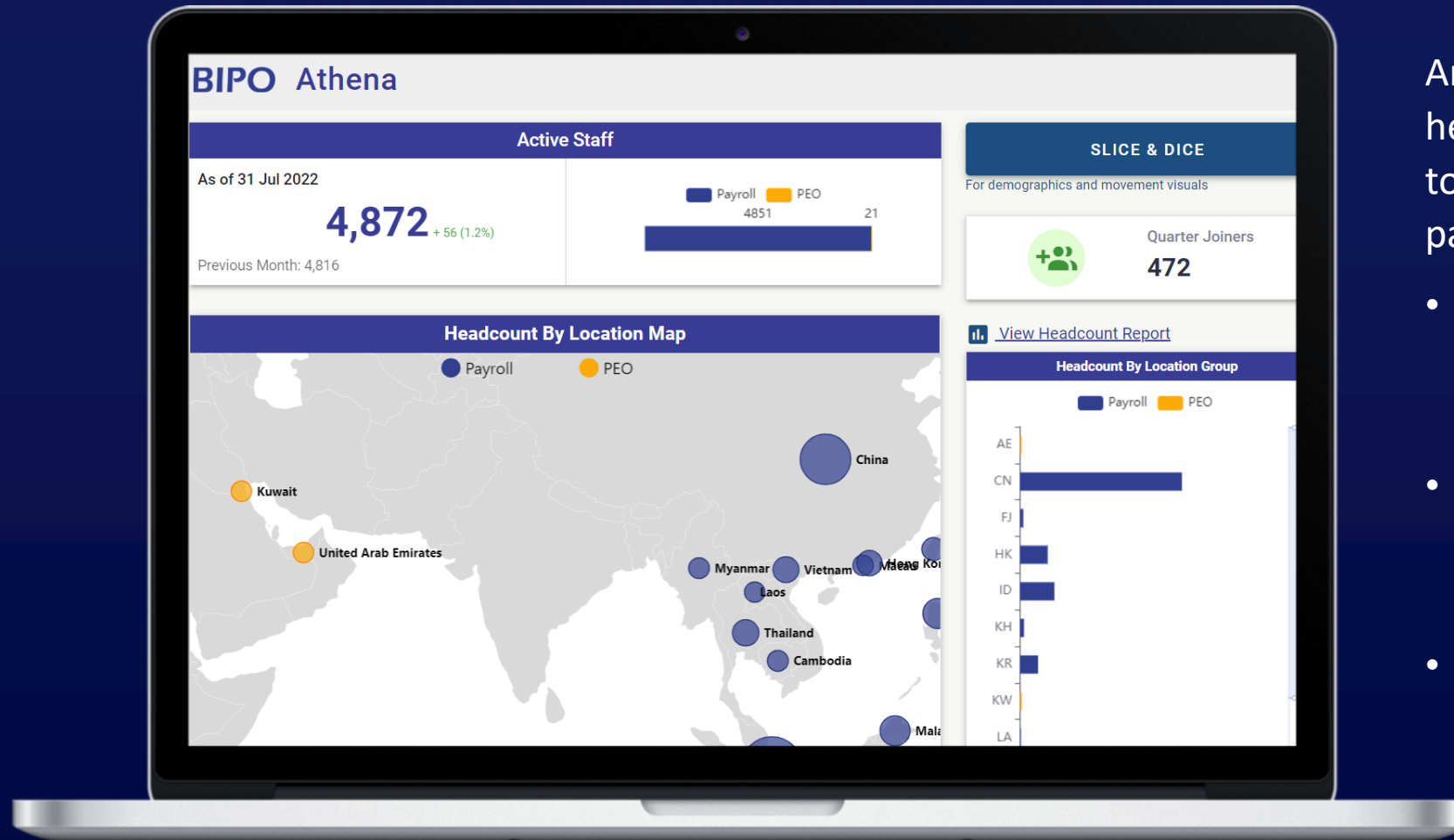


Single Sign On (SSO) authentication process



Athena

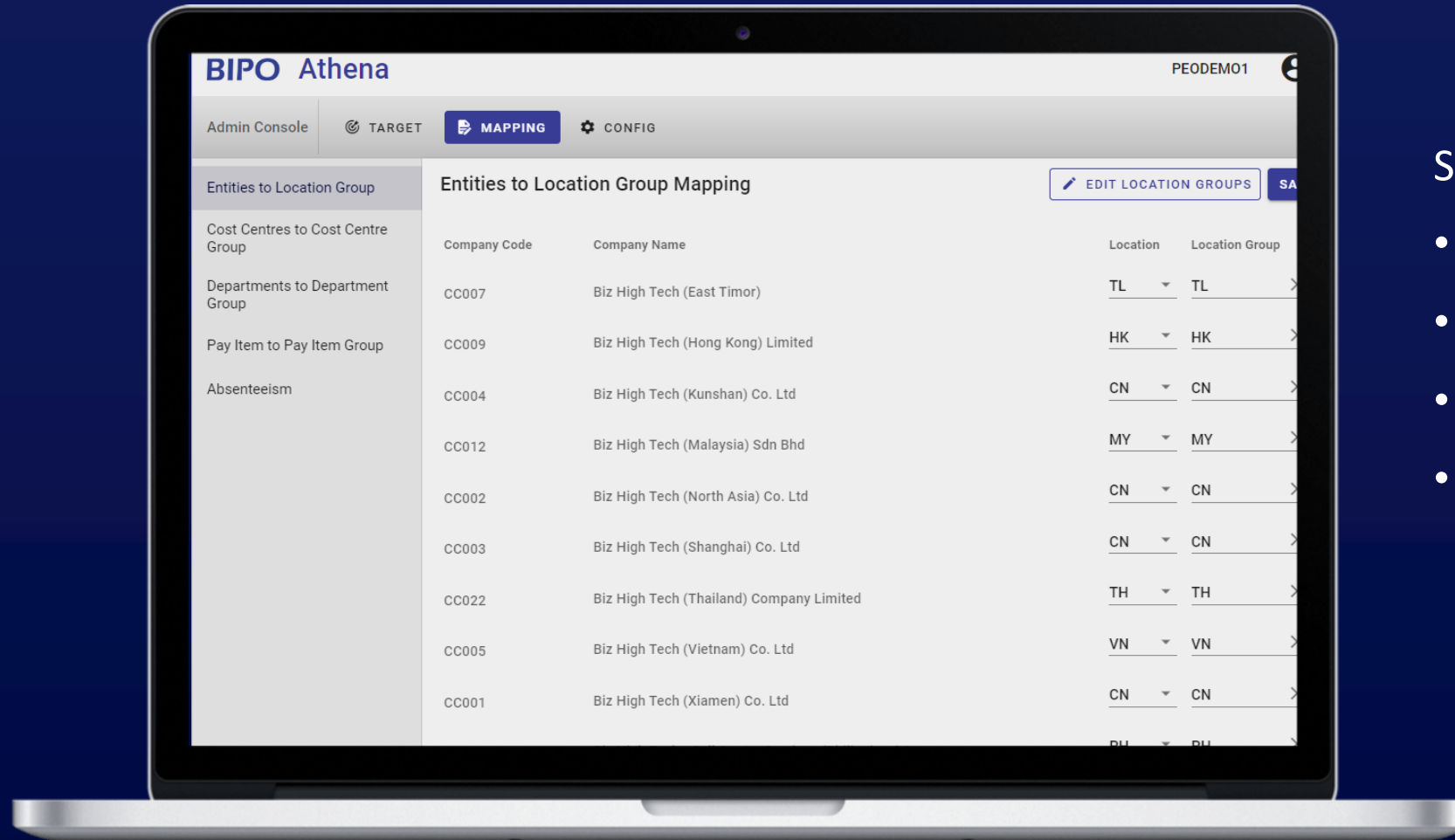
Athena BI – Main Dashboard



An interactive HR dashboard helps HR teams understand their total workforce including staff on payroll and EoR

- Display Headcount by Location, Cost Centre and Department
- Display Cost per Staff by Location, Cost Centre and Department
- Global pay component comparison

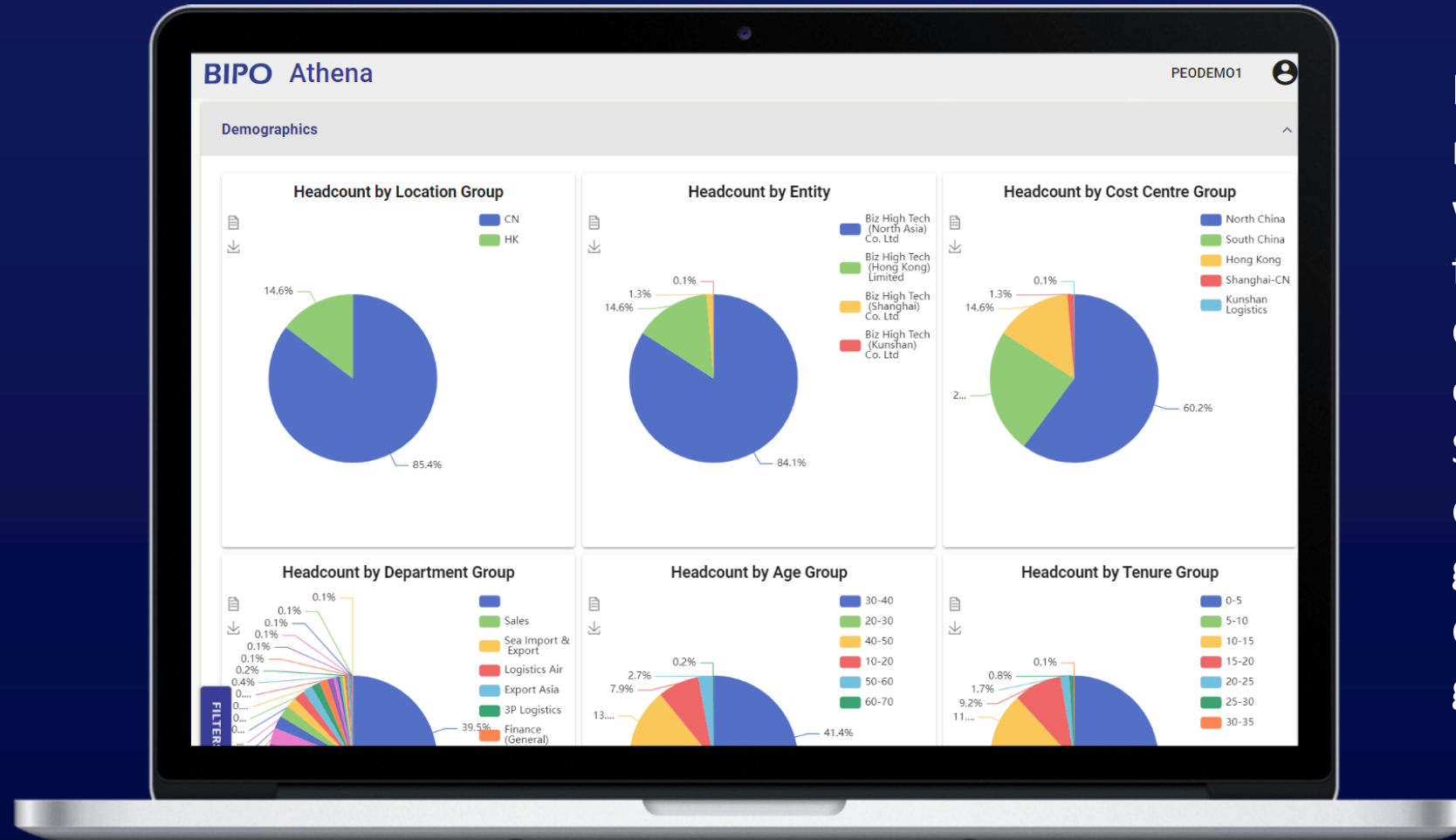
Athena BI – Grouping



Support 4 types of mapping

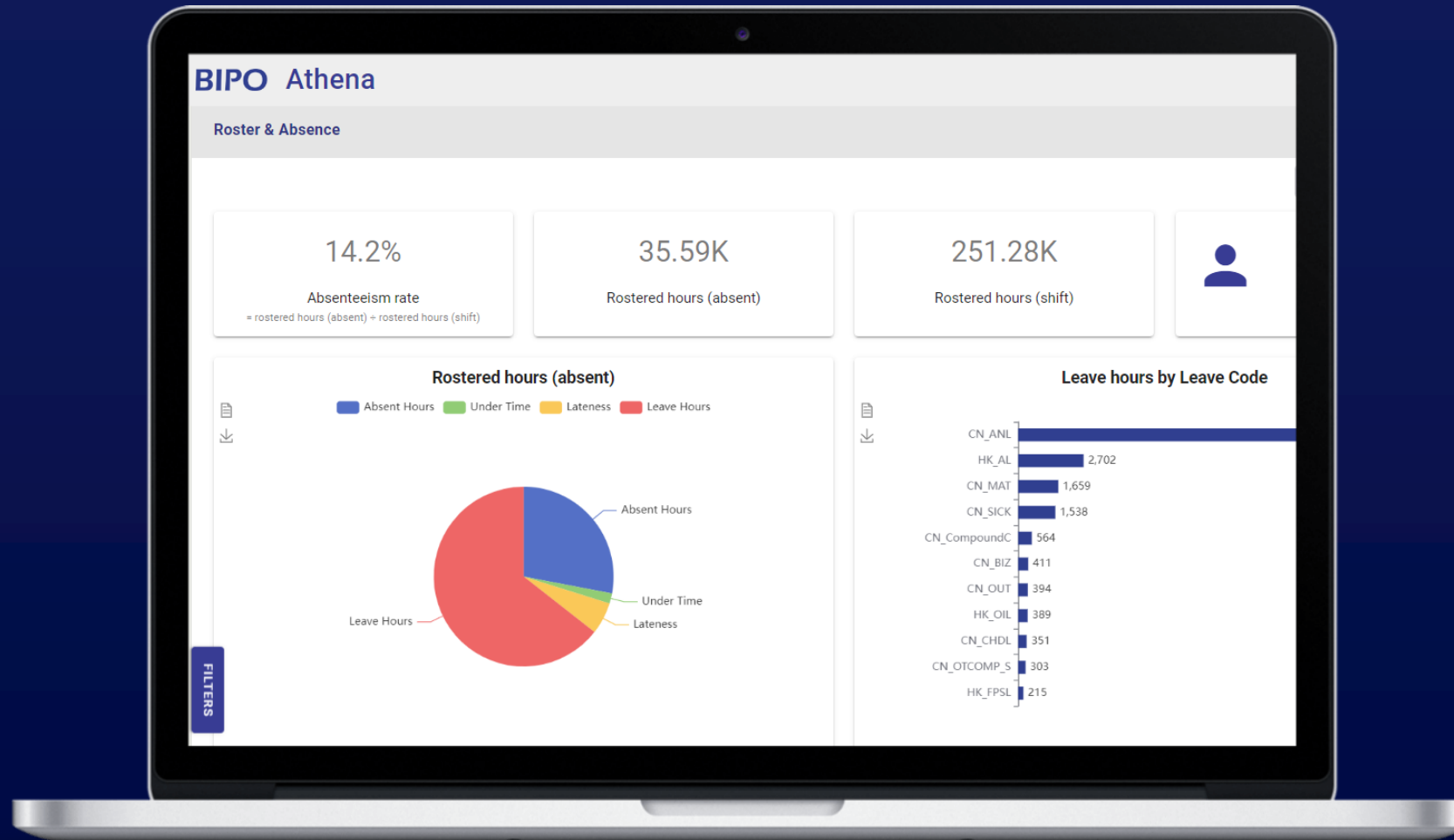
- Entities to Location Group
- Cost Centres Group
- Department Group
- Pay Item Group

