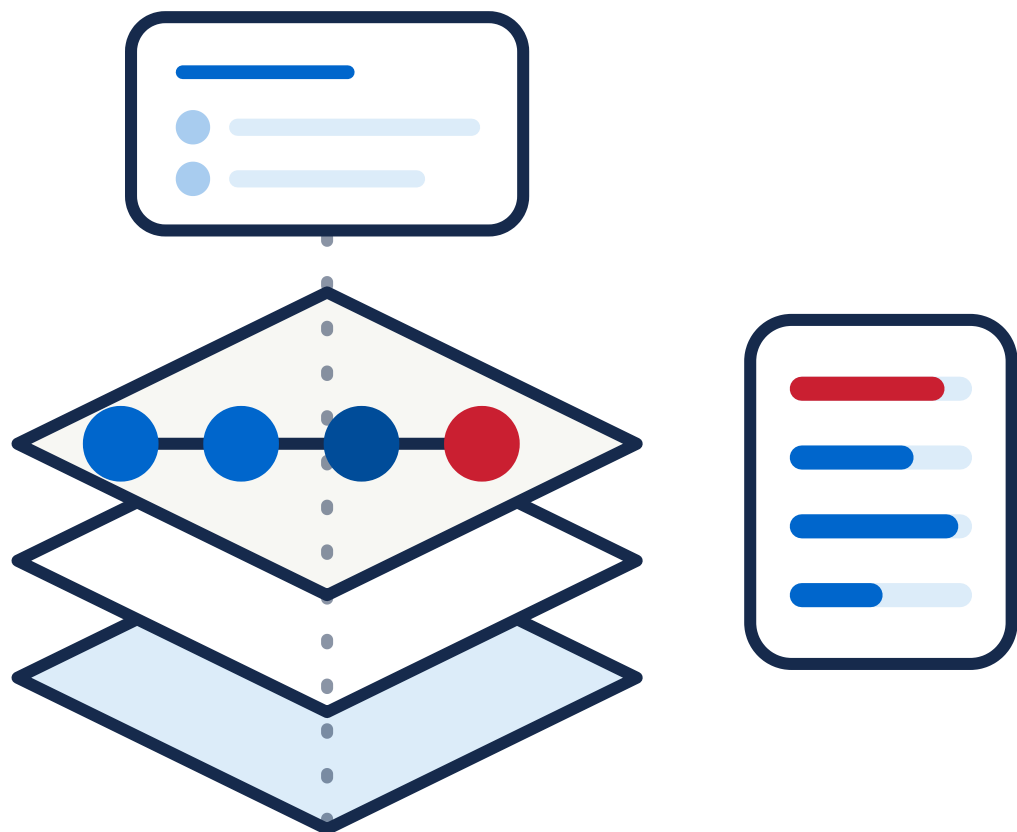


The **HR Self-Service** Buyer's Guide for Turkey & MENA

An evaluation framework for employee portals that have to satisfy Turkish labor law, Egyptian record-keeping rules, and Gulf wage-protection deadlines



In This Guide

An evaluation framework for employee portals that have to satisfy Turkish labor law, Egyptian record-keeping rules, and Gulf wage-protection deadlines

#	SECTION	PAGE
01	Why This Decision Is Different in 2026	5
02	Who Actually Buys This, and What They Are Trying to Fix	8
03	The Statutory Floor: What a Portal Must Do in Turkey	11
04	The Regional Layer: Egypt, Saudi Arabia, and the UAE	14
05	Eight Evaluation Criteria, and How to Weight Them	18
06	What Sits Behind the Portal	21
07	Adoption Is Bought, Not Rolled Out	24
08	Red Flags and the Questions That Surface Them	27
09	The Scorecard	30
10	Evaluating HR Self-Service for a Turkey & MENA Workforce	32

What You'll Learn

- How to map each portal capability to the Turkish, Egyptian, Saudi, and Emirati obligation it has to satisfy
- How to tell a portal acknowledgement apart from a legally effective electronic signature, and how to test for the difference in a demo
- How to calculate the support-cost effect of a realistic deflection improvement on your own headcount
- How to score competing vendors on a weighted rubric, and which answers should end the conversation before contract



1.5M

1.5M payroll calculations per year

25+

25+ years in Turkey since 1999

500+

500+ active client engagements

**ISO
27001**

ISO 27001 + ISAE 3402 certified

2×

GPA Best In-Country Payroll
Provider of the Year

**Put the scorecard
to work on your
own shortlist**

Talk to a Turkey Payroll Specialist

One conversation, one named specialist, no ticket queue

datassist.com/en · hello@datassist.com · linkedin.com/company/datassist-hr

01

Why This Decision Is Different in 2026

The portal was never the bottleneck. What happens after the employee presses submit is.

