

# NUVIEW INSIDER

## From The CEO's Desk

Dear Colleagues,

In the midst of adverse news, with the continued spotlight on the faltering economy, there are bright spots – many in fact, as it relates to you, and NuView, that I want to share.

Our recent User Group Conference, held October 5-7th in St. Louis, brought together our HR & Payroll clients in the largest turnout, and most positive User Conference, in company history. I thoroughly enjoyed meeting many of our clients, and sharing their enthusiasm, as they experienced a preview of Payroll version 1.0, heard exciting client Case Studies presented by Westcon Group and YAI, and gained important product knowledge after a full day of workshops (held prior to the conference). Half of the attendees went to these focused workshops.

NuView's efforts and resources (20 NuView staff attended) were rewarded by your conference, surveys and comments. I am pleased that you found great value from the conference to help you, and your organization, do more with our systems. In spite of the recent economic uncertainty, NuView continues to gain ground in the HR & Payroll space. I am happy to welcome new clients EMD Chemicals, Booz & Company and Locke Supply Company, which have chosen NuViewHR for its comprehensive HR & Payroll solutions, and global capabilities.

October marked an all time company record for RFP's (requests for proposals). Our Marketing Department says you wouldn't know the economy was in such bad shape judging from 13 full scale RFP's, the number of demos and number of webinar attendees. But when you think about it, an HRIS & Payroll system becomes a critical necessity in times like these to allow organization's to properly assess headcount, look at employee productivity, look for costs savings, streamline process and perhaps guide them in making informed downsizing decisions.

NuView continues to build staff and invest heavily in our infrastructure, to better serve our clients. We anticipate being close to 100 employees by the end of this year, and expect to add many more in 2009. While others in the industry may be slowing, NuView has great momentum and is well positioned to grow the client base and bring in many more of your fellow companies benefiting all members of the NuView company family.

We've just released NuViewHR version 4.13, with many new features suggested by clients. Our clients remain the driving force behind product enhancements and innovation and we look forward to your participation in future focus groups. As always, what drives us is working with our clients in a true partnership and helping your organization maximize the value inherent in our HR & Payroll products, perhaps in ways that you've never imagined. As David DeLuke, VP of HR at Westcon Group said, "it's no longer just an HR product anymore." Westcon uses the HR system as the core system of record for headcount, used by IT and other departments, and by Finance, as the basis for planning and forecasting labor and benefit costs.

Wishing you a great end of year and we look forward to watching the improvements in the economic position of our country and the globe.

Shafiq

November  
2008



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## 2008 User Group Conference Wrap-up

### NuView Systems Announces Successful "Gateway to Greatness" User Conference

*HR & Payroll Professionals representing more than 40 client organizations gathered to discuss the flexibility and uniqueness of NuView solution*

**Wilmington, MA - October 16, 2008** - NuView Systems Inc, announced that its 2008 User Group Conference, "Gateway to Greatness," held October 5 - 7th in St. Louis, Missouri, was a huge success. The event had almost 100 attendees from 40 different companies - all of whom had great praise for the products and NuView's staff, technology, flexibility and communications.



Designed for both HR and Payroll users, the conference included four hands-on training workshops, five separate session tracks and two case studies presented by clients. Over twenty NuView team members attended and engaged these HR and Payroll professionals in discussing challenges with today's workforce and how to optimize NuView's extensive HR & Payroll product suite.



One of the highlights of the conference was a Case Study presented by Westcon Group, a global organization of over 1,700 employees which has global HR management requirements. The case study outlined Westcon's use of position management by the finance department to streamline the budgeting and hiring process worldwide. The project has been so successful that NuViewHR is no longer viewed as just an HR system internally, according to Westcon's VP of HR, David DeLuke.

Says Shafiq Lokhandwala, CEO of NuView, "I am glad to see NuViewHR living up to its potential for Westcon in creating transparency, just in time information availability and in affecting strategy across all departments, continents and executive dashboard content."