Athena BI – Slice & Dice



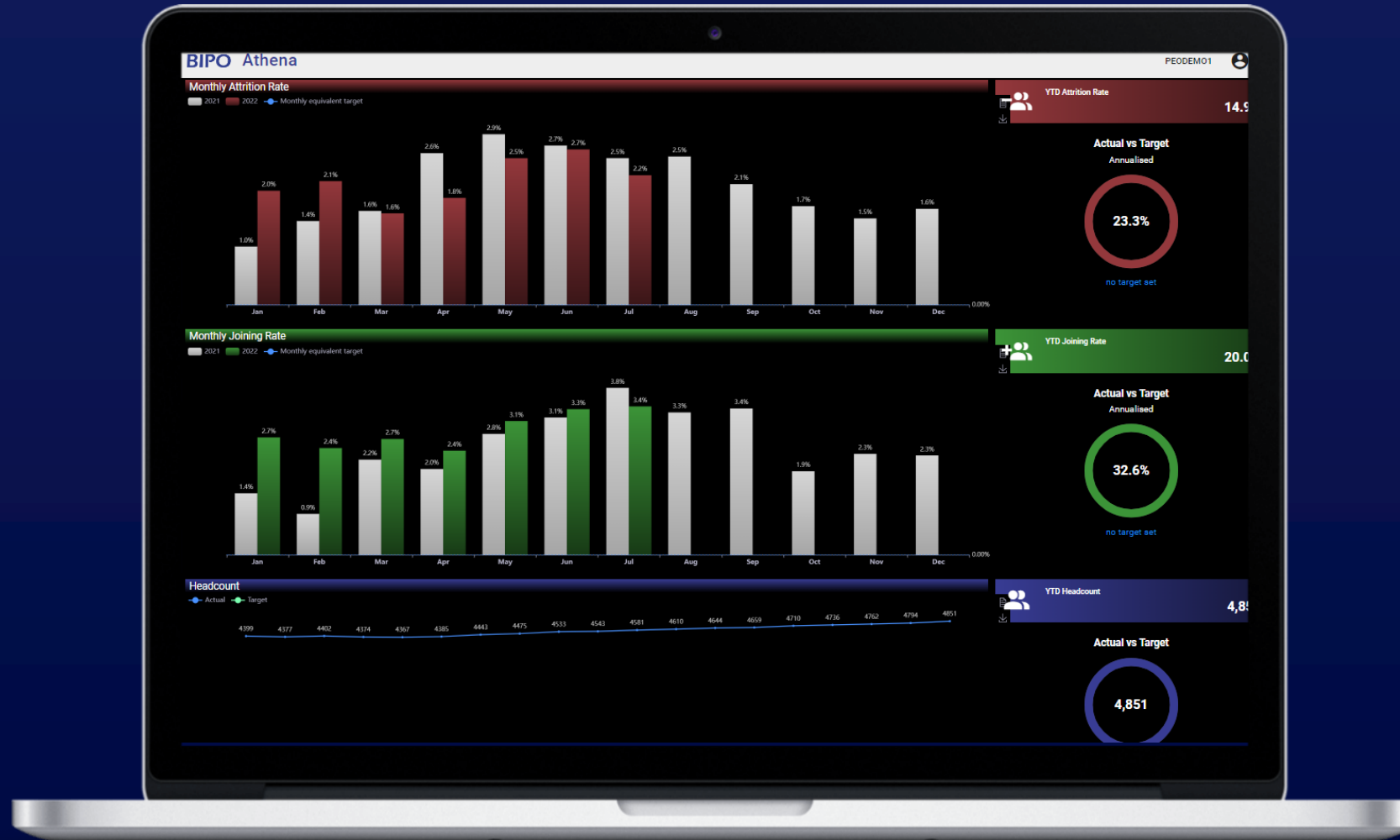
HR executives strive to maintain a balanced workforce, so they need to fully understand the demographic characteristics of their employees. Athena Slice & Dice allows them to deeply analyze data on age, gender, nationality, location, department and ethnic groups.

Athena BI – Roster & Absence



Absenteeism in the workplace is a costly issue for any company, regardless of its size. Being able to monitor absenteeism, but also its causes, is a key mission for human resources managers.

Athena BI – Insights (Performance & Alerts)



Athena Insights dashboard for HR who want more insights into employee turnover so they can plan growth more accurately.

Performance & Alerts to be shared with key stakeholders on a regular basis.

THANKS



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Attendance Hardware

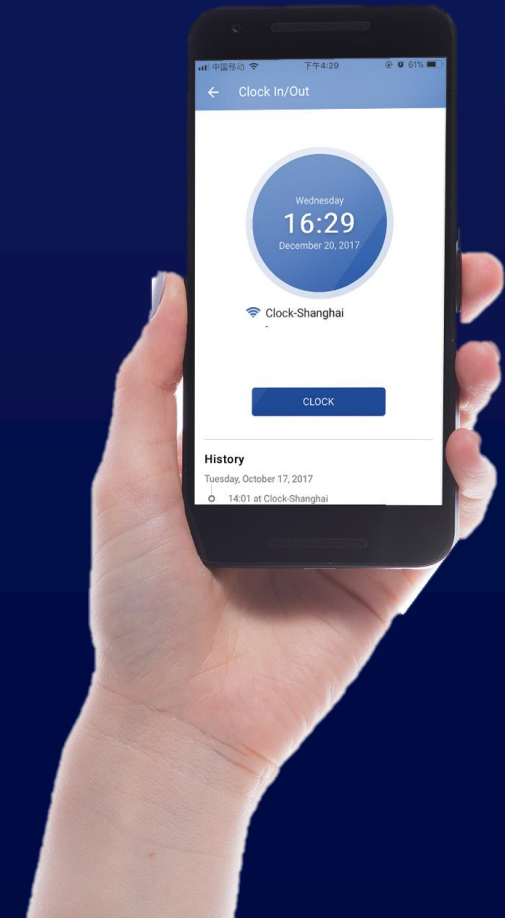
Interface Solution

BIPO Attendance Synchronization

Employees' attendance can be easily recorded, with clocking devices such as biometrics or iris scanners.



Attendance data exported from Time/Attendance device can be synchronised over to BIPO HCM



Pre-Requisites

- Time/Attendance hardware must be able to export/output a digital, flat text file

Digital, Flat Text File

- Can be in .CSV, .TXT, .DAT, .XLS and .XLSX formats
- Can be fixed length or delimited
- Supports comma, semi-colon, tab and space delimiters
- Header optional
- Datetime format can be cast
- Extra fields can be filtered out during import

Synchronization Options

- **Scheduled SFTP transfer**
most common | **minimal effort** | **medium complexity**
 - Involves setting up a scheduler on Time/Attendance hardware end to extract data to a local device for upload to SFTP. BIPO will then pull the file from SFTP on a scheduled basis and update the data into BIPO DB
- **Manual file download/upload**
less common | **medium effort** | **low complexity**
 - Involves client personnel manually downloading the file from the time/attendance hardware, doing any necessary data massaging and then uploading to BIPO
- **DB to DB update**
rarely selected | **minimal effort** | **medium complexity**
 - Involves a direct update based on mapping table fields between both systems

Note: for this, attendance hardware DB must sit on same server as BIPO

Fixed Length (sample)

```
SG001OF1SG001202010280803
SG001OF0SG001202010281708
```

Comma-delimited (sample)

```
SG001,OF,1,SG001,20201028,0803
SG001,OF,0,SG001,20201028,1708
```

Tab-delimited (sample)

SG001	OF	1	SG001	20201028	0803
SG001	OF	0	SG001	20201028	1708

Clock Record in BIPO after Import

Clock Record

Filter

Company

-- Please select --

☐ AND ☐ OR

Date Start

2020-10-28 (Wed)

Employee

All Employees

☐ Hide Resignees

Date End

2020-10-31 (Sat)

	Employee	Clock Date	Clock Time	Badge No	Clock Code	In Out	Amend	Latitude	Longitude	Location	SSID	Mac Address	Temperature	IP Address	Source	Date Created	Not Use	
	sg001																	
	SG001 - John Com	2020-10-28	08:03	SG001	OF - BIPO Office	In		0.00000	0.00000								2020-10-28 14:46:49	
	SG001 - John Com	2020-10-28	17:08	SG001	OF - BIPO Office	Out		0.00000	0.00000								2020-10-28 14:46:49	

Page 1 of 1 (2 items)

1

Page Size 200

Case Study

LifeScience Industry

Case Study - HRMS



CHALLENGES

- Numerous Mergers & Acquisitions happened in a short period of time
- Complicated org. structure with no alignment across entities
- Scattered HR policy and multiple systems, plus tedious admin workload
- Data security cannot be guaranteed too



SOLUTIONS

- To achieve M&A harmonization, BIPO came in as a partner to kick start the system alignment project and suggested the by-phase approach
- An integrated platform for different modules – Leave, Time & Attendance, Personnel Access and Payroll
- Sorted out standardization of data, business processes as well as org. structure – echoed the “group” direction
- 3 sets of schemes were defined to adapt the different scenarios across entities first; further harmonization was planned ahead



BUSINESS IMPACT

- Enhancing communications and transparency for the group’s synergy
- Improving efficiency – digitization and automation minimized the tedious manual work; focus shifted back to strategic planning & development
- Ensured data compliance and consistency

About Client

An Asia-based multinational Medical Tech & Healthcare Services Company

- Industry : LifeScience (Medical Tech / Healthcare Services)
- Involved Headcount : ~1,700
- Project Geo. Coverage : Mainland China and Singapore

Scope

HRMS

Phase I

- Personnel, Attendance, Leave

Phase II

- Payroll

Case Study - HRMS



CHALLENGES

- As company's first R&D center outside Asia, the company was unfamiliar with UK labour laws, policies and practice
- Headcount was not huge at that moment though, they were mainly the industry experts/scientists – company had a high expectation of service quality
- Short notice period due to some internal change of plans
- Current HR workflows under manual processes, tedious admin workload
- Data security cannot be guaranteed



SOLUTIONS

- With BIPO's local presence in UK, experienced local PMs were assigned, together with the Global Payroll Outsourcing (GPO) team and Service Delivery team, to form a solid project team
- 1-on-1 Overseas Landing Services (OLS) consultant was allocated throughout the project
- With an agile "express" approach (special requirement on system configuration), the project was delivered in 4 weeks (normally it takes months!)



BUSINESS IMPACT

- Setup the automated system to hand the Payroll & Leave process
- Enhancement of communications and transparency
- Ensured data compliance and consistency

After the UK landing, client engaged BIPO with the similar approach for the Hong Kong & Australia expansion as well.



About Client

An Asian-based Innovative Global Biopharmaceuticals Company

- Industry : LifeScience (Bio Pharmaceuticals)
- Involved Headcount : ~20
- Project Geo. Coverage : UK

Scope

HRMS

- Payroll
- Leave

Case Study

Logistics Industry

Case Study - HRMS



CHALLENGES

- Existing systems were at END of LIFE, hence looking for a reliable new system
- Tons of paper/manual processes were still taking place
- Lack of insight and access to timely, accurate information, with all the disparate systems



SOLUTIONS

- A new scalable platform with a cloud-based solution
- Improved User Experience (UX) through mobile devices – access from anywhere
- An integrated platform for different modules – Leave, Time & Attendance, Payroll, Personnel Access
- Design principles: Futuristic, Simple, User Centric, Programmatic Change and Visibility



BUSINESS IMPACT

- Enhanced governance with timely, accurate & accessible data update ; synchronization with the systems/data in Global HQ
- Business insight can be analyzed from the HR reports

About Client

A Europe-based global transport & logistics company

- Industry : **Logistics (freight forwarding ; global supply chain)**
- Involved Headcount : **2,000+**
- Geo. Coverage : **APAC 17 markets**

Scope

HRMS

- **Leave, Time & Attendance, Payroll, Personnel Access**

+ Integration with systems in HQ

Case Study

Retail Industry

Case Study - HRMS



CHALLENGES

- **Workforce Management** issues – increasing business size and no. of stores/staff, various business needs from different angles:
 - Multiple brands (and product types), stores across cities/tiers, various store types – boutiques, outlets, counters (department stores) or even pop-up stores
- **Attendance & Payroll** issues
 - Frequent people movement (high attrition)
 - Tedious roster management & payroll calculations became heavy load to Store Managers and Retail Management team:
 - Increasing difficulties in tracking and calculating payroll – salary, allowance, OT and extra pay on Rest/Off day, sales commission/incentives, etc.