Why This Decision Is Different in 2026

An employee portal that was a convenience purchase two years ago now sits inside a compliance evidence chain in Turkey, Egypt, Saudi Arabia, and the United Arab Emirates. Most evaluation checklists still in circulation were written before that happened.

The request that never starts

An employee in Istanbul changes their bank details in the portal on the 24th of the month. The request enters an approval queue. It clears on the 2nd, after the payroll file has already been transmitted. The employee is paid into a closed account, and HR spends the following week reconciling a payment the portal reported as complete.

That is not an interface problem. It is the signature failure of a portal with no committed process behind it. Nothing starts moving until somebody raises a ticket, and the ticket carries no deadline. The portal accepted the request, and nothing behind it moved.

The same pattern shows up earlier in the lifecycle, when an implementation stalls and the buyer ends up chasing their own vendor for a status update. In multi-country deployments it gets more specific. Regional data stops matching between systems, service quality varies by country, and tickets get closed without the underlying issue being resolved.

Every one of those is a delivery failure wearing a software interface.

What changed underneath the portal

Four regulatory movements since mid-2025 turned the employee portal from a convenience layer into part of the evidence chain.

Egypt's Labor Law No. 14 of 2025 came into force on September 1, 2025. Employee files may now be kept electronically. Retention rises to five years from the end of employment for digital and physical records alike, and the administrative authority may request access to them.

Saudi Arabia's Mudad platform is run with the Ministry of Human Resources and Social Development alongside the Saudi Central Bank. It requires the salary information file to be submitted at least one business day before payday. That single lead time converts your portal's change cut-off into a compliance control.

The United Arab Emirates replaced its wage protection framework with Ministerial Resolution No. 340 of 2026, effective June 1, 2026. Wages for the preceding Gregorian month now fall due on the first day of each Gregorian month. The compliance threshold rose from 80 percent to 85 percent of total wages transferred on time, and the 30-day exemption for newly hired employees was removed.

Turkey moved in the same direction. Law No. 7555, published in Official Gazette No. 32965 on July 24, 2025, renamed Article 109 of Labor Law No. 4857. The heading changed from Written Notification to Written or Electronic Notification, and the amendment set out when an electronic notice actually counts as service.

KEY FINDING

The portal stopped being a convenience layer. In Egypt it is the record. In Saudi Arabia and the UAE it sits inside a payment deadline. In Turkey it touches the evidentiary value of a payslip.

Datassist has operated Turkish payroll directly from Istanbul since 2006, and the pattern in regional evaluations is consistent. Buyers score the interface, sign, and then discover that none of the obligations above were part of the scoring.

SECTION TAKEAWAYS

- 1 Delayed payments and stalled onboarding are almost never interface defects. They are symptoms of what does or does not happen after submission
- 2 Egypt, Saudi Arabia, the UAE, and Turkey all changed the rules that touch employee records or wage timing between September 2025 and June 2026
- 3 A feature checklist written before those changes will not surface the risk that now matters most

Which raises the question of who is actually making this decision, and what they were sent to fix.

02

Who Actually Buys This, and What They Are Trying to Fix

Nobody buys a portal because they want a portal. They buy it because something broke.

Who Actually Buys This, and What They Are Trying to Fix

Three situations send a regional HR team back to market, and each one breaks in a different place. Which one you are in changes what you should be scoring, and it changes who needs to be in the room while you score it.

