The Human Resources Knowledge and Communication System for You and Your Clients

What are the Benefits of *AnswerSource*?

Implementing *AnswerSource* provides benefits across both your and your clients' organizations in the following ways.

Maximize efficiency and minimize total cost of ownership using existing resources.

Keep advisers up to date, providing current and accurate legal and compliance information.

Improve communication with your employees and your clients.

Increase productivity and reduce time spent on routine customer inquiries to focus on key tasks.

Find the right answers right now. Get the information you need when you need it.

Hosted solution requires no additional hardware or staff to implement the system.

Enable consistent, sound decisions at all levels and locations throughout your organization and your clients'.

Improve compliance with state and federal regulations and **reduce potential for liability** for infractions and legal claims.

Increase consistency of decisions on compliance issues at all levels across an organization.

Improve efficiency by combining all HR information and communications into one resourceful system.

Reduce administrative costs by eliminating the expensive process of updating and printing policy manuals and employee handbooks.

Enrich communication between employees, managers and human resources both internally and with clients.

Why Do I Need *AnswerSource*?

How do you provide your staff and clients with the information they need to make informed employee-related decisions? When your customers call, they want answers now. As a trusted adviser, clients look to you to provide timely, accurate and compliant guidance on a wide range of topics. Researching and responding to these inquiries can be costly, time-consuming and result in inconsistent advice.

AnswerSource Service Provider Suite helps you solve these problems, providing both your internal service professionals and your clients with the best human resources (HR) and benefits compliance information. The easy-to-use interface integrates premium content from publishers, including The Bureau of National Affairs, Inc. (BNA), with your organization's content into one system, helping you and your clients quickly find the right information about important HR and benefits issues.

The User Interface displays system content and provides easy access to the search function. This home page guides users to the right area to get the answers they need.

What is *AnswerSource*?

AnswerSource is a subscription service created through a partnership between BNA and Firstdoor, Inc., which has revolutionized the way HR information is accessed and shared across an organization and among clients. Featuring an award-winning user interface and built on .NET technology, implementation is straightforward and fast. Plus, the system is completely configurable to adapt to existing information systems. Additionally, BNA content is maintained and continually updated for you by Firstdoor.

AnswerSource is the trusted solution of leading HR consultants, benefits brokers, HR outsourcers and many Fortune 1000 companies.

AnswerSource - Service Provider Suite

What Information Modules Are Included?

AnswerSource covers hundreds of human resources (HR) and benefits topics, which are organized in three main modules, each uniquely tailored to the end user's needs:

The **Benefits Professional** module provides focused, in-depth, closely managed content designed to address the needs of compensation and benefits professionals engaged in the development, sales and administration of compensation and benefits programs.

The **HR Professional** module is designed to meet the specific needs of HR specialists and HR generalists. HR specialists can access information needed to set corporate policy and manage day-to-day administrative activities. HR generalists can effectively respond to the daily flow of HR-related questions from clients, managers and employees. The HR Professional content module is an internal asset for a service provider's in-house professionals and can also be made available externally to clients.

The **HR Essentials** module covers the information users need to solve everyday HR and benefit problems and enables service providers to improve customer relations by offering a value-added service to clients.

What Type of Content is Provided?

Hundreds of topics are addressed in *AnswerSource*, including compensation, health and retirement benefits, payroll, employee management, recruiting and hiring, termination, leaves of absence, fringe benefits and services, conduct and discipline, risk management and state and federal laws. Plus all topics include best practice pointers to assist in the development of internal policy.

Access to content is controlled by a system administrator and is typically based on a user's role in the organization. The documents are well organized and include the following types of information:

Fast Answers are snapshot responses to thousands of the most frequently asked HR and benefits questions.

Category Pages are designed to jumpstart a user's research. These launch pages highlight the system content most relevant to a chosen topic.

Research Chapters provide comprehensive guidance on a topic, including an overview of an HR or benefits issue; in-depth coverage of the topic; step-by-step instructions on administrative procedures and compliance requirements; references to governing federal and state laws; and links to relevant Model Documents.

Law Summaries are easy-to-read overviews of many federal and state laws governing employment and benefits practices. These summaries include references to relevant federal and state statutes and regulations, definitions, special instructions and conditions for exceptions to the law.

News and Trends are weekly articles covering timely HR workplace regulatory issues.

Model Documents are timesaving templates, including job descriptions that can be used to develop a company's internal policies, procedures, forms and notices.

Training course modules are optional and include access to on-line learning about harassment, compliance and employment best practices.

How Would We Use *AnswerSource*?

Access to *AnswerSource*'s administrative tools and content is based on a user's assigned role(s) in the system.

For Professionals: AnswerSource is used internally by service provider advisers to access the detailed information they need to deliver timely and consistent responses to client inquiries.

For Clients: AnswerSource is deployed to support clients as either a stand-alone system or as a seamless integration within an existing application. The *AnswerSource* self-service application is the first response, and sometimes the complete solution, for addressing routine client inquiries.

For Administration: AnswerSource provides system management utilities and reports, enabling designated system administrators to control content, manage user profiles and generate reports.

User and Role Management permits the addition and deletion of users and the selection of content available to each user.

Content Integration allows customers to upload their policies, procedures, forms, checklists and FAQs for distribution enterprise-wide or to defined user groups. Companies having multiple locations and policy and procedure information that varies by state will find this especially beneficial.

Reports can generate usage statistics to help monitor the questions and topics of interest within your organization in near real-time.