SOLUTIONS

- An automated & systematic approach (and system) to help Store & Retail Management team to take care of the rostering and attendance for the massive retail workforce
- Integrated Systems with synchronized data access for different brands/stores (including integration with Workday, their Global HCM platform)



BUSINESS IMPACT

- Enhanced governance with timely, accurate & accessible data update ; synchronization with the systems/data in Global HQ
- Business insight can be analyzed from the HR reports



ALEXANDER
MCQUEEN

BOTTEGA VENETA

qeelin

BALENCIAGA

GUCCI

SAINT LAURENT
PARIS

About Client

A Europe-based Multi-brands Luxury Retail group

- Industry : **Luxury Retail** (Fashion / Watches & Jewelry)
- Involved Headcount : **4,500**
- Geo. Coverage : **Mainland China, Hong Kong & Macau**

Scope

HRMS

- **Personnel, Payroll, Leave, Attendance**



BIPO

Case Study - HRMS



CHALLENGES

- Decentralized system/data access – all 9 markets were using disparate systems
- Inaccuracies & security issues:
 - Updating/processing payroll & leave by Excel – increasingly inefficient and tedious
 - Certain markets were outsourcing their payroll services with limited payroll functions – meaning that they were unable to view payslips online and security was compromised
- Leave process issues:
 - Six out of nine markets were relying on hardcopy leave forms for leave application
 - Additional licenses were also required for cross-country approvals (e.g. Line managers in different locations of their subordinates)



SOLUTIONS

- In order to streamline the process and enhance efficiency, clients decided to setup a Shared Service Center (SSC)
- A regional solutions of payroll system and leave system were suggested to this digitalization process



BUSINESS IMPACT

- Streamlined the transactional HR processes with the setup of SSC & implementation of systems
- Enabled cost-saving and effectively monthly payroll calculations, disseminating payslips safely and securely
- Improved employee experience as they can apply leave or track leave records via mobile Apps (instead of paper form)



LUXASIA

About Client

Asia-based omnichannel Beauty & Cosmetics company

- Industry : **Beauty & Cosmetics (Retail, Wholesale & E-Commerce)**
- Involved Headcount : **2,200+**
- Geo. Coverage : **APAC 9 Markets**

Scope

HRMS

- Payroll, Leave

Case Study

F&B Industry

Case Study – HRMS

(1/2)



CHALLENGES

Workforce Management – *dynamic workforce*

- High attrition rate + frequent hiring
- Rapid process for recruitment & exit
- Tedious on-/off-boarding process became unmanageable by store managers

Attendance & Payroll Management – *volatile work patterns*

- Massive group of Part-timers and Casual Workers
- No regular shift – planning on weekly basis
- Increasing difficulties on tracking and calculating salary plus OT and extra pay on Rest/Off day

Governance & Compliance Management

- Business continuity
- Compliance on local MOM rule
- Lack of agile resources / automation tool for the volatile workforce

About Client

A Global Quick Service Restaurant with over 160 stores in Singapore

- Industry : F&B (Quick Service Restaurant)
- Involved Headcount : 4,000+ employees (160+ stores)
- Project Geo. Coverage : Singapore

Scope – HRMS

 Personnel	 Payroll	 Leave
 Attendance	 Claim	 Training
 Appraisal	 Recruitment	 Administration

BIPO

Case Study – HRMS

(2/2)



SOLUTIONS

Empowerment of Store Managers

- To free up store managers, let them focus on engaging and developing the team
- Implementation of HCM is targeted as a key enabler:
 - *Pre-onboarding, Contract Management, E-Approval, Exit Management (exit interview form, exit checklist, etc.)*
- **Recruitment process was shortened from 2 weeks to 2 days!**

Agile Systems & Auto-Computations

- Flexible Rostering system (on weekly hours) – no need fixed pattern
- Auto-calc. of payroll (incl. OT, extra pay for Rest/Off days, Allowance/Deduction, etc.)
- Mobile-accessible platform that can be used anytime, anywhere

Business Process Outsourcing – scalable manpower activation based on business needs ; advisory on legislation compliance



BUSINESS IMPACT

Lifting Productivity – manual work and error rate is minimized ; the team can focus on the more important and human-being tasks, especially for the Store Managers

Enhancement of Transparency – employee and stores info was stored effectively ; enabled efficient access from the group level

About Client

A Global Quick Service Restaurant with over 160 stores in Singapore

- Industry : F&B (Quick Service Restaurant)
- Involved Headcount : 4,000+ employees (160+ stores)
- Project Geo. Coverage : Singapore

Next step in-progress:

People Analytics – regular update on auto-dashboard, to keep track on pre-define People Analytics items, e.g., *Attrition, Hiring, Headcount, People Cost, Incentives/Bonus Payout*, etc.

Case Study

More Industries

Case Study – HRMS + Outsourcing / Consulting



CHALLENGES

- Multiple markets across the APAC region, with multiple business entities – completely decentralized policies and work process
- Lack of local HR resources to manage the workforce efficiently and get updated on the market practice/legislation
- Excel processes were the major way for the HR/Payroll management in the past



SOLUTIONS

- With considering the disparate situation in each market, BIPO had come up with a few suggestions for this company as a holistic solution:
 - HCM – Personnel & Payroll module
 - Payroll Outsourcing
 - C&B Consulting
- Reviewing the current setup and needs, Personnel and Payroll modules were identified to be implemented as a pioneer of the HCM, to manage the workforce & payroll
- For two markets, due to the resources /cost-effectiveness, Payroll Outsourcing was adopted
- Together with the C&B process review on-going, BIPO support this company on the consulting works including Job Evaluation/Job Matching, Benchmarking, Mobility Cases – Package review & simulations, etc.



BUSINESS IMPACT

- With this combined approach, the HR effectiveness was lifted up and data can be stored in a systematic and accessible way ; at the same time, BIPO's rewards consulting team was involved to support in the Comp & Ben / HR process, it helped the company to manage the workforce effectively, with limited resources.



About Client

A European corporate focuses on Food Processing solutions – equipment manufacturing, engineering & tech., food processing solutions, etc.

- Industry : **Food Processing** (Food Processing equipment manufacturing and solutions)
- Involved Headcount : **100+**
- Geo. Coverage : **Cambodia, Malaysia, Myanmar, Philippines, Taiwan, Thailand**

Scope

- **HRMS** – Personnel, Payroll
- **Payroll Outsourcing**
- **C&B Consulting**

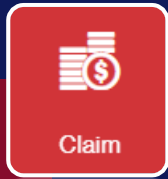
BIPO

Appendix

Claim Module

Features/Functions from Claim

- Parent Child
- Claim Policy
- Claim Entitlement
- Claim Record
- Claim Status



Claim

Setting Up Claim

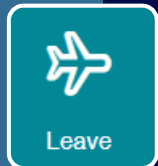
- Employee Personal Information
- Family
- Claim Entitlement (Org Structure)
- Workflow/Line Manager

- Leave Grade
- Calendar
- Gender
- Nationality
- Join/Confirmed/Promotion Date
- Workflow/Line Manager

Leave Module

Features/Functions from Leave

- Parent Child
- Holiday
- Leave Policy
- Leave Entitlement
- Leave Record
- Leave Closing



Leave

Personnel Module

Required Information from Personnel Tab

- Employee Details
 - Employee Code
 - Employee Name
 - Gender
 - Identity No.
- Employment Details
 - Date Join
 - Probation Period
 - Confirmation Date
 - Last Working Day
- Email

Assignment Details

- Date Start
- Company
- Department
- Pay Group
- Leave Grade
- Line Manager

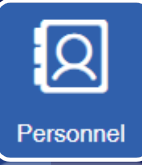
Salary Details

- Bank Information
- Salary Information

Statutory Details

- Attendance Details
 - Calendar
 - OT Group^

Allowance Details



Personnel

Setting Up Shift and Calendar

- Employee Personal Information
- Shift Details
- OT Group

Setting Up Pay Group

- Employee Personal Information
- Pay Group Details
- Calendar
- Statutory Information
- Salary Details

Attendance Module

Features/Functions from Attendance

- Attendance/Formula
- Calendar
- Holiday
- Leave
- Shift
- Roster
- OT Record
- Timesheet

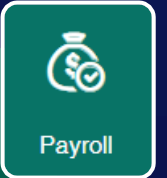


Attendance

Payroll Module

Features/Functions from Payroll

- Pay Run
- Allowances/Formula
- Statutory Rate
- Payroll Interface
- Payslip
- Bank File
- General Ledger
- Year To Date/Year End Closing