David DeLuke of Westcon pointed to NuView's commitment and understanding of the company's strategic goals in helping Westcon accomplish these strategic goals. Westcon uses the HR system as the core system of record for headcount, and the basis for planning and forecasting labor and benefit costs.



Another conference highlight was a demonstration of NuView's new Payroll module. Attendee Frank Kuchar, Supervisor of Payroll Accounting at client Haynes & Boone, commented "the demonstration of the new product was exciting. NuView has taken it up to an even higher level. Existing clients who opt to add the payroll module, or new clients who decide to acquire this product, will certainly be pleased with how it will enhance their payroll operations."

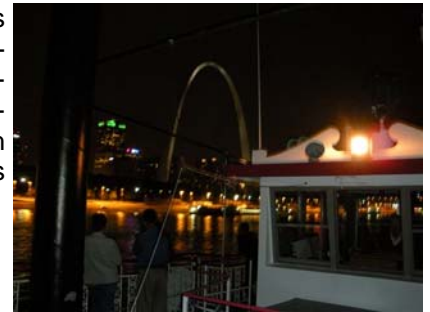
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## 2008 User Group Conference Wrap-up (Continued)

### NuView Systems Announces Successful "Gateway to Greatness" User Conference

Gateway to Greatness attendees praised the NuView team, with one attendee pointing out the accessibility of Shafiq Lokhandwala: "The CEO is very personable and shows great concern about his customers. He makes us feel important and we understand he cares about our issues."

"We need to understand our clients' goals and objectives, which is what makes us effective in delivering the right service in a meaningful way", said Shafiq Lokhandwala. "In today's global workplace, an HR system is a critical infrastructure investment, allowing companies to process transactions efficiently, with global compliance and strategic effectiveness. I thoroughly enjoyed personally meeting with our clients and look forward to continuing our leadership and availability in this space."



### **Congratulations!!**

Winners of the Ipod Contest:

Sharon Williams of GC SAA

Dina Lambert of Tavis Corporation

For access to all conference presentations, please contact [info@nuviewinc.com](mailto:info@nuviewinc.com)

### Containing Healthcare Costs— by Mark McGraw

At a time when the economy becomes more uncertain by the day, large companies find themselves searching for ways to keep costs down, while keeping pace in an increasingly competitive marketplace. The management of employee healthcare costs figure prominently in that struggle, and it would seem "high-performing" companies are more successful than others at controlling such costs, according to a recent study.

The survey of 321 large U.S. employers, conducted by Stamford, Conn.-based professional services firm Towers Perrin, found that high-performing companies will pay, on average, 14 percent less in annual healthcare premiums in 2009, compared to low-performing companies. That cost differential effectively means an annual savings of an estimated \$15 million for a high-performing company with 10,000 employees, compared to a similarly sized low-performer, according to Towers Perrin.

To classify a company as "high-performing," organizations were ranked, based on the cost of next year's medical premium for active employees, how well they say they are meeting the strategy and governance objectives of their health plan -- managing employee costs, enhancing efficient purchasing of healthcare services, enhancing employee understanding and engagement, etc., says Daniel Pribe, senior healthcare consultant at Towers Perrin.

The scores were then "stratified in order to get the splits between low- and high-performing companies," Pribe says. "There is a qualitative component as well as a quantitative component in determining if a company is a high-performer." So how are high-performers controlling healthcare costs? And what is the role of HR in the process?

In 2008, high-performers have done better at beating inflation, a tall order for employers with large healthcare programs. The survey found that 42 percent of high performers managed to hold healthcare cost increases to 3 percent or less. Those savings have been passed on to the employee, so to speak, as employees at those companies are paying, on average, \$350 less than employees at low-performing organizations.

