

Industry

Educational testing and assessment services focused on creation, administration and grading of tests for colleges, industries and companies on a global basis.

Number of Employees

Approximately 2800

Number of Countries

135

Challenge

Need for a new global HRMS and payroll alternative to PeopleSoft that would be more appropriate for the company given its size, cost parameters, speed to market needs and limited HR/IT resources as a newly divested company.

Solution

Ceridian global payroll and domestic HRMS; Sapien on-demand HRMS for international locations.

Testimonial

“Sapien delivered everything it promised, making this experience much easier than even anticipated. And, Sapien was able to meet the aggressive timetable, configuring screens to individual specifications and converting all existing files seamlessly. “

Company Profile

Prometric is a wholly-owned, independently operated subsidiary of Educational Testing Service (ETS). ETS purchased Prometric from The Thomson Corporation in October 2007 as a strategic maneuver that would give it control of the largest test center network in the world and allow it to meet increased international demand for its exams. Strategically aligned with its new parent, Prometric is ideally positioned to make substantial technological progress and creative contributions to the testing and assessment industry.

Today, Prometric provides testing and assessment services in 135 countries to over 450 clients and is the sole provider of exams for such high caliber clients such as Association of American Medical Colleges, the National Board of Medical Examiners, Johns Hopkins University, the College Board, the Financial Industry Regulatory Authority, the American Institute of Certified Public Accountants, and the National Association of State Boards of Accountancy. The company has government contracts in Ireland, England and Saudi Arabia, and federal and state contracts in the United States. Exclusive clients in the technology market include IBM, Microsoft Learning, Oracle and Sun Microsystems.

Situation


Upon its divestiture from Thomson, Prometric was faced with the need to manage a global workforce without access to any payroll or HRMS system. Accustomed to working with PeopleSoft, the company would no longer have the HR/IT staff required to manage under an installed system, nor did it have the deep pockets to afford the upfront costs and the ongoing internal and external maintenance costs associated with PeopleSoft. As a new entity, cost was a key factor for Prometric, as was the ability to add services as needed as the company expanded.

HR Solution Selection Criteria

- Global capabilities
- Ability to link with domestic and international payroll service providers
- Integrated reporting capabilities
- Ability to add modules as company and needs grew
- Turnkey system for company; fast implementation
- Cost

Solution

Ceridian, a channel partner of Sapien, was bought in to handle payroll and was able to provide domestic HRMS services to Prometric. Sapien was selected to provide HRMS services to the 100+ countries outside North America and to serve to facilitate global reporting, pulling data from both Ceridian and Sapien into one central database. The company also added Sapien for user administration support.



Sapien handled the international file conversion from PeopleSoft onto a virtual single-tenant server for Prometric, and set up payroll conduits to Ceridian and to country-specific payroll providers. Starting with global HRMS and Sapien support services, Talent Management modules are now being discussed with the company.