Payroll

Payroll Interface

Payroll Processing

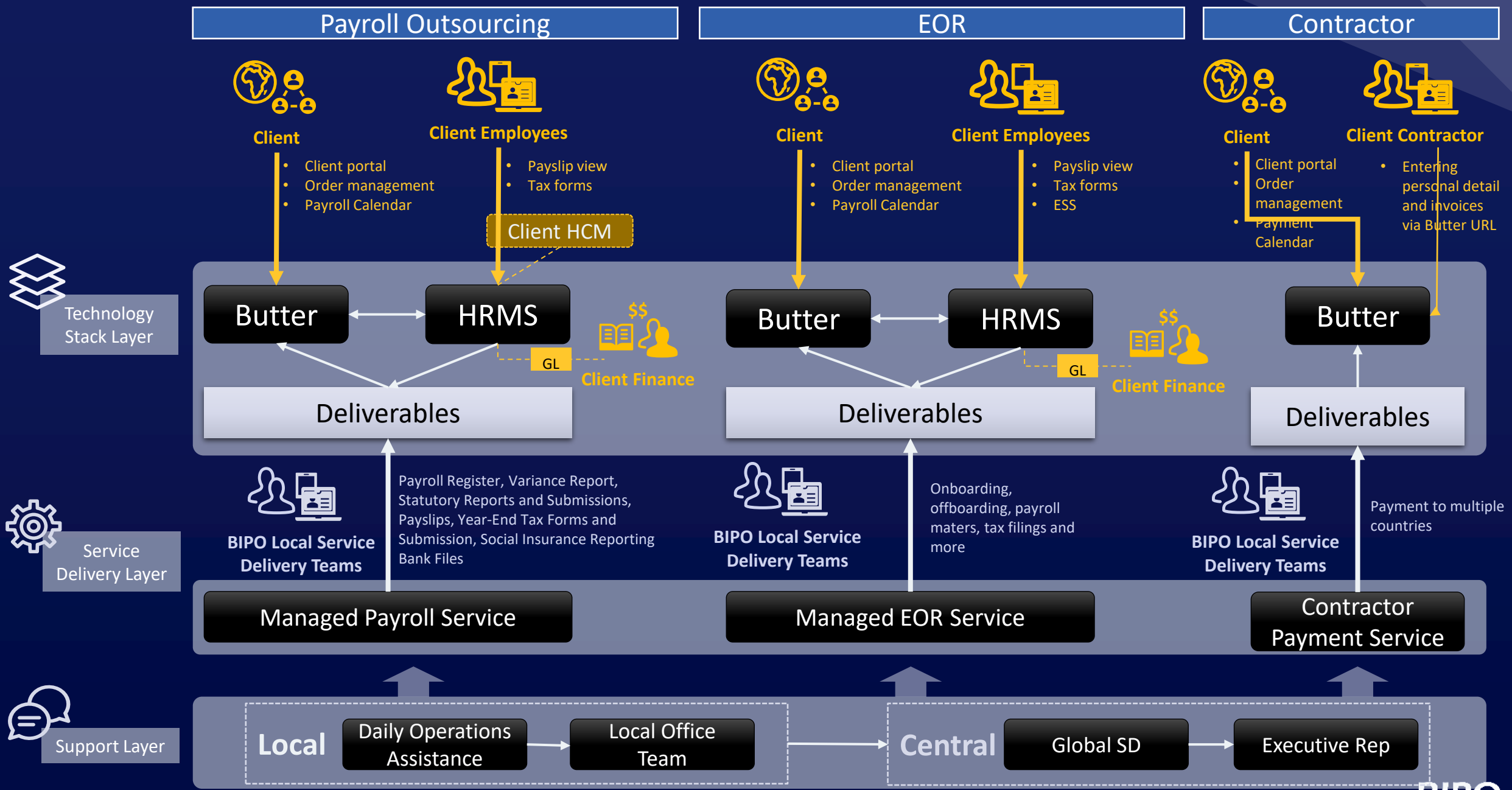
Claim Processing

Daily Attendance Processing

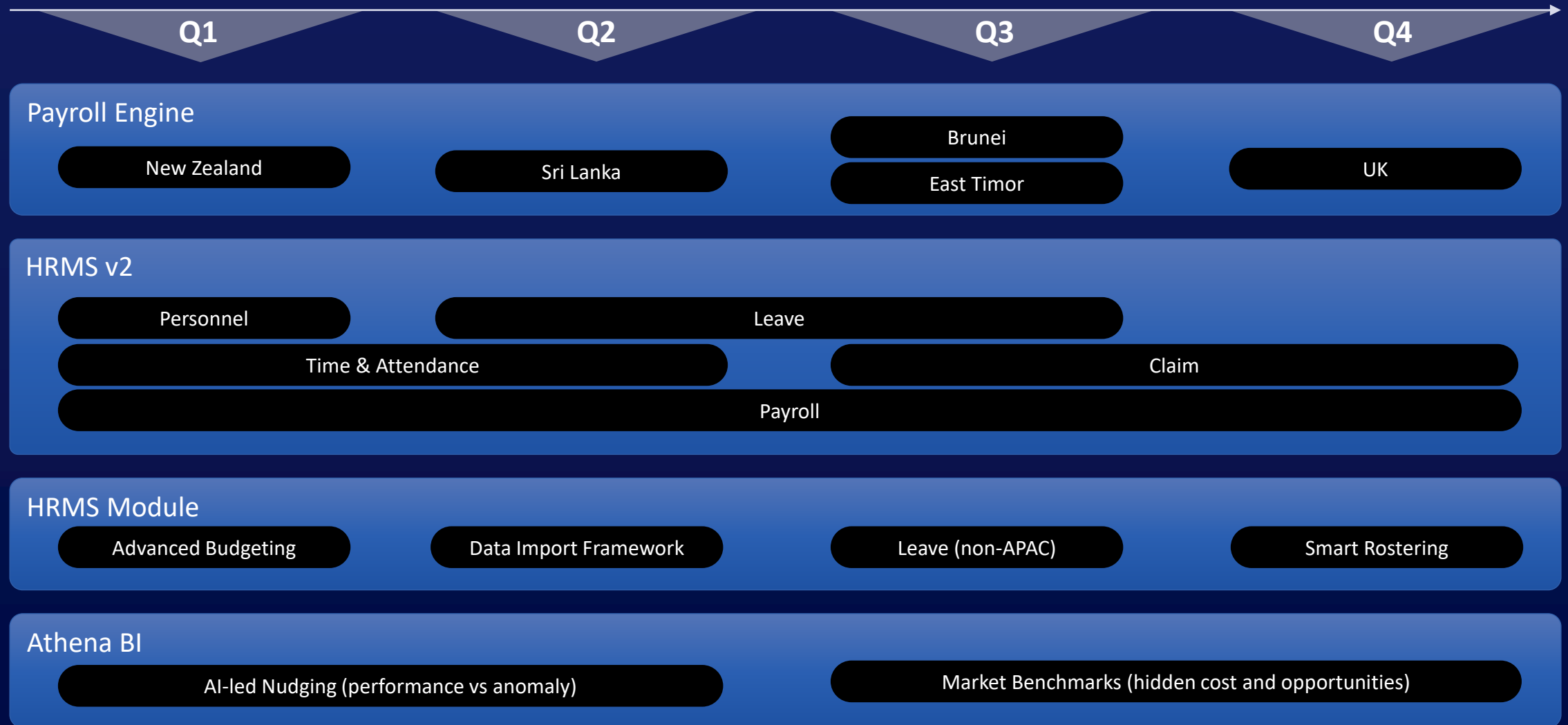
Leave Processing

BIPO

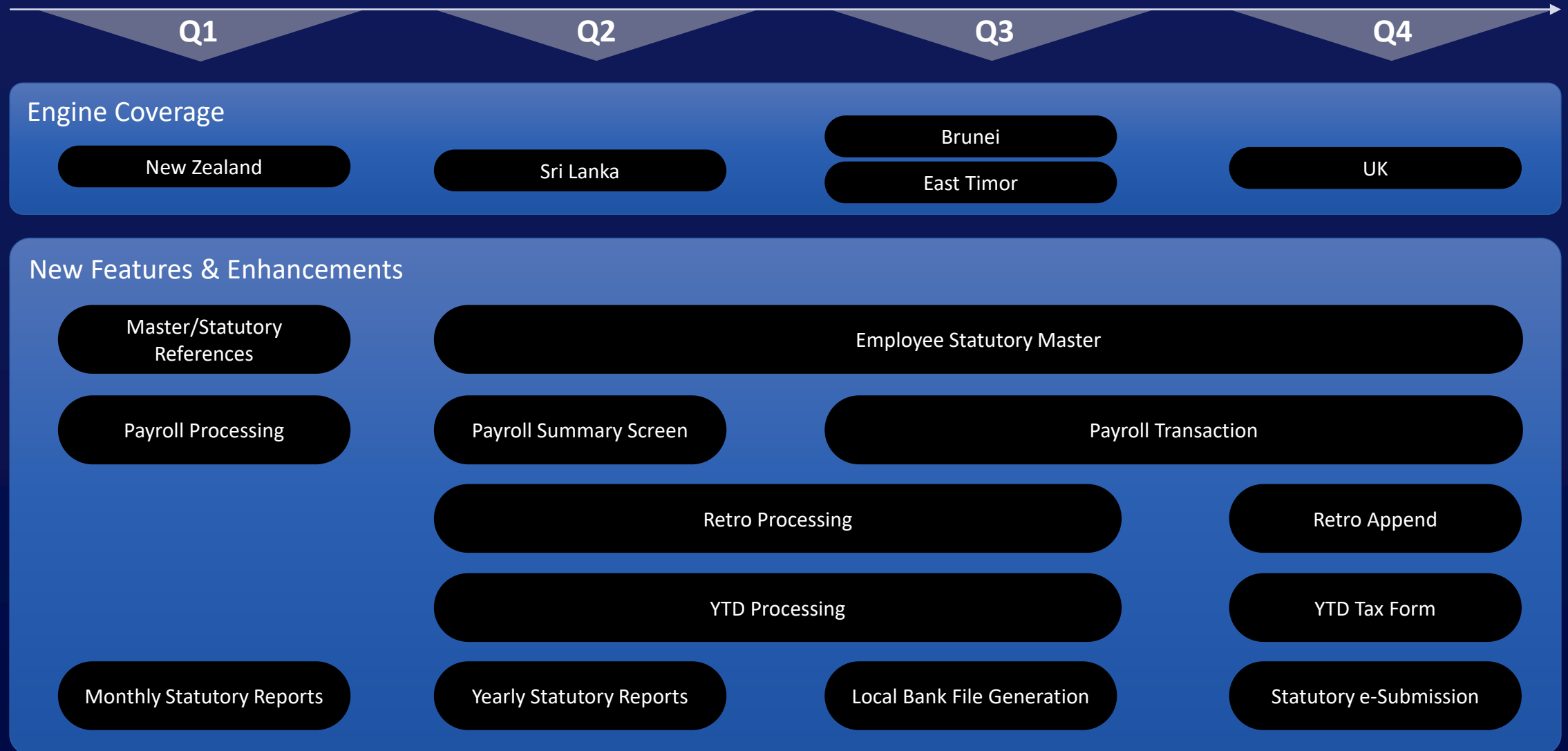
		Language Pack	Personnel (Statutory)	Payroll Engine
1	Australia		Y	Y
2	Bangladesh		Y	Y
3	China	Simplified Chinese	Y	Y
4	Combodia	Khmer	Y	Y
5	Hong Kong	Traditional Chinese	Y	Y
6	India	Tamil	Y	Y
7	Indonesia	Indonesian	Y	Y
8	Japan	Japanese	Y	Y
9	Korea	Korean	Y	Y
10	Laos	Lao	Y	Y
11	Macau		Y	Y
12	Malaysia	Malay	Y	Y
13	Myanmar	Burmese	Y	Y
14	New Zealand		Y	
15	Philippines	Tagalog	Y	Y
16	Singapore		Y	Y
17	Taiwan	Traditional Chinese	Y	Y
18	Thailand	Thai	Y	Y
19	Vietnam	Vietnamese	Y	Y
		Spanish		
		German		
		Turkish		
		Dutch		
		French		
		English (US/UK)		



