

Questions and answers

Outsourcing theme

Questions

What is the minimum contract period?

Will I have to talk to a call centre agent in Eastern Europe or Asia if I wish to outsource in the future?

It is important for me also to know our partner companies and the people I am dealing with. How can I learn who carries out the salary administration for my company?

We have actually already outsourced salary administration. However, I am attracted by Swiss Life's "piggy-back offer" due to its price. How difficult would it be for me to switch?

Can we switch at a later time from RUN to RELAX?

Will I have to make our HR assistant redundant if we outsource salary administration?

Answers

Unlike with outsourcing agreements in IT, for example, no fixed contract period is agreed. Contracts can be terminated with a notice period of six months to the end of a calendar year. In the absence of termination, the contract is tacitly renewed for another year.

No, all Payroll Services employees of Swiss Life work in Switzerland.

A dedicated person and deputy are responsible for each customer. You will be informed of the name of this person. You will have direct access to this person via e-mail and a direct telephone number.

We would obviously need information in order to configure our system for you and would therefore ask you to complete a checklist. This includes details such as the number of branches, accident insurers or compensation funds. Most of the work would take place between your current provider and Swiss Life. With a company size in the order of 50 persons you could expect implementation to take around a day's work. The flat-rate costs would amount to CHF 2250.

It is possible to switch between the service packages.

No, not at all. The duties of your HR assistant will simply change. She will provide us with the information each month, check the process outputs and authorise any payment in e-banking. Apart from this you can assign more value-adding tasks to your employee.

HR processes/salary administration theme

Questions

How much time will I need to invest in payroll activities each month for 50 employees with the RELAX Carefree package?

We are interested in the RELAX Carefree package. Can we still have access to the salary administration system?

Answers

With a company size of 50 employees and average fluctuation (3-10%) in the workforce, you will need around one hour for notification, checking and payment authorisation in e-banking. You will save a lot of time by no longer having to carry out year-end processing.

That is fundamentally possible. However, an important criterion for the decision to outsource is the elimination of IT costs. As system access entails costs, this will reduce the commercial benefits of your outsourcing. We also advise against data entry by both you AND Swiss Life as this will lead to unclear responsibilities. No distinction is made in the costs for accessing the system between read and write permission.

Questions

Our employees currently use Excel for recording their working hours. Does Swiss Life offer a more modern solution?

In what format will our employees receive their monthly payslip?

We have a branch in Western Switzerland. Are French payslips also possible?

We pay our production staff so-called “dirty-work allowances”. Is the Swiss Life payroll system able to account for dirty-work allowances?

Answers

We can offer the AbaClik mobile app. The app is very user friendly and appreciated by users of all generations.

You as customer decide on the format in which your employees receive their payslips. Electronic formats are economical, environment-friendly and modern. On request we can also print payslips and send them to the employee’s home address. Hybrid formats are also possible, as the payslip is managed at employee or employee group level (e. g. hard copy for production staff, electronic format for administrative functions). Payslips can be supplied in AbaClik, in Swiss Life myWorld [in the pipeline], posted to the corporate intranet or sent digitally in an encrypted e-mail.

Each employee has entered a language code that governs the document language. French, Italian and English are possible in addition to German. Our employees also have these language skills.

The parametrisation and labelling of salary types is part of the implementation project. We can map every salary type with the correct obligations. We also adopt the labels that you use.

Technology/security/data protection theme

Questions

What software does Swiss Life use for salary administration?

Is it important for us as customers also to work with Abacus?

Do I have to take care of software updates/new releases myself if I opt for RUN?

Our internal data protection guidelines do not permit data export outside Switzerland. Where will hosting take place?

Do I need to obtain the consent of all employees for outsourcing?

Answers

Swiss Life has opted for Abacus. Over a million payslips are issued with Abacus each month in Switzerland. Abacus sells its software via partners. We have chosen Abacus Gold Partner OBT.

No, not at all. It is of no relevance whether or not you operate an HR information system nor with which system you work. The type of data exchange between you and Swiss Life will be adapted to your initial situation and company size.

No, updates/new releases are included in the price of the RUN package.

Swiss Life no longer operates its own data centres. For Payroll Services Swiss Life has commissioned system supplier OBT with the “OBT Swiss Cloud” hosting service in a private cloud. All data remain within Switzerland. For security reasons, the servers are duplicated at various OBT server farms.

No. You as employer are entitled to outsource processes. What is important is a careful assessment of the partner company in order to ensure that your partner carries out contract data processing with the same care and diligence as you do.