Regardless of performance, most companies are at least making an effort -- changing benefits or implementing disease-management programs, for example -- to contain healthcare costs, Pribe says. "Containing costs, as measured by year-over-year increases, is often a function of the starting point," says Jim Winkler, head of the health management consulting practice at Lincolnshire, Ill.-based Hewitt Associates. "The companies that have sustained success containing healthcare costs are often the companies that have been ahead of the curve to begin with."

Overall, high-performing companies express a greater commitment to helping employees manage their health and make sound healthcare decisions, Pribe says. Many high-performers, for example, have implemented care-management programs, health-risk assessments and health-improvement plans to support employees and control costs.

"High-performing companies are doing these things to a much greater degree than low-performing companies," Pribe says. For instance, 69 percent of high-performers have implemented wellness initiatives, such as smoking cessation and obesity programs, while only 24 percent of low-performers have such initiatives in place. Account-based health plans (ABHPs) are also becoming increasingly popular as a way to maintain costs for employees and retirees, the survey indicates.

## HR News (continued)

### Containing Healthcare Costs— by Mark McGraw

While enrollment is still relatively low -- about 20 percent of a company's eligible population, on average -- more than half of the companies in the survey indicated they will offer ABHPs in 2009, compared to 46 percent last year.

Nearly six in 10 (58 percent) high performers said their ABHPs are currently meeting objectives for controlling employee costs, versus 14 percent of low performers. Most ABHPs set for implementation in 2009 will have a health-savings account, rather than a health-reimbursement account, the survey found, indicating employers' interest in providing wealth-accumulation vehicles for retiree-medical benefits.

Human resource departments are instrumental, of course, in creating such programs and initiatives, and, now more than ever, HR is charged with making them work.

"In these times of economic uncertainty, there is greater pressure on HR departments to control healthcare costs and show a return on the programs, i.e. investments, they put into place," Pribe says.

Implementing such programs is a good start, Pribe says. But, above all, senior management buy-in is critical to seeing them actually succeed. HR needs to make sure senior managers are on board with these initiatives, he says. In fact, 86 percent of the high-performers analyzed in the Towers Perrin survey reported that senior management is actively involved in containing healthcare costs. Only 57 percent of low-performers responded likewise.

"In order for these [programs] to be effective and get the dividends they want," he says, "they need to have strong senior management involvement and the ability to measure and act on the results."

Getting the desired results doesn't figure to get any easier in the days to come. A 6.4 percent average increase in healthcare costs is projected for major companies in 2009, according to a study conducted by Hewitt Associates, a Lincolnshire, Ill.-based HR consulting company. The average healthcare cost per person for large organizations is expected to increase from \$8,331 this year to \$8,863 in 2009, the study says. The average amount employees will be asked to contribute toward this cost will be \$1,946, or about 22 percent of the overall healthcare premium, and up from \$1,806 in 2008.

Going forward, HR can play a pivotal role in keeping healthcare costs in line, Winkler says.

"HR will need to wrestle with short-term cost management strategies, many of which result in cost-shifting to plan participants," he says. "At the same time, HR professionals will need to take a more rigorous and aggressive approach to getting and keeping employees healthy -- which means implementing a combination of programs that drive behavioral change, eliminate barriers to health and encourage people to take more responsibility for their personal health," Winkler says.

On an organizational level, companies that are currently succeeding at controlling healthcare costs, or have any hopes of doing so in the future, are adopting a more assertive style of healthcare-plan management, Winkler says. This "ramped-up approach" involves four main actions, he says: cost-shifting dependent subsidy dollars, eliminating cost-efficient plans, tougher negotiations with health plans and focusing on the health and productivity of the workforce through expanded health and wellness programs.

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## HR's Role in Promoting Corporate Social Responsibility across a Global Workforce

The world is a smaller place thanks to the Internet, global trading and new communication and technology advances. More U.S. companies are expanding overseas, and now manage a global workforce that has unique benefits, rules/laws, and different languages and currencies. With this global expansion comes a "responsibility". When companies are global, an important challenge in garnering success is to respect other cultures and workforce environments and start forming a global profile or social consciousness.