2023 Tech Roadmap

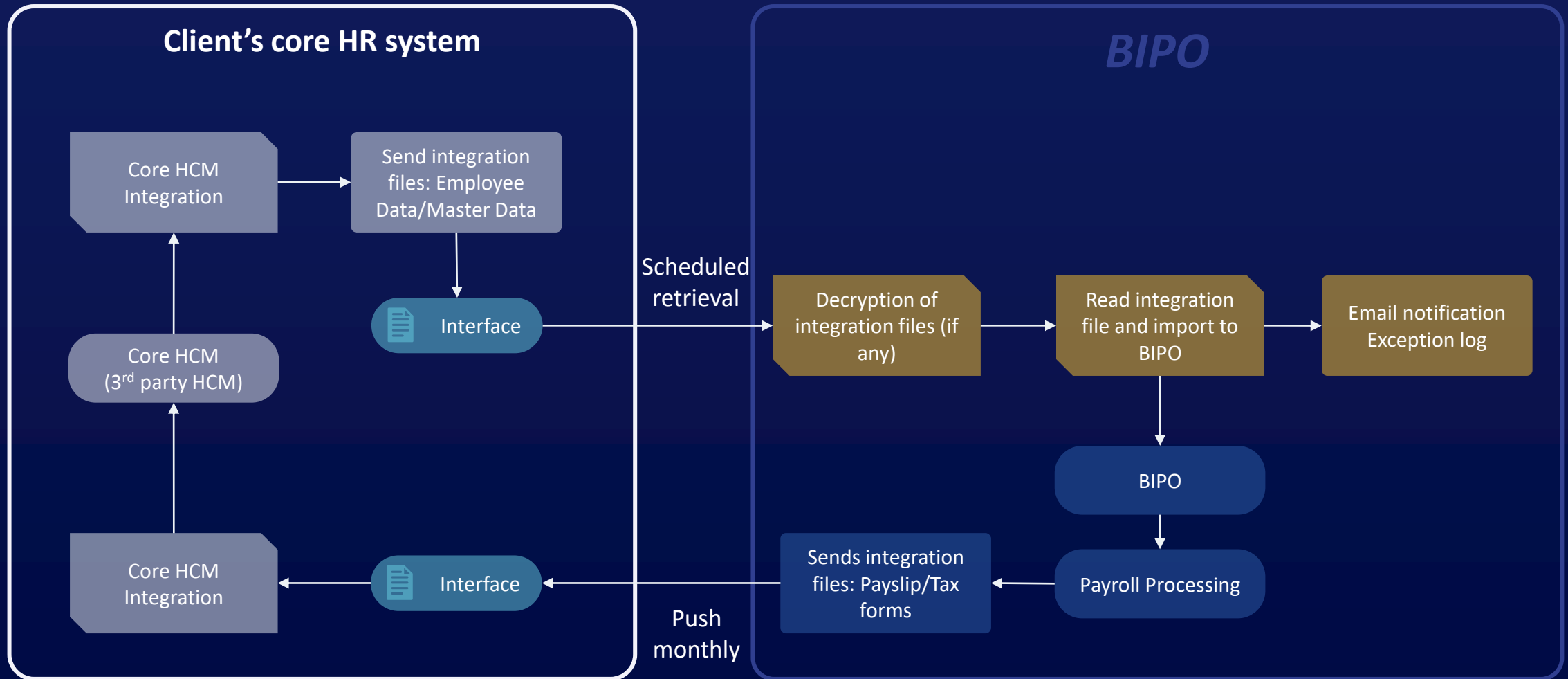


2023 Payroll Engine Tech Roadmap

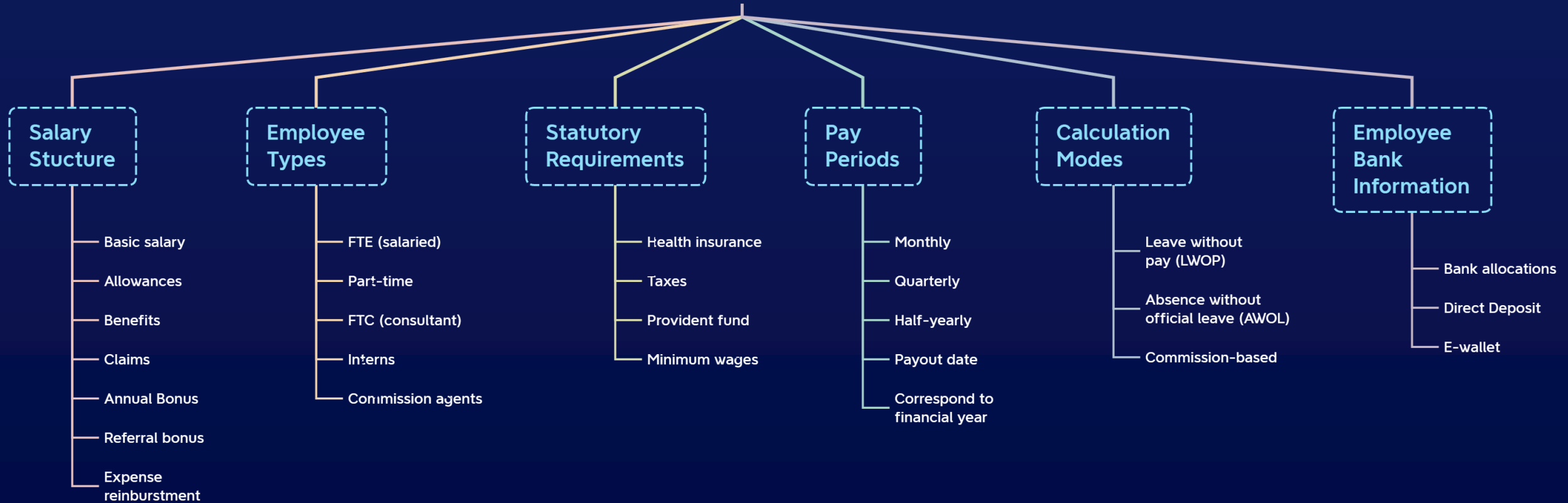


Data Integration

How it works - Integration

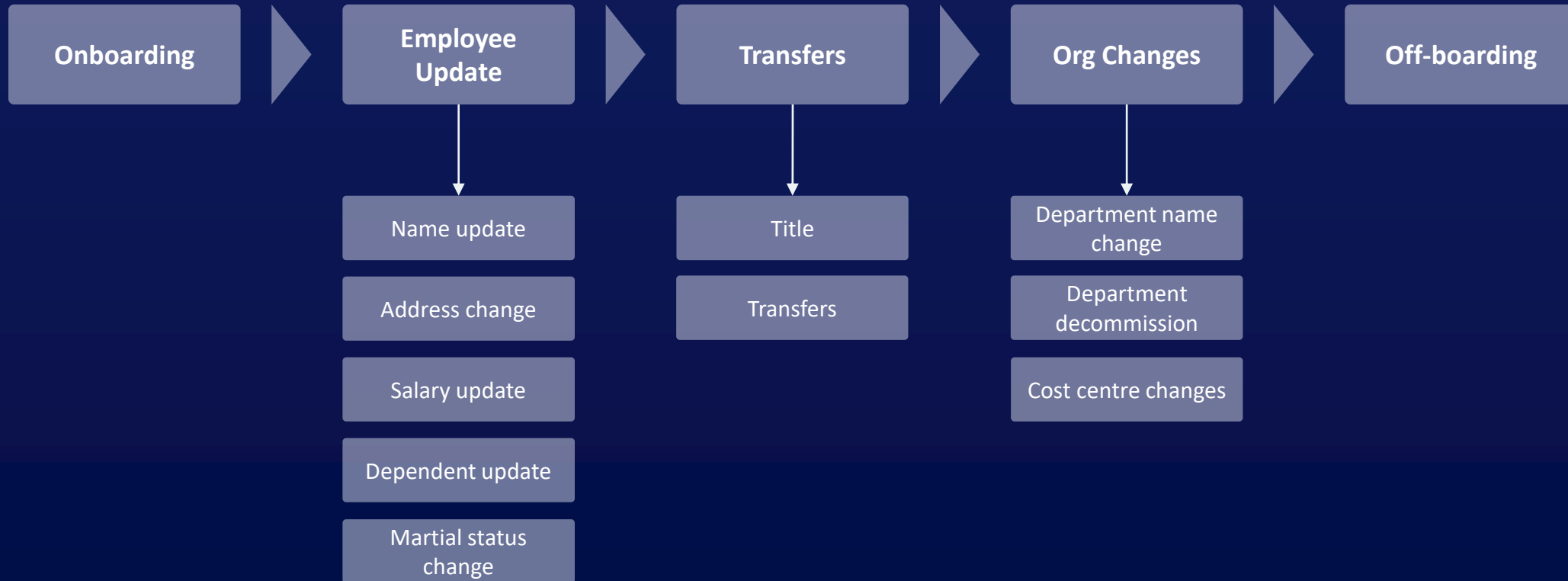


Payroll Calculations

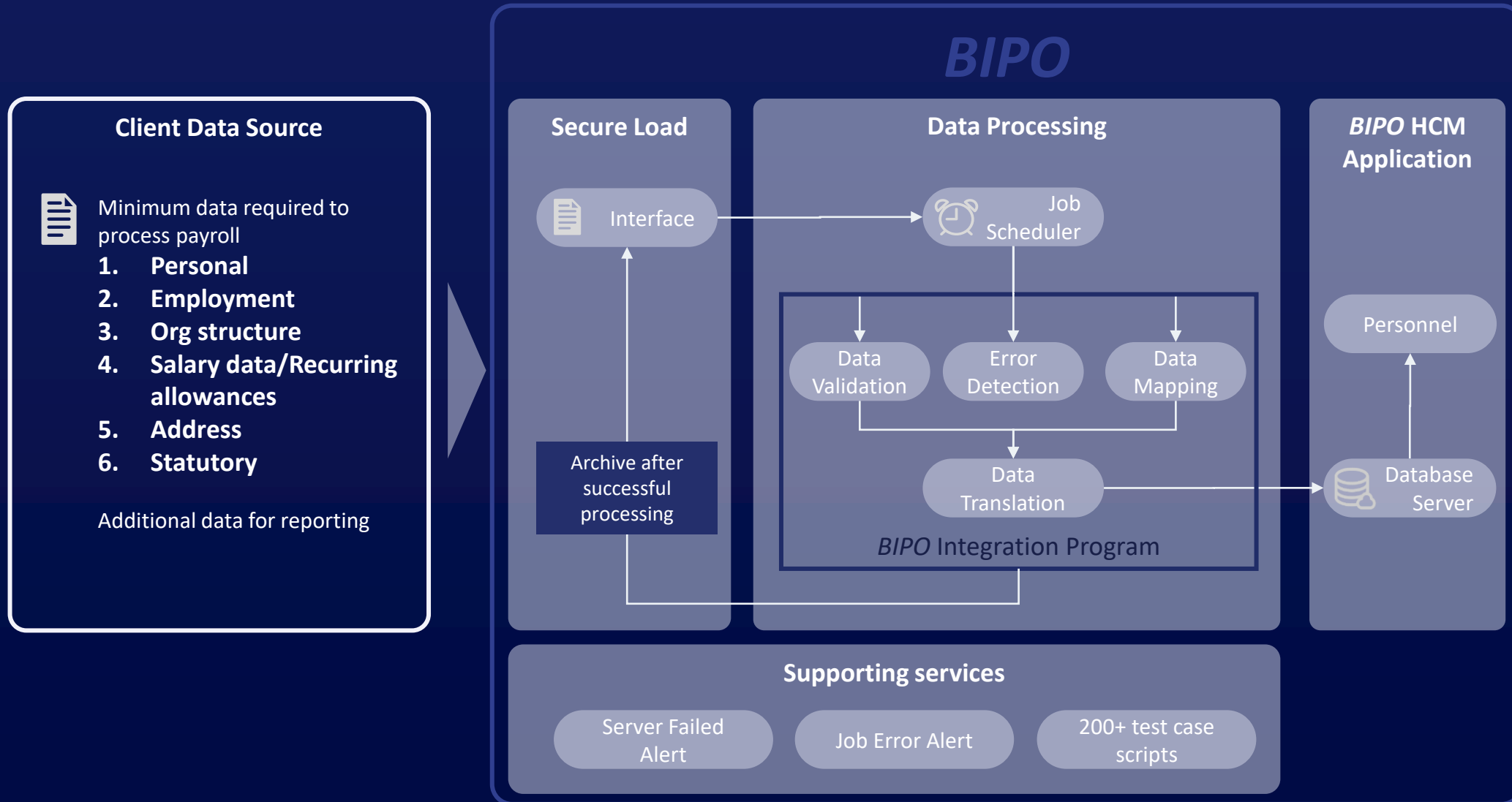


Presented with XMind

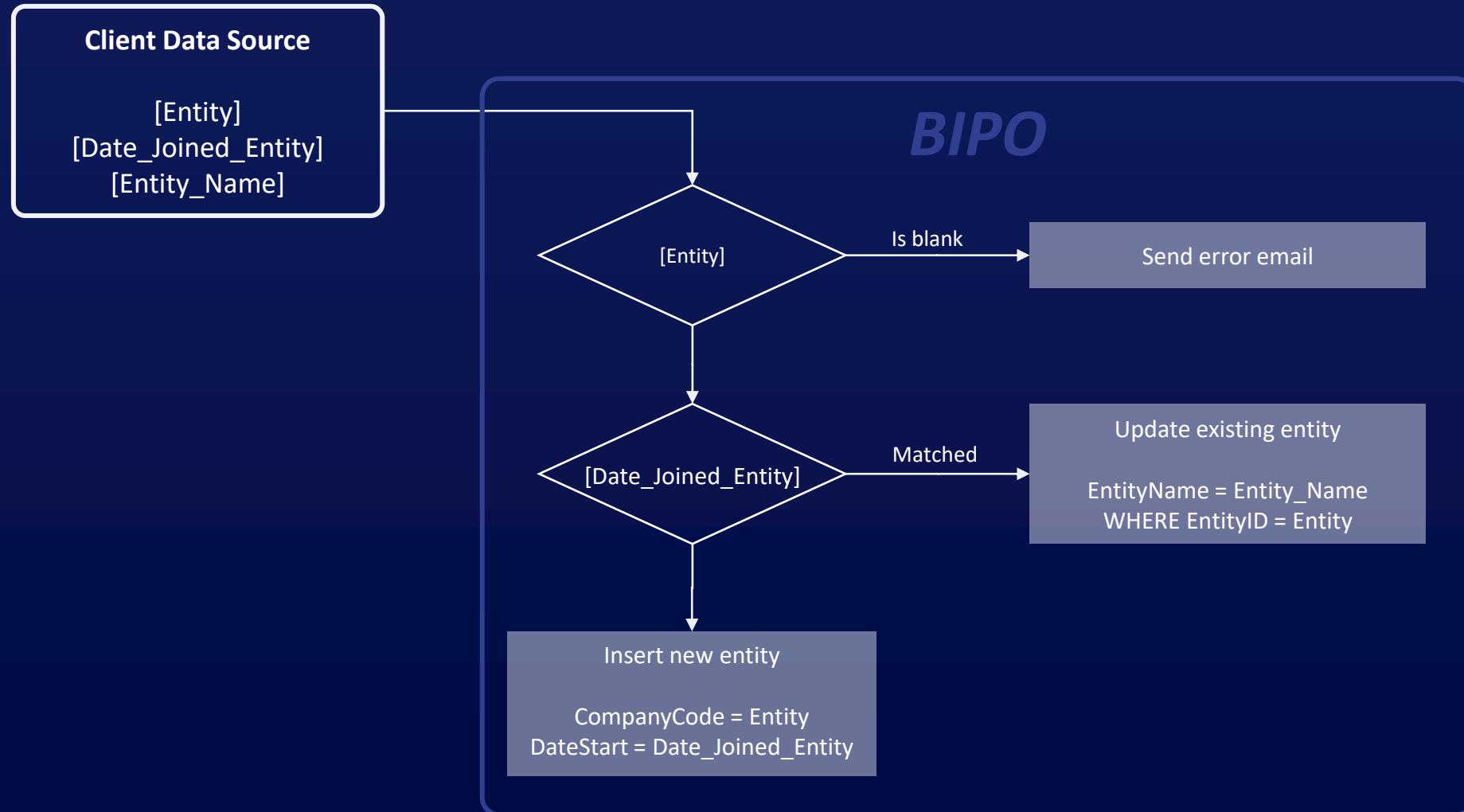
Data Processing Scenarios



Integration Architecture (IT)



Example Scenario - New Entity



Integration Implementation

"As is" Understanding

- Data source availability
- Full export or incremental
- Source file format
- Export frequency
- IT environment
- Security protocol
- Transfer methods (SFTP)
- Single or multiple systems
- Data aggregation sequence
- Other upstream dependences

Plan & Design

- Blueprint design
- Data gathering
- Process flow and specifications
- Data fields mapping
- Reference data (drop-down) mappings
- Data dependences
- Data relationships
- Data field length & types
- Stakeholders
- Governance

Build & Deploy

- Data transfer & verification
- Test case script confirmation
- Load balance readiness
- UAT
- Parallel Run
- Monitoring & Hyper care

Integration Case Study

Company X SuccessFactor & HRMS
integration

Standard Documentation

J0xxxx	Personnel Interface Customization	Requestor	BA
Server/Db		Client/Country	BCC/*

Background

██████████ is currently using SuccessFactors (SF) as a core employee system. Therefore, any new employee, changes to the employee data will be interfaced from SF to BIPO HRMS system.

The scope of the interface is as below:

No	Description	File Name
1	██████████ MY employee data	██████████_employee_my.xlsx
2	██████████ SG employee data	██████████_employee_sg.xlsx

Interface file will be imported into the system using a daily scheduled job which will only provide the changes or updates that is done on that day.

Version History

Reference	Changes	Modification Date	Modified By
v0.1	New Specifications	21 Oct 2021	██████████

- Background
- Requirement & Design
- Interface detail
- Version history
- Error handling
- File requirements

Design & Methodology

Company X will generate separate files for each country (SG and MY) but the same logic will apply for both countries. The integration is only provided with latest record, without the historical data extraction in xlsx format, will not have an indicator to identify type of changes (add/edit/delete) on the data.

When data record is received, BIPO shall perform the following:

- BIPO to perform an update if the record exists.
- BIPO to perform an insert if the record does not exist.

Please find below the logic:

1. Employee Code + Hire Date + Event Date is primary key/unique.
2. If there are changes information in certain field, and primary key is not changing, system will only update the available columns from interface file to BIPO.
3. If there are changes information in certain field, and primary key is changing, system will append the information by creating next line of row.
4. When employee data create and delete in SuccessFactor in different day, HR user to manual delete from BIPO.
5. Resigned staff will be updated with the “Resign Date” before assign with re-join date.