Three buying situations

SITUATION	WHO LEADS	WHAT TRIGGERS IT	WHAT USUALLY GOES WRONG
Consolidating several country portals into one	Global Payroll Director	Regional expansion or an audit finding	The consolidated portal is configured once for every country and fits none of them properly
Replacing a portal bundled with an EOR or HRIS	VP HR Operations	Headcount growth past the bundled product's practical ceiling	Migration of historical personnel files is discovered late in the project
Adding self-service for the first time in Turkey	HR Director leading the expansion	A first local hiring wave	Statutory document handling is treated as a later phase and never gets one

In the evaluations we are asked to review, the replacement conversation for a bundled HR module tends to start as headcount passes roughly 300. If your Turkey or MENA population is growing through that band, that conversation is closer than the renewal date suggests.

The stakeholders who can block the decision

Five groups sign off on a regional portal, and four of them are usually brought in after the shortlist is already set.

Legal and Data Protection ask about lawful basis, retention schedules, and cross-border transfer. **Finance** asks for the support-cost case and the fully loaded price per employee per month. **Procurement** asks for the scorecard, the reference calls, and the exit terms. **IT and Security** ask about identity, single sign-on, and access control. **HR Operations** owns the outcome and inherits whatever the other four did not catch.

EXPERT TAKE

In evaluations we are asked to review, the late blocker is almost always Legal, and the trigger is almost always the same question. Where is the signature, and what standard does it meet? A feature-led evaluation has no answer prepared.

SECTION TAKEAWAYS

- 1 The three buying situations fail in different places, so the evaluation has to be shaped around which one you are in
- 2 Bundled HR modules commonly hit their practical ceiling around 300 employees, which is inside most regional growth plans
- 3 Four of the five approving stakeholders arrive after the shortlist is set, and each of them can reopen it

Before any of them can approve, a candidate has to clear a floor that has nothing to do with features.

03

The Statutory Floor: What a Portal Must Do in Turkey

Turkey is where self-service stops being a user experience question and becomes an evidence question.

The Statutory Floor: What a Portal Must Do in Turkey

Four obligations constrain portal design here. Each one traces back to a specific instrument, and each one lands as a product capability you can ask a vendor to demonstrate on screen.

A delivered payslip is not a signed payslip

Article 37 of Labor Law No. 4857 requires the employer to give the worker a wage account statement showing the calculation for the pay period, and to retain that statement bearing the worker's signature. The consolidated text of the Labor Law is published by the Turkish government at the Legislation Information System, which is worth reading alongside any vendor's compliance claim.

Law No. 5070 defines the standard that a digital signature has to meet. A secure electronic signature created with a qualified certificate carries the same legal force as a handwritten one, and it establishes both signer identity and document integrity.

A scanned wet signature does not meet that standard. Neither does an unauthenticated click in a portal, however clearly the audit log records it.

RISK

In a wage dispute years after the fact, the employer has to produce the signed document, not the delivery log. A portal that proves a payslip was opened has proved the wrong thing.

The personnel file can live in the portal

Article 75 requires the employer to keep a file for every worker holding identity information and the documents mandated by the Labor Law and other legislation.

The article does not prescribe a format. That silence is what permits an electronic personnel file, and it is also what turns export, audit trail, and inspector-ready output into evaluation criteria rather than nice-to-haves.

Where formal notification actually has to go

The amendment published in Official Gazette No. 32965 on July 24, 2025 changed the heading of Article 109 from Written Notification to Written or Electronic Notification.

Electronic notification runs through the registered electronic mail system. It requires the employee's written consent and an existing employee address on that system, and all associated costs are borne by the employer. Notifications that terminate the employment contract must in all cases be in writing.

A notice posted in the portal is a communication. It is not service.

Retention has to run on a schedule

Law No. 6698 requires that personal data whose retention period has expired, or whose processing grounds have ended, is erased, destroyed, or anonymized.

Consent collected inside an employment relationship is a weak lawful basis, because the imbalance between the parties undermines the argument that the consent was freely given. Contractual necessity and legal obligation are the grounds that usually carry the processing instead.

The product consequence is concrete. You need retention rules configured per document type, and destruction that runs on schedule.