A wonderful way to recognize these differences is to have a sound Corporate Social Responsibility (CSR) plan that can simultaneously increase shareholder value, boost employee engagement and increase employer brand recognition. Human Resource Departments play a critical role in ensuring that the company adopts corporate social responsibility programs. Furthermore, HR can manage its implementation and monitor its adoption proactively, while documenting (and celebrating) its success throughout the company.

You might ask, "How can human resources technology help with a Corporate Social Responsibility program, including reducing the company's carbon footprint to benefit the planet?"

A good start revolves around these areas:

- Implement and encourage "green practices"
- Foster a culture of social responsibility
- Celebrate successes
- Share and Communicate CSR value to company, and community



### Implement/Encourage Green Practices

Implementing several "green practices" can assist in environmental waste reduction, while promoting and encouraging stewardship growth, better corporate ethics and long-lasting practices that promote both personal and corporate accountability.

With the recent rise in oil and gas prices, the ability to get green practices off the ground has become even easier. Embracing green aspects of corporate responsibility is clearly understood, given the direct impact that rising energy and utility costs has on everyone's pocketbook. Conservation has become a universally accepted means of

- **Recycle** – paper and bottles in the office; and recognize departmental efforts
- **Collect food and donations** for victims of floods, hurricanes and other natural disasters around the globe
- **Encourage reduced energy consumption** – subsidize transit passes, make it easy for employees to car pool, encourage staggered staffing to allow after rush hour transit, and permit telecommuting to the degree possible
- **Encourage shutting off** lights, computers and printers after work hours and on weekends for further energy reductions
- **Work with IT to switch to laptops** over desktop computers. (Laptops consume up to 90% less power).
- **Increase the use of teleconferencing** – rather than on-site meetings and trips

## HR's Role in Promoting Corporate Social Responsibility across a Global Workforce

### Foster a Culture of Social Responsibility

Creating a culture of change and responsibility starts with HR. Getting the younger workforce, who are already environmentally conscious, excited about fresh CSR initiatives is a great way to begin. Having a committed set of employees that infuse enthusiasm for such programs would enable friendly competition and recognition programs.

Over the past few years, major news organizations have been consistently reporting on large, trusted companies that have failed employees, shareholders and the public (i.e. Enron, Lehman, WaMu), which in its wake has created a culture of mistrust among the corporate world. All too often, employees and employers of all levels who competed for advancement and recognition in harsh workplaces were forced to accept corporate misconduct and waste as "business as usual."

Employer brands are being eroded and the once sacred trust that employees once had with stable pensions, defined benefits and lifelong jobs, are being replaced with pay for performance and adjustment to new learning goals.

CSR can go a long way in rehabilitating the employer brand with potential new hires and society at large. It can help defeat the image that corporate objectives are rooted in being a single minded profit machine at the expense of society and the environment. Social and community connections that are encouraged by employers give workers the permission to involve their companies in meaningful ways with the community.

Employers can connect with their employees and the community through:

- Company matches to employee charitable contributions
- Community programs/volunteer days
- Corporate sponsorship of community events
- Encouraging employees to participate in walkathons, food banks, etc.

## Client News

### New Client Announcements

NuView is pleased to welcome these new clients to our growing customer base:

- EMD Chemicals
- Booz & Company
- Locke Supply Company
- Baker Hostetler

Be sure to check out our Client List to read more at:

<http://www.nuviewinc.com/company/newclientcorner.aspx>

### NuView Clients Named to Top Midsize Workplaces in Greater Boston

Three NuView clients, Nutter McClennen & Fish LLP, Shawmut Design and Construction and Enterprise Bank, were all recently named to the Top 35 midsize companies to work for in greater Boston by the Boston Business Journal.