Field Mapping

Purpose: Interface employee details every night to downstream system to maintain consistency of the external application

Code: X-EMP-SF

Description: X-BIPO Employee Master

Target Path: /home/ex/fr2

File Name: X_EMP_YYYYMMdd.xml

Header: N/A

Trigger Event: Interface program is scheduled by system schedule job

Criteria/Restriction: N/A

Trigger Schedule: Daily 5:00am

Source Environment (XML file)				Target Environment (BIPO)		
	Element Name	Type	Format	Table	Field	Source Env Remark
yeelines>Employee	AlstomId	CHARACTER		TblEmployee	LoginCode	use [redacted] as BIPO LoginCode to locate th
yeelines>Employee	FirstName	CHARACTER		TblEmployee	FirstName	
yeelines>Employee	LastName	CHARACTER		TblEmployee	LastName	
				TblEmployee	EmployeeName	first name & Last name, Blank space to separ
yeelines>Employee	AlstomId	CHARACTER		TblEmployee	EFC01	custom field
yeelines>Employee	HireDate	DATE		TblEmployee	EFD02	custom field
yeelines>Employee	SeniorityDate	DATE		TblEmployee	EFD03	custom field
yeelines>Employee	AdjustedSeniorityDate	DATE		TblEmployee	EFD04	custom field
yeelines>Employee	NationalId	CHARACTER		TblEmployee	EFC03	custom field
yeelines>Employee	EmailAddress	CHARACTER		TblEmployee	Email	
yeelines>Employee>Bank	Bank Country	CHARACTER		TblEmployeeSpa	ESM08C11	custom field
yeelines>Employee>Bank	Bank	CHARACTER		TblEmployeeSpa	ESM08C12	custom field
yeelines>Employee>Bank	Routing Number	CHARACTER		TblEmployeeSpa	ESM08C13	custom field
yeelines>Employee>Bank	Account Number	CHARACTER		TblEmployeeSpa	ESM08C14	custom field
yeelines>Employee>JobIn	JobStartDate	DATE	yyyy-MM-dd	TblEmployeeOrg	DateStart	
yeelines>Employee>JobIn	JobStartDate	DATE	yyyy-MM-dd	TblEmployee	EFD05	custom field
yeelines>Employee>JobIn	EmployeeStatus	CHARACTER		TblEmployee	EFC02	custom field
						if EventReason in (HIR, REH) & [redacted] mat LoginCode in tblEmployee then update all the data to tables of tbmployee else if EventReason in (HIR, REH) & AlstomId LoginCode in tblJoinRequest then
yeelines>Employee>JobIn	Event	CHARACTER				

Object Mapping

Purpose: Interface employee details every night to downstream system to maintain consistency of the external application

Code: X-EMP-SF

Description: X-BIPO Employee Master

Target Path: /home/ex/fr2

File Name: X_EMP_yyyyMMdd.xml

Header: N/A

Trigger Event: Interface program is scheduled by system schedule job

Criteria/Restriction: N/A

Trigger Schedule: Daily 5:00am

A	B	C	D	E
Object	Successfactors		BIPO	
	Code	Name	Code	Name
relationshipType		HR Manager ID/Name		
		Home HR Manager ID/Name		
payComponent	ANNBASSAL	Annualized Base Salary (ANNBAS		基本年薪
	TOTAL_CASH	Total Cash		
	FET	Pay CompaRatio		
	STI%	Short Term Incentive %	STI	目标奖金比例
	OTHPAY%_STI	Incentivized Pay Eleme	OTHPAY	激励性其他津贴%
	OTHPAYFIX_STI	Incentivized Fixed Pay	OTHPAYF	激励性其他津贴固定额
	OTHPAY%_NOSTI	Non Incentivized Pay E	OTHPAY	非激励性其他津贴%
	OTHPAYFIX_NOSTI	Non Incentivized Fixed	OTHPAYF	非激励性其他津贴固定额
frequency	A	A		年薪, 月薪=年薪/12
	M13	M13		年薪, 月薪=年薪/13
	M	M		按月
	M14	M14		年薪/14
	B	B		每两周
	W	W		按周
	D	D		按天

Error Handling

When BIPO upload data, if the file got issue system to trigger email notification for error log, for example:



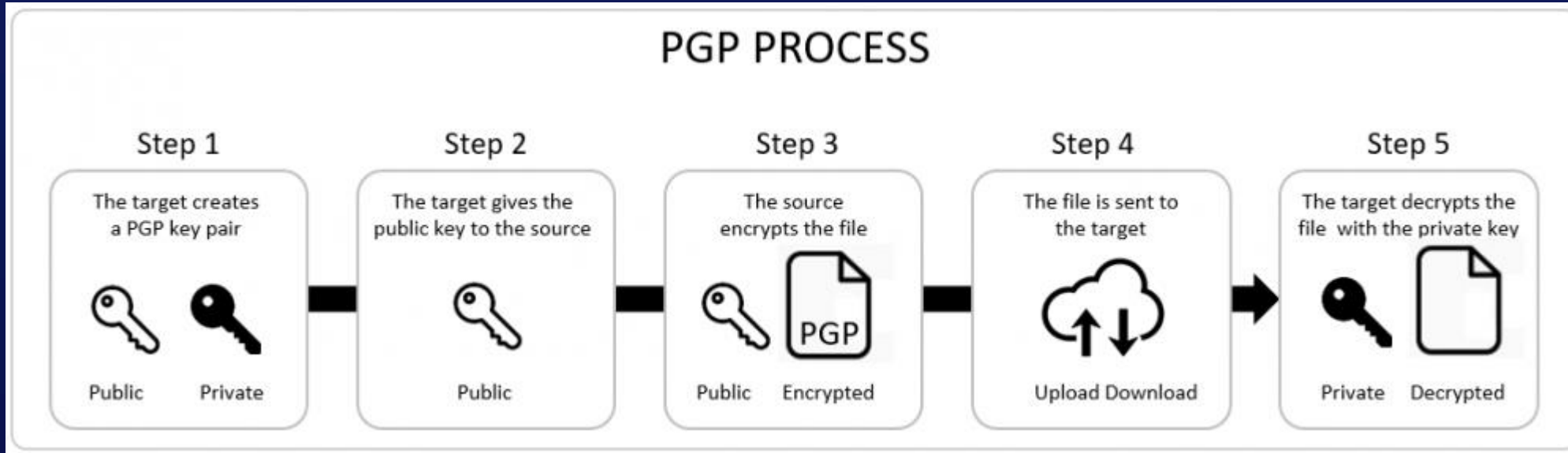
Sample Error Log:

RowNo	EmployeeCode	Remarks
1	12347	Address Type Code is missing
3	13553	Missing Employee Code
8	24557	Missing Hire Date

Error log naming convention:

File Content	Description	Error Log Name
Employment	Employee Employment information	ign_employee_error_report.xlsx
Person	Employee Personal information	ign_person_error_report.xlsx
Person - Address	Employee Address Information	ign_address_error_report.xlsx
Person - NID	Employee identity information	ign_identity_error_report.xlsx
Termination	Employee Termination Information	ign_terminate_error_report.xlsx
Emergency Contact	Employee emergency Contact	ign_emergency_error_report.xlsx

BIPO Supports PGP Encryption



Full Load vs Incremental Load (Delta)

Full Load

- No unique identifier
- Historical or one-time load
- Small volume
- Simple non-relational table

Incremental Load

- Big volume
- Have identifier field
- Large data set

Best practice for integration implementation timeline.

Manual Load

Pro

- Minimal setup time. Default out-of-the box templates
- Data can be validated in bulk
- Repeat overwriting
- An opportunity for data clean up

Con

- Excel field length and row limits
- Less secure for sensitive data

Integration Load

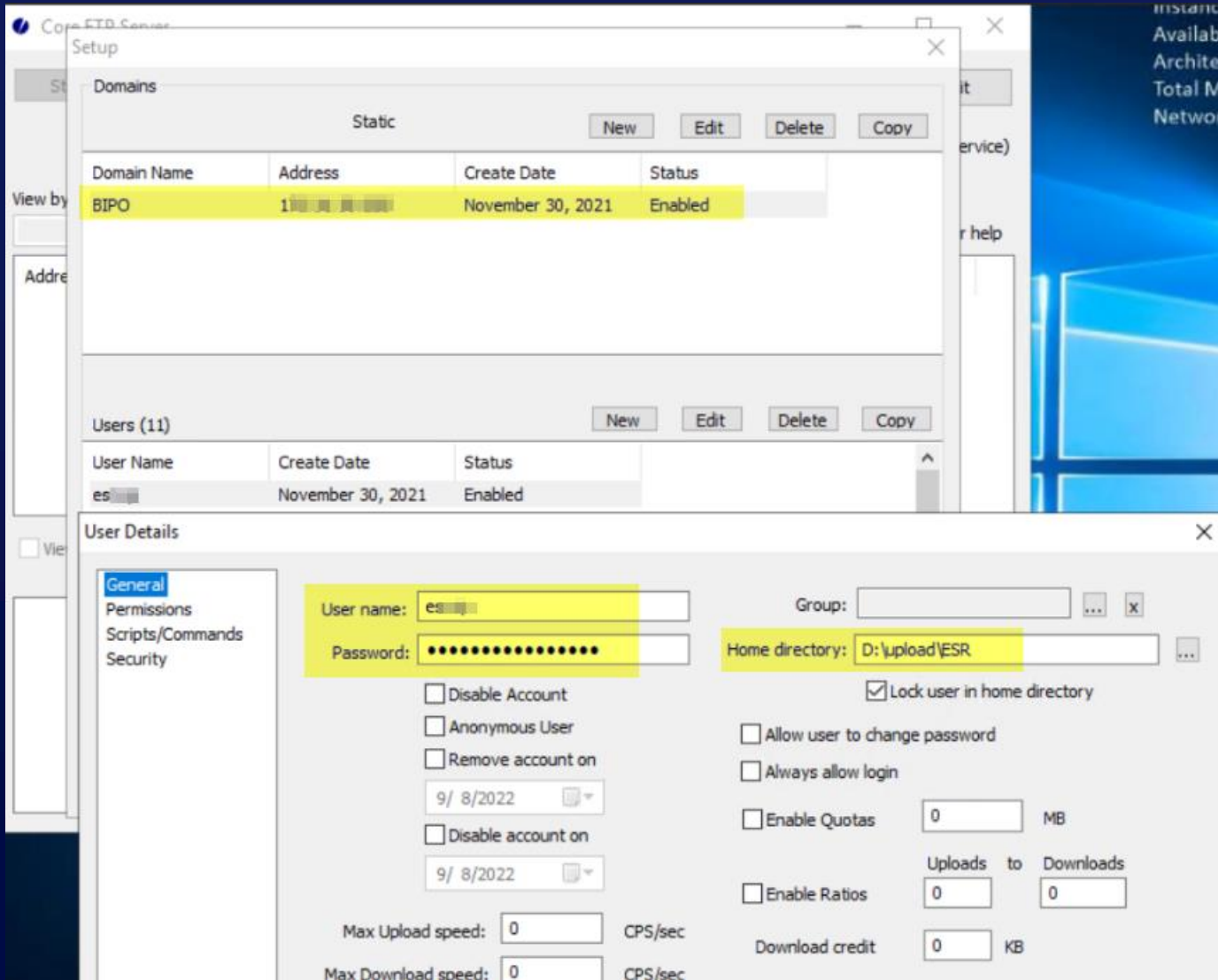
Pro

- Integration and initial load all at once

Con

- Not every feature/modules support integration
- Time consuming before the user testing and sign-off
- Reference data are easier to import (ex. Job titles, Office location codes)
- Getting approval from IT department before setting it up

Example of SFTP configuration



HRMS API

Introduction

BIPO HRMS API is an internet-based function that allows other application(s) to call and consume in order to obtain data from BIPO Database or to update/insert data into BIPO Database. Following are the various master tables that can be interfaced through BIPO APIs:

Address Detail	Company Master	Shift Master
Family Detail	Leave Grade Master	Designation Master
Pay Group Master	Relation Master	Nationality Master
Allowance Master	Contract Detail	Supplier Bank Master
Family Identity Detail	Location Master	Emergency Detail
Project Master	Religion Master	Org Structure Detail
Calendar Detail	Cost Centre Detail	Supplier Contact Master
Field Of Study Master	Manager Detail	Employee Identity
Qualification Master	Salary Detail	OT Group Detail
Calendar Master	Cost Centre Master	Supplier Master
Holiday Master	Manager Type Master	Employee Master
Race Master	Salary Grade Master	OT Group Master
Claim Expense Master	Department Master	Supplier Payment Term Master
Leave Grade Detail	Must Clock Detail	Expense Master
Reason Master	Pay Group Detail	

Export

Export API allows other applications to call and consume in order to obtain data from BIPO Database, or commonly referred as outbound interface.

There are two Export API Methods:

- GetList

<http://<BIPO Web URL>/api2/BIPOExport/GetList>

```
//Returns family members: EmployeeCode,RelationCode,FamilyName,RecordID

{
    "InterfaceCode": "BIPO-EMP-FD"
}
```

- GetListItem

<http://<BIPO Web URL>/api2/BIPOExport/GetListItem>

```
{
    "InterfaceCode": "BIPO-EMP-FD",
    "EmployeeCode": "SG001",
    "RelationCode": "CHI"
}
```

Import

Import API allows other applications to call and consume in order to update or insert data into BIPO Database, or commonly referred as inbound interface.

Update Method is used to update or import the data into BIPO Database.

<http://<BIPO Web URL>/api2/BIPOImport/Update>

```
{
  "InterfaceCode": "BIPO-EMP-FD",
  "Data":
    [{"EmployeeCode": "SG001", "RelationCode": "CHI", "FamilyName": "Alpha"}]
}
```

To import multiple records, following is the format:

```
{
  "InterfaceCode": "BIPO-EMP-FD",
  "Data":
    [{"EmployeeCode": "SG001", "RelationCode": "CHI", "FamilyName": "Alpha"},
    {"EmployeeCode": "SG001", "RelationCode": "CHI", "FamilyName": "Beta"}]
}
```

Response Codes

Error Message	Possible Causes
The resource cannot be found	The BIPO Web URL is correctly defined, however the parameters after the BIPO Web URL may be entered wrongly.
Could not send request	The BIPO Web URL is incorrect, hence Postman could not reach the server.
Invalid client	Check that the client_id / client_secret has been entered correctly.
Unsupported grant type	Grant_type may have been entered wrongly. The grant_type is case sensitive, it will only accept 'password' as the value.
Invalid grant The username or password is incorrect	
Interface code does not exist	Invalid_grant The user name or password is incorrect
Authorization has been denied for this request	Access Token has expired.
Object reference not set to an instant of an object	The interface parameter is not defined correctly

Methodologies

Digital Solution Methodology

Meet our BIPO Digital Team

- Meet our digitalization sales reps that are fluent in your business needs

Align with Business Requirements

- Deep dives into company's goal and pain points
- Bring the best digital combination for both short-term and long-term growth

Shortening Demo

- Create a targeted demo session based on full understanding the requirements
- Structured project plan for agreed proposed solution

Efficient Implementation

- Minimize communications gaps
- Using best implementation practice
- Full documentations creation

