

OUR INNOVATION  
**ACCESS.COM**

**'Must a name mean something?'**

Alice asked doubtfully [Lewis Carroll – Alice in Wonderland]

**At Access Financial we think so.**

The most problematic word in our niche business of international workforce management solutions is unquestionably **COMPLIANCE**.

We decided to use the latest web technology to:

Help define the term **COMPLIANCE** in conjunction with our clients

Create a set of **COMPLIANCE** rules that the parties both accept

Develop an innovative **COMPLIANCE** system that shares that definition; tracks its fulfilment and provides that real-time information to our clients' desktops

# The keyword throughout is to be utterly transparent in what is being offered and delivered. We believe this is innovation in our industry.

We decided to start by defining what we mean in principle by COMPLIANCE:

- real (and not apparent) observance of laws relating to
  - taxation;
  - social security;
  - immigration;
  - labour-leasing and
  - employment law
- principally (but not solely) in the country of working
- in the country where the contractor is ordinarily resident
- in the country where the recruitment business is based.

Here is an example of an agreed set of COMPLIANCE rules:

Contract Details						
Contractor:	Rosemarie Alcanlara Vianzon	Contract StartDate:	15/11/2010			
Agency:	XYZ Recruitment Agency	Contract EndDate:	30/09/2011			
Indüster:	NSN South Africa	Location:	South Africa			
Documents and Informations to provide						
	Documents	Status	Received Date	Valid Until	Document link	Remark
Contract Details	Agency Contract Extension	Received	29/06/2011	31/07/2011	<a href="#">Eize-AP Contract - Rosemarie Vianzon.pdf</a>	
	APSS Employment Contract Extension	Received	17/06/2011	31/07/2011		
	APSS Registration Form	Received	29/06/2011		<a href="#">AP Registration Form - Rosemarie Vianzon.doc</a>	
	APSS Employment Contract & Schedule of Charges	Received	18/11/2010	30/04/2011		
Tax Status	Agency Contract	Received	09/11/2010	30/04/2011		
	Tax registration / Tax Payment Proofs	Received	29/06/2011		<a href="#">Tax Certificate - Rosemarie Vianzon.pdf</a>	Page no 6 256297444
Social Security Status	I101 Certificates/Other Proof of Social Security	Received	14/06/2011			Confirmed, no SS for foreigners.
Residence/Work Status	Work permit / visa	Missing				
	PII	Received	01/07/2011	31/07/2011		PII extension
Documents Required	Passport Copy	Received	29/06/2011	07/02/2014	<a href="#">Passport - Rosemarie Vianzon</a>	
	PII	Received	02/11/2010	30/04/2011		

COMPLIANCE must balance the competing claims of:

- High retentions
- COMPLIANCE with law in the agencies' own jurisdictions
- Low fees
- COMPLIANCE with the laws in the work country
- Minimal effort required on the part of the Contractor
- Minimisation of both financial and reputational risks

# Our objectives, Outcome; Results; Initial Investment, Sales Achieved and Return on Investment

Once we have agreed the COMPLIANCE criteria with our clients we transform them into a series of rules for both process and document control. Here is an example:

Contract	Country	Start Date	End Date	Start Date	End Date	Contract Name
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa

We then provide web access to our ERP platform to our clients who can track the COMPLIANCE process for their contractors at any stage.

Contract	Country	Start Date	End Date	Start Date	End Date	Contract Name
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa
South Africa	South Africa	2007/01/01	2007/01/01	2007/01/01	2007/01/01	South Africa

Work permit and other immigration progress can also be viewed under the Work Permit tab.

The technology to do this was .NET 3.5, C#, ASP.NET, XML, AJAX and Java script. The development work has taken us six months for an in-house team of three programmers. Upgrade work is being done continuously.

## Results

The results are best assessed in the case studies below. Those clients who have seen and used Access.com have appreciated the elegance, transparency and partnership involvement that they have decided that this is the way forward for controlling their cross-border COMPLIANCE risk.

## Return on Investment

The return on investment is too early to quantify but management feels that a return of 60-100% per annum on the investment is easily achievable gained by:

- Increased volumes from existing clients
- New clients attracted by the innovation
- Cost savings to AF by instant notifications and a process that is event driven rather than reliant on individual memory
- Client expectations met consistently

## How Access.com innovation has benefitted clients/users and its impact on the professional staffing sector. Three examples of how our innovation has been used by our clients. **This is what they said;**

**Alexander Mann Solutions** is a leading provider of RPO and Managed Services solutions to the corporate market. Our clients are increasingly requesting resourcing solutions on an international basis. This provides us with various challenges, not least in providing compliant solutions on a consistent basis across a number of countries. The introduction to the real time portal from Access Financial Services was therefore a most welcome initiative. As one of our suppliers for contract management services, Access Financial is now able through Access.com, to provide us directly with access to the real time COMPLIANCE status of each of our contractors under management with them. This is a huge benefit to us and to our end clients. The ability to track the status of work permit applications and end dates, again in real time, is also extremely useful. We welcome this application from Access Financial and I am confident that its use will increasingly become part of the way we do business going forward.

John Kirtley  
Supplier Relationship Manager  
Alexander Mann Solutions

**Brookson Limited** is a leading provider of accountancy, tax advice and support services to freelance contractors and individuals who work in business for themselves. For our contractors working on overseas assignments we work in partnership with Access Financial Services. It is of real value to us to be able to track our contractors' compliance and contract status through, Access.com. We very much look forward the launch of the version for Partners.

Matthew Fryer  
Tax Manager  
Brookson Limited

**Elan IT** part of the Manpower Group, are Europe's leading provider of IT Recruitment and sourcing solutions. We have partnered with Access.com where clients have requested support outside of our key operating areas. We have been impressed with the information provided to our contractors via Access.com to both ensure that our contractors are fully compliant in the countries they are operating in and offer them a high quality of service. Elan is also able to track timesheets, contractor payments, insurances and work permits to ensure the contractor is fully supported. Access.com is indeed a very innovative application that not only complements Elan's internal back office outside of our core operating geographies but provides our sales, administration and finance personnel with helpful information on all aspects of contractor management.

Mike McGinty  
Operating Board Director  
DACH, Elan IT

**SUMMARY** Access.com provides benefits to the Contracts and Compliance teams within agencies to track compliance status and produce compliance reports for end-users. It is used by the finance teams to track contractor payments, invoices and timesheets. It is used by the Sales teams to research solutions and submit referrals. End clients can benefit from real time compliance status reports on their contractors. It saves time on contractor queries and cuts administration costs. Access.com is a "First" in the field of International contractor management and sets the service standard for others to emulate.



**INNOVATIVELY  
COMPLIANT**