The awards recognize these company's achievements in creating a positive work environment that attracts and retains employees through a combination of employee satisfaction, working conditions and company culture. More than 600 companies were invited to participate in the Top Places to Work ranking, with 293 completing the survey phase. All of the participating companies were placed into one of three size bands based on the number of employees. Small workplaces (100 to 249 employees); midsize workplaces (250 to 999 employees) and large workplaces (1,000 or more workers).

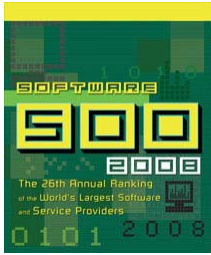
NuView congratulates these clients on achieving this high honor, and is proud that the NuViewHR® product suite enables them to streamline operations and efficiently deliver HR services, allowing them to focus their energies on creating a great work environment for their employees.

Read Full Press Release here:

<http://www.nuviewinc.com/pdf/2008bestplacestowork.pdf>

## NuView in the News

### NuView Systems Named to Software Magazine's 26th Annual Software 500



NuView Systems announces its inclusion on *Software Magazine's* Software 500 ranking of the world's largest software and services providers, now in its 26<sup>th</sup> year.

"The 2008 Software 500 results show that revenue growth in the software and services industry was healthy, with total Software 500 revenue of \$451.8 billion worldwide for 2007 representing 14.7% growth from the previous year," says John P Desmond, editor of *Software Magazine* and [Softwaremag.com](http://Softwaremag.com) "We have added over 100 new companies to the list this year. We're seeing strong growth from more companies based outside the U.S., especially from systems integration and outsourcing services firms based in India."

"Total employee head count was a modest 1.3% increase from the last year. Sectors seeing the highest rates of employee growth included Software as a Service, Search/Portal tools, Supply Chain/Manufacturing, Legacy System Renewal/Integration and Database," Desmond says. "The Software 500 helps CIOs, senior IT managers and IT staff research and create the short list of business partners," Desmond says. "It is a quick reference of vendor viability. And the online version to be posted soon at [www.Softwaremag.com](http://www.Softwaremag.com) is searchable by category, making it what we call the online catalog to enterprise software."

Some 42 percent of the 2007 Software 500 companies are privately held.

To Read Full Press Release Click here:

<http://www.nuviewinc.com/pdf/Software500ListNovember2008.pdf>

## NuViewHR 4.13 Product Release

As part of our continuing effort to empower organizations to improve their human resource business process, NuView Systems announces the release of **NuViewHR version 4.13**.

New product features include changes to the following areas:

- Authorizations
- Time and Attendance
- Candidate Self-Service (CSS)
- Recruiting Management
- Human Resources
- Performance Management

Please contact [Support@nuviewinc.com](mailto:Support@nuviewinc.com), for a complete features and highlights list contained in NuViewHR version 4.13



## Stats that shape our environment

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**33%**

Percent of 804 U.S. companies that are increasing their use of technology, such as Web conferencing and teleconferencing, to offset travel costs.

**Institute for Corporate Productivity**

**54%**

Percentage of workers in the financial-services industry who say they are "behind schedule" for achieving their retirement financial goals.

**MetLife**

**39 Years**

Average age of entrepreneurs who started high-tech companies from 1995 to 2005. There were more than twice as many people over 50 as those 25 or younger who did this.

**Ewing Marion Kaufman Foundation**

**13%**

Percent of U.S. companies that now provide no paid leave, up from 5 percent five years ago.

**Society for Human Resource Management**

**81%**

Percentage of organizations that provide tuition-assistance programs for employees. Only 5% track their program's effectiveness.

**Institute for Corporate Productivity, Seattle**

**44%**

Percentage of professionals who say rising gasoline prices have changed their work commutes. The changes include carpooling, using more fuel-efficient cars or telecommuting. The most popular program, utilized by 23 percent of companies, is a condensed workweek, which typically consists of four 10-hour days.

**Robert Half International and Challenger Gray & Christmas**