Project Implementation Methodology



Implementation Points of Difference



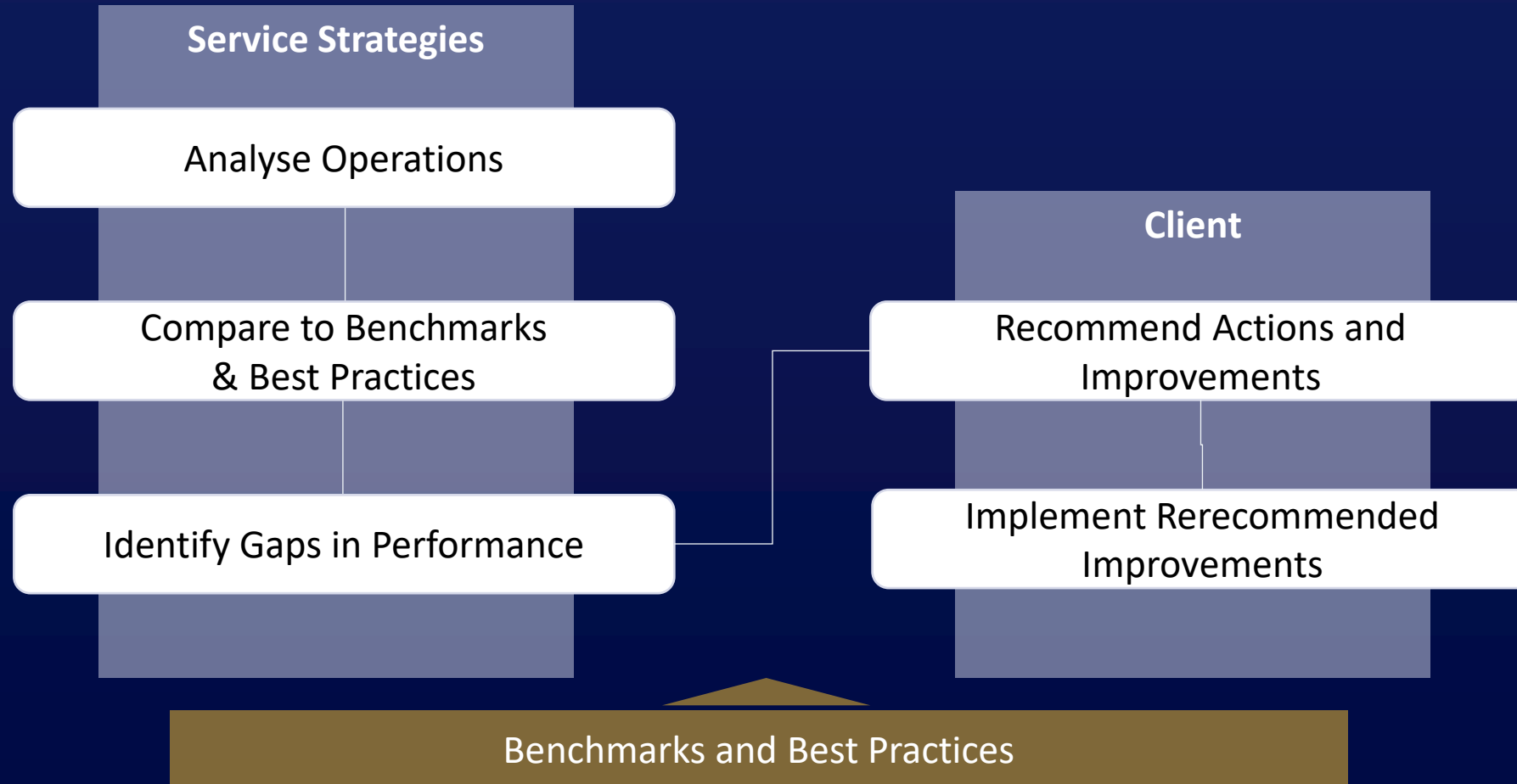
Our local presence enables *BIPO* to implement the project concurrently with a central project management team for global alignment on strategies and framework.

BIPO has 4 global R&D centers. Our centers will work with our project teams closely to implement project specific requirements.

Our management and executive team are based in APAC and easily available for face-to-face meetings with key stakeholders to support transition activities.

BIPO owns, develops and maintains our own payroll engines, ESS and service platform solution. We are highly efficient and agile in our technology.

Service Assessment and Quality Performance Review



Statutory Compliance Framework

BIPO Local Offices

BIPO local team will keep abreast of local statutory changes

Statutory Agencies

Registration with relevant agencies to receive updates on statutory changes

Industry Specific

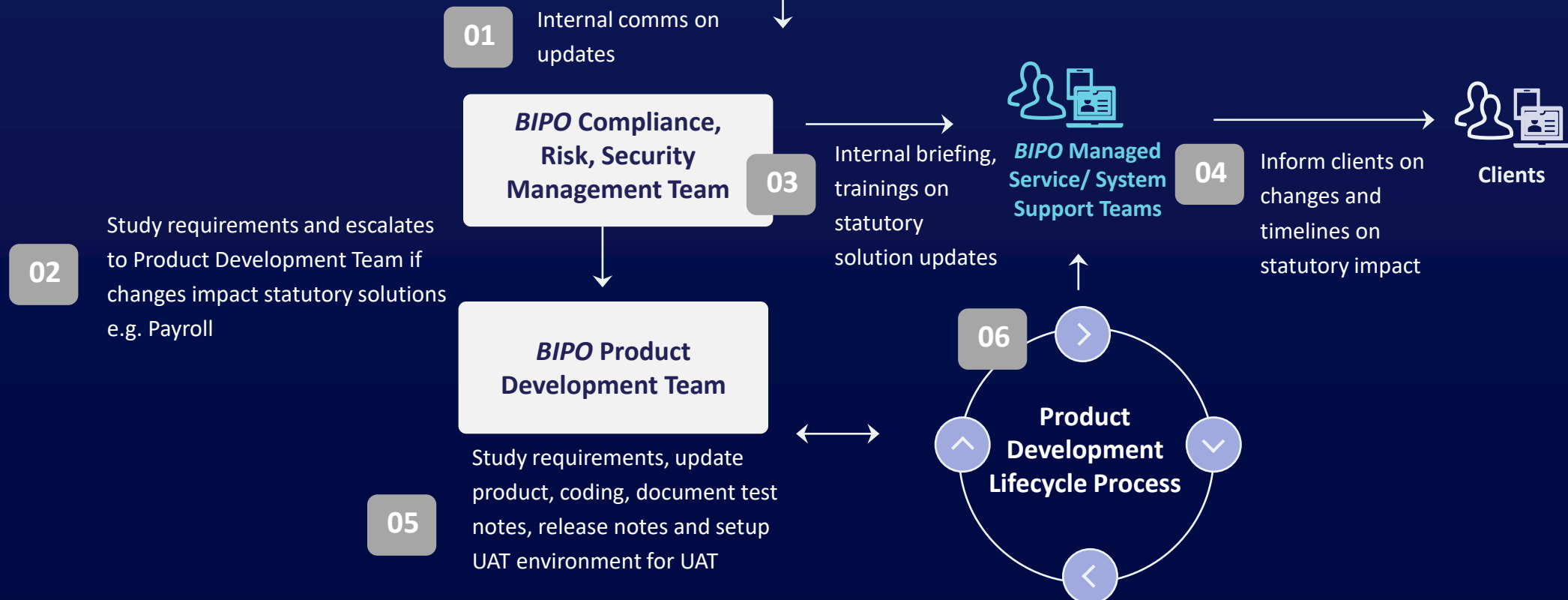
BIPO provides industry specific sharing with our Client Solution team

Legal & Statutory Publications

Subscription to receive regional legal and statutory updates

BIG 4s Advisory

BIPO partners with 3 of out of the 4 Big 4s and work together on ensuring compliance



Root Cause Analysis (RCA) Process

3W1H

What happened?
Why did it happen?
What action can we take to prevent happening again?
How will we know if the action made a difference?

Identify root-cause and contributing factors
Conduct fact-finding investigations
Identify information gaps
Generate a root-cause analysis report

Analysis

Take Action

Develop action plan
Identify what was learned and who needs to know
Iterate and record as necessary
Final sign-off RAC and action plan
Checks and follow-up

5 Steps of HR Digital Transformation

It is a holistic transformation and not just a system implementation.

1

Organization

Create a cross company, organization single HR operations and shared service function. Reduce the cost of running HR.

2

Policy & Process Harmonization

Standardized and consistent HR policies and processes.

3

Change & Communications

Engage, train and inform the right stakeholders at the right time. Positive stake holder experience and outcome.

4

Compliance

Meeting country specific labor law requirement. Approval processes are secure and auditable.

5

System Implementation

A core HR system that has a system of the record and complete employee life cycle management.

5 Steps of HR Digital Transformation

It is a holistic transformation and not just a system implementation.

1

组织

创建统一人力资源组织运作和共享服务功能，减免HR后台运营成本。

2

政策和流程一致性

标准化的人力资源政策和流程。

3

变革与沟通

激励相关者的参与性，系统培训和通知。

4

合法合规

符合国家劳动法规，审批过程是安全和可审计。

5

系统实施

各领域系统一体化，统一业务可视化，统一数据源。

HRMS

	
Hong Kong	China
Singapore	Hong Kong
Indonesia	
India	
Germany	



Alibaba Cloud



Alibaba Cloud



Butter

	
Germany Singapore	China



Butter



EOR



Butter



China



Germany
Singapore

HRMS



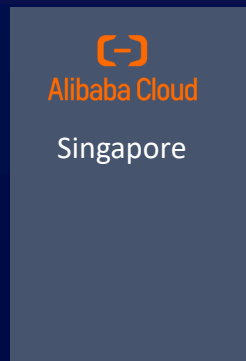
Germany for (EU, America, Africa)
Singapore (SEA, Oceania)
Hong Kong (North Asia, HK, Taiwan, Japan, Korea)



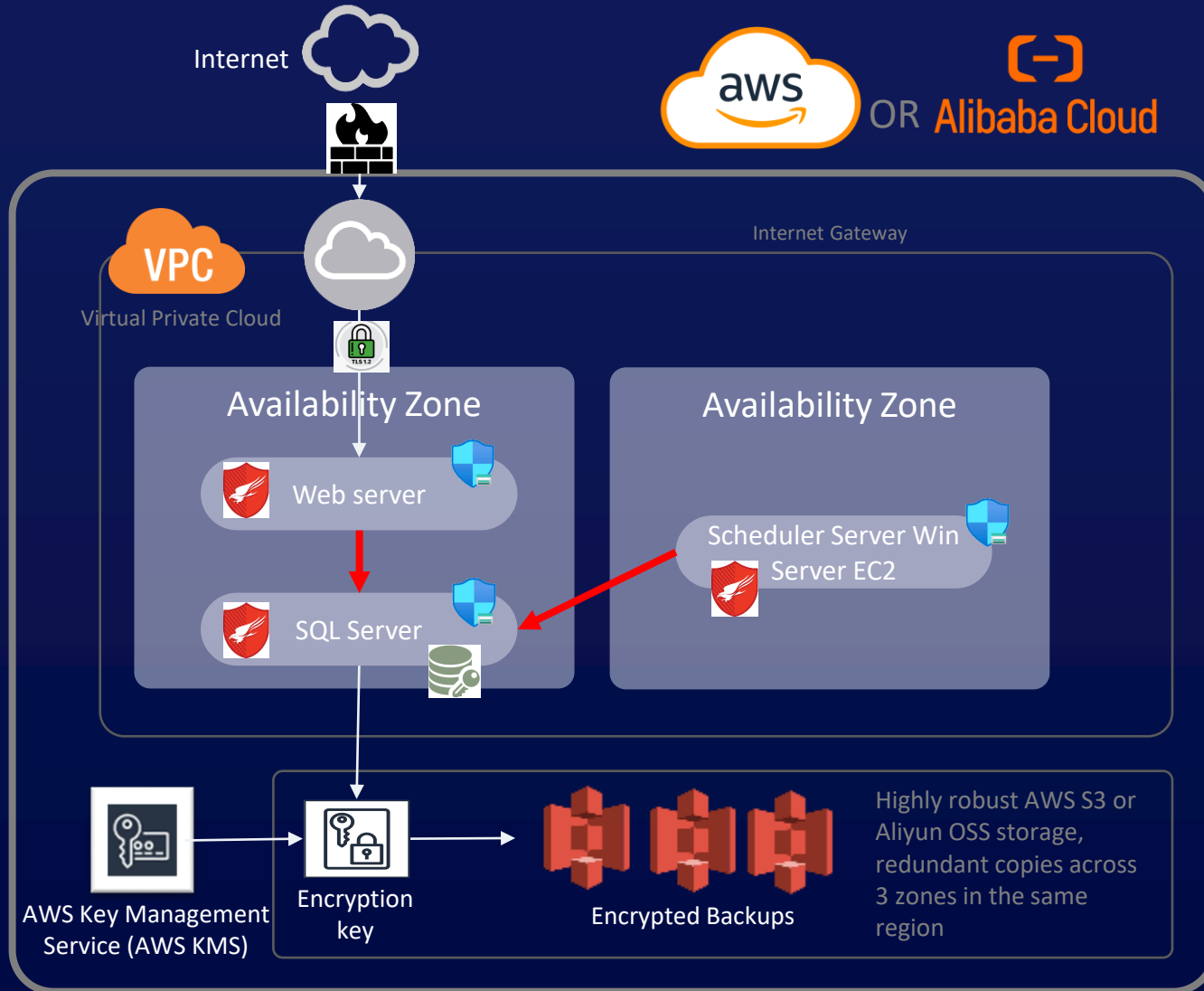
China
Hong Kong

BIPO

Athena



Infrastructure



Cloudflare Web Application Firewall (WAF)



HTTPS using TLS protocol, RSA 2048, AES256



CrowdStrike Endpoint Protection



Security Group (Firewall)



SQL Server TDE encryption – AES256



SQL Server encrypted network connection

System Security

Data Encryption

- HTTPS using TLS 1.2 AES 256 encryption
- SQL Server network traffic encryption
- SFTP transfer, PGP encryption support
- AES256 encryption using TDE for DB
- AES256 cloud storage encryption

Network Security

- Web application firewall
- Firewall between each server
- Two-tiered architecture (separate web and DB server)
- Separate environment (Prod, Test, Dev)

Vulnerabilities Management

- Regular updates and patching: OS, DB, Program
- End Point protection & vulnerability management
- Periodic VAPT conducted by 3rd party vendor
- Monthly vulnerability scan

Authentication

- 2FA authentication using email OTP for local authentication
- SSO integration support with major IDP (Google, Azure AD, DingTalk, Okta)
- Support for SSO integration using SAML or OAuth

Access Management

- Role-based access control
- Password policy settings – configurable according to client requirement
- Idle session timeout setting
- Audit log – activity & data change log

Governance and Compliance

- ISO27001 certification
- SOC 1 Type 2, SOC 2 Type 2 annual external audit
- Pentest Report by 3rd party, Crest Certified Pen tester
- Disaster recovery rehearsals
- Cyber security incident response table-top exercises
- User security and privacy awareness training
- Internal risk assessments and audits



Cloudflare Web Application Firewall (WAF)

- Rules to protect websites and APIs from malicious incoming traffic.
- Rate limiting for incoming requests for DDoS protection support.
- Regularly updated WAF-managed rulesets, facilitating advanced zero-day vulnerability protections.



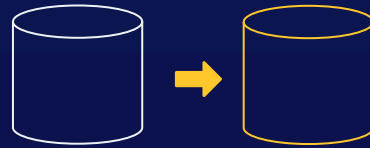
Falcon Prevent next-generation antivirus Falcon Insight endpoint detection and response Falcon Overwatch managed threat hunting

- Machine learning and artificial intelligence detect known and unknown malware and ransomware. Identify malicious behaviors and prevent sophisticated file-less attacks
- Intelligent EDR with AI-powered indicators of attack (IOAs) automatically detects and intelligently prioritizes malicious and attacker activity
- Continuous, proactive operation, using intel on the unique behaviors of more than 180 adversary groups, including in-depth working knowledge of their current tactics, techniques, and procedures.

Backup

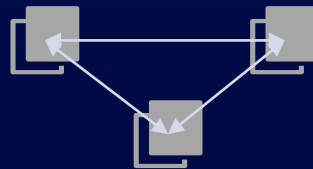


Full Image Snapshot
for Disaster Recovery



Daily Full Database Backup

Daily backups retained for 1 month,
monthly backups retained for 7 years
or until service agreement termination
Backups stored in cloud storage (Amazon S3 or Ali Cloud OSS)
in multiple availability zones



Monthly

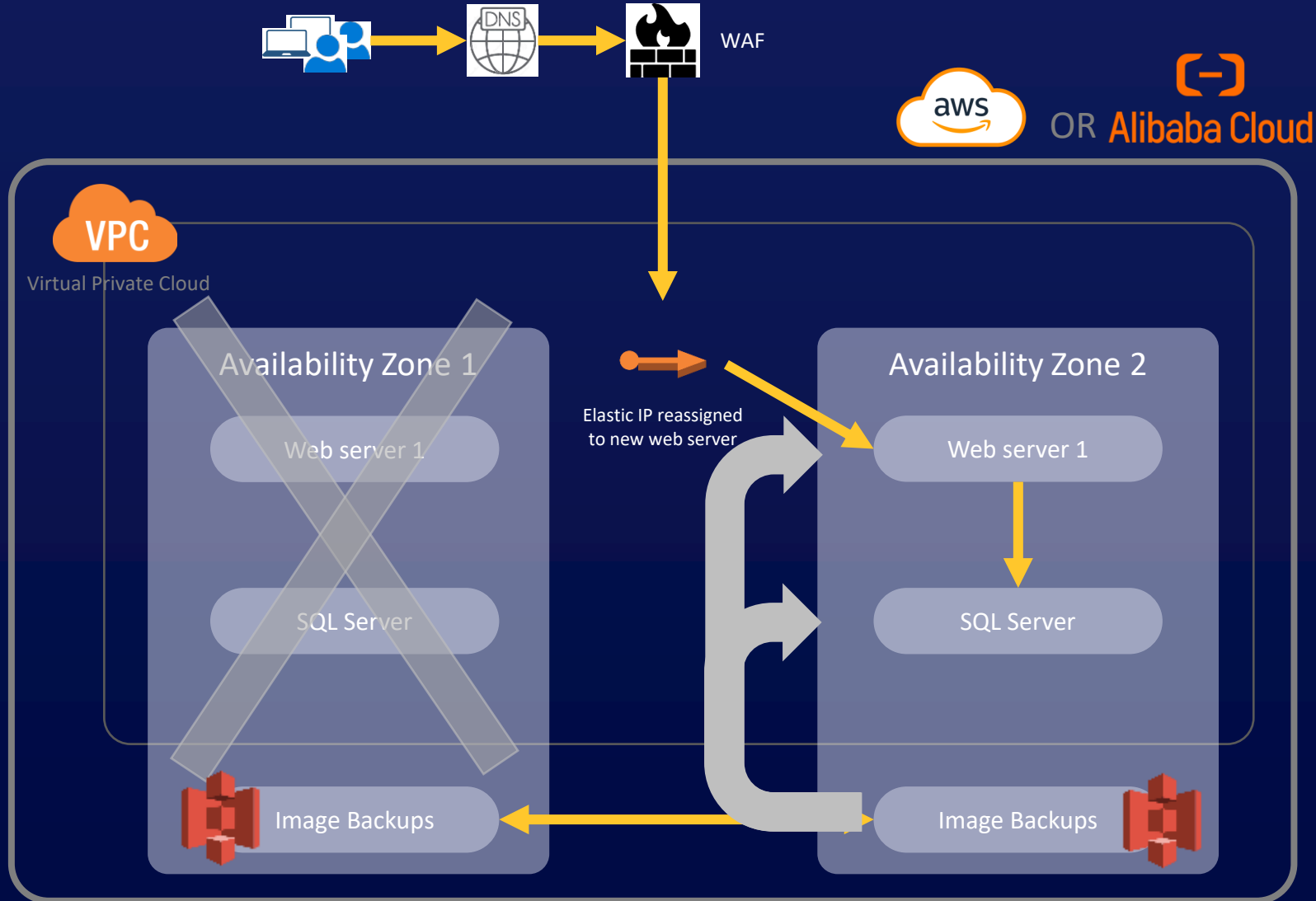


Database
Restoration Testing
Every Month

SLA for Technical Support Services

Priority Code	Priority Definition	Target Response Times
1-Critical	The operation is critical to the business. Business functions cannot be performed, and workarounds are not possible or cannot be found in time to minimize the impact on the business.	Workaround solution within 1 working day.
2-Significant	Problem causes an incorrect behavior resulting in loss of service. However, business can continue in a restricted manner.	Workaround solution within 2 working days.
3-Minor	Problem causes a minimal loss of service. Workaround is available to restore functionality.	Resolution within 10 working days.
4-No Impact	Problem causes no loss of service. The result is a minor error.	Resolution within 20 working days.

Disaster Recovery Strategy



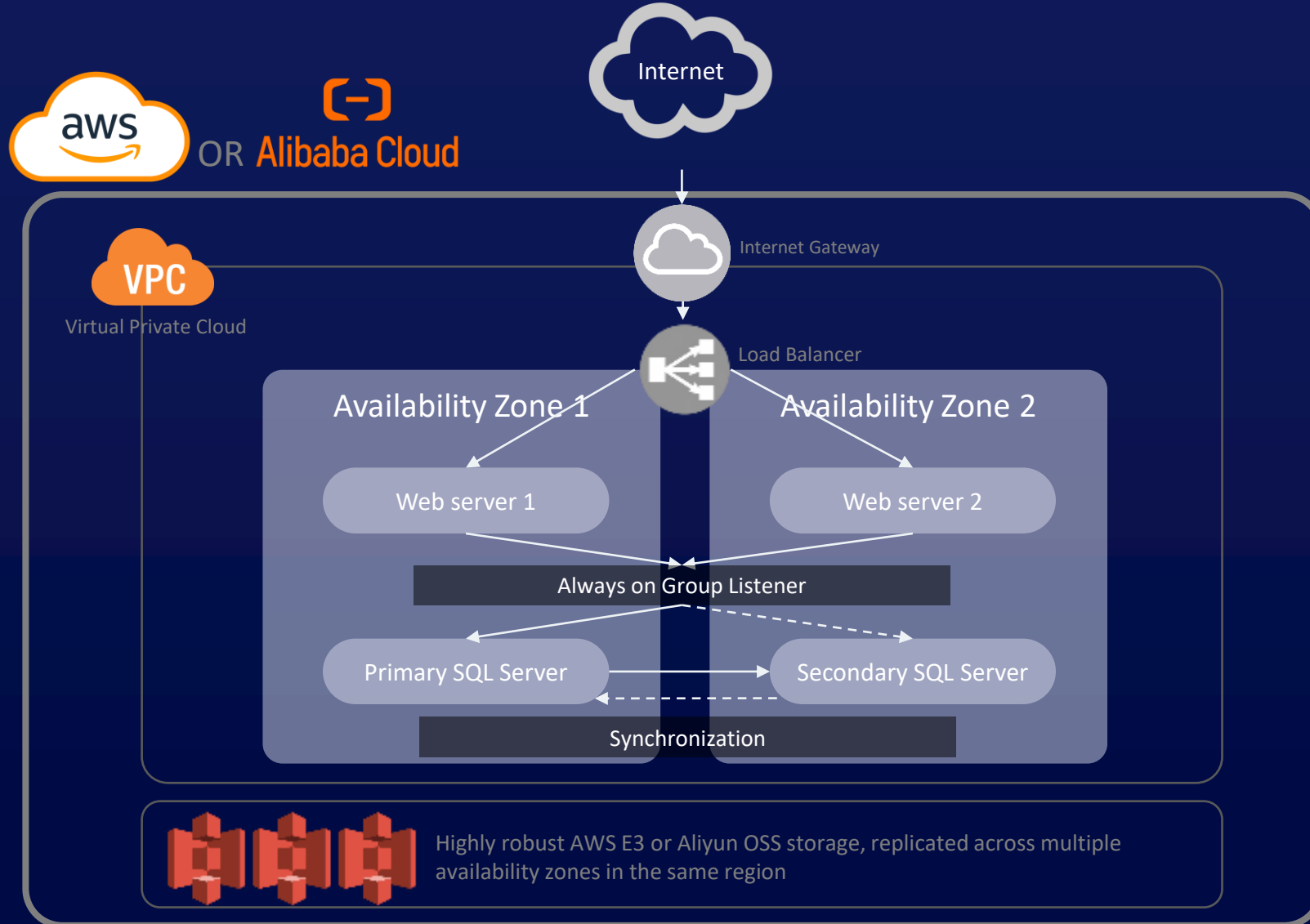
99.5% uptime SLA, 4hrs RPO, 24hrs RTO

System image backups taken every 4 hours, stored in cloud storage (AWS S3 or Ali Cloud OSS).

Cloud storage data is stored in multiple copies across 3 AWS availability zones/data centers in the same region.

Elastic IP address and BIPO web application URL is reassigned to new server after recovery, users access BIPO HRMS using the same URL.

Physical View – High availability (HA) per client request



Compliance

ISO/IEC 27001:2013

Is an auditable international standard that defines the requirements of an information security management systems (ISMS), used to manage information risks. The 14 domains that are part of the audit are as follows:

- Information Security Policies
- Organization of Information Security
- Human Resource Security
- Asset Management
- Access Control
- Cryptography
- Physical and Environment Security
- Operations Security
- Communications Security
- System Acquisition and Maintenance
- Supplier Relationship
- Security Incident Management
- Business Continuity Management
- Compliance

SOC 1 vs SOC 2 vs SOC 3

	SOC 1	SOC 2	SOC3
Purpose	Report on internal controls related to financial statements	Report on internal controls related to security, confidentiality and availability	Report on the results of SOC2 in a manner suited to a general audience
Controls	Control how a company process sand secure a customer's financial information	Control any of the five "Trust Services Principles": Security, Confidentiality and Availability	Control the same principles as SOC 2
Example	Medical claims processors will process information related to financial statements and likely need SOC 1 compliance	A cloud storage company will process data for which customer may want assurance that handling will be done in a manner that ensure security, confidentiality and availability	A public enterprise will get SOC 2 verified and may produce a SOC 3 report to ensure the larger public that it is standing by general data protection principles to protect its brand
Audience	"Need to know", mostly auditors	"Need to know", mostly customers and stakeholders	General Public
Benefits	Verifies that the company has effective internal controls and assures the customers of their effectiveness. Enables the company to work with customer who require SOC 1 compliance. Provides a standardized widely applicable report that attest to compliance	Verifies that the company has effective internal controls and assures the customers of their effectiveness. Enables the company to work with customers that require SOC 2 compliance. Provides a standardized widely applicable report that attests to compliance	Marketing collateral that proves to the customers and prospects that the company has SOC2 compliance and are committed to maintaining compliant

Certification Timeline

Scope

- SOC 1 - Payroll Outsource Services
- SOC 1, 2 & 3 - HCM



Shanghai
(2017)



Singapore
(2021)

SOC 2
Type 1



Singapore,
Shanghai,
Hong Kong
(2021)

SOC 1 Type 2,
SOC 2 Type 2,
SOC3



Singapore,
Shanghai,
Hong Kong
(2022)

Compliance Timeline (Planned)



Q4 2022



Q1 2023



Q2 2023

Notable Data Privacy Regulatory Requirements

- European Union - GDPR
- China - PIPL, DSL, CSL
- Singapore – PDPA
- Thailand – PDPA
- Brazil – LGPD
- Sri Lanka - PDPA

Data Protection Obligations under PDPA

Personal Data Protection Commission Singapore
<https://www.pdpc.gov.sg/>



BIPO is required to comply with the various data protection obligations if we undertake activities relating to the collection, use or disclosure of personal data.

Collection of Personal Data

- BIPO employee are required to sign NDAs.
- BIPO tracks all training records on PDPA.

Care of Personal Data

- BIPO internal data care process guideline to ensure the data collected is accurate.
- BIPO has security arrangements to protect personal data in our possession.
- Retention and Transfer limitations are reinforced across the entire BIPO organization.

Individual's Autonomy over Personal Data

- BIPO DPO (Data Protection Officer) registered with PDPC.
- BIPO has Data Breach Notification Procedure.
- BIPO has Data Inventory Mapping.