OBLIGATION	INSTRUMENT	WHAT THE PORTAL HAS TO BE ABLE TO DO
Wage account statement	Labor Law No. 4857, Article 37	Produce a payslip whose signature meets the Law No. 5070 standard and retain it
Personnel file	Labor Law No. 4857, Article 75	Hold every mandated document and export the complete file on demand
Formal notification	Labor Law No. 4857, Article 109, Official Gazette No. 32965	Route notices to their lawful channel and never present an in-portal notice as service
Erasure duty	Law No. 6698	Enforce retention per document type and destroy on schedule

EXPERT TAKE

The question that separates a compliant Turkish portal from a merely convenient one is not whether a payslip can be downloaded. It is whether, years later, the employer can demonstrate who signed it and that it has not changed since.

SECTION TAKEAWAYS

- 1 A portal acknowledgement and a qualified electronic signature are different legal objects, and only one of them survives a wage dispute
- 2 An electronic personnel file is permitted, which makes export quality and audit trail scoreable criteria
- 3 Retention and destruction are configuration screens you should ask to see, not clauses you should ask to be sent

The same discipline now has to be applied across the rest of the footprint.

04

The Regional Layer: Egypt, Saudi Arabia, and the UAE

Three countries, three different reasons the portal is no longer optional infrastructure.

The Regional Layer: Egypt, Saudi Arabia, and the UAE

Egypt rewrote its record-keeping rules. Saudi Arabia put a filing deadline in front of payday. The UAE removed the grace period that used to absorb onboarding delay. Each of those lands somewhere specific in the product, and the Saudi one is worth working backwards from a real payday.

Egypt: the electronic file became the record

Labor Law No. 14 of 2025 came into force on September 1, 2025, with the labor dispute provisions following on October 1, 2025.

Employee files may be kept electronically, and the retention period rises to five years from the end of employment, up from one year under the previous law. Where a legal dispute is open, the file is retained until a final and binding judgment is issued.

Employment registers may be maintained on paper or electronically, and the administrative authority may request access. Employment contracts are written in Arabic and executed in four counterparts, one each for the employer, the employee, the competent social insurance office, and the competent administrative authority. Salary payment may be evidenced by proof of bank transfer.

The law also prohibits employees from retaining, or giving third parties access to, digital copies of employer documents. That cuts directly against the instinct to let employees download and keep everything, and it is a portal permission model question, not an HR policy question.

Saudi Arabia: the file goes in before payday

Mudad is operated with the Ministry of Human Resources and Social Development and the Saudi Central Bank, and it integrates with GOSI, Qiwa, and approved Saudi banks. It applies to private-sector establishments regardless of headcount.

The salary information file is submitted at least one business day before payday, and wages are paid through an approved Saudi bank account. Compliance status feeds the establishment's Nitaqat standing, so a payroll timing failure becomes a workforce-quota problem rather than an isolated payroll problem.

The product consequence is narrow and demanding. Any employee-initiated change that alters the payroll file has to clear approval before the submission window opens, or it belongs to the next cycle.

United Arab Emirates: the first of the month, with no grace period

Ministerial Resolution No. 340 of 2026 took effect on June 1, 2026 and repealed Resolution No. 598 of 2022. It applies to mainland private-sector establishments licensed with the Ministry of Human Resources and Emiratisation. The wage protection obligation also reaches most free zones, including DMCC and JAFZA, through their own authorities.

Wages for the preceding Gregorian month are paid on the first day of each Gregorian month. The compliance threshold rose from 80 percent to 85 percent of total wages transferred by the due date. The 30-day exemption for newly hired employees was removed, so a new joiner is in scope from the first cycle. Employers may delegate wage payment but remain fully responsible for it.

The product consequence is that completed onboarding, not portal invitation, is the milestone that releases a new hire into the payroll population.

COUNTRY	INSTRUMENT	THE PORTAL REQUIREMENT IT CREATES
Egypt	Labor Law No. 14 of 2025	Five-year post-employment retention clock, inspector-ready export, and controlled download permissions
Saudi Arabia	Mudad salary information file	Approval of payroll-affecting changes before the pre-payday submission window
United Arab Emirates	Ministerial Resolution No. 340 of 2026	Onboarding completion gates entry to the payroll population, with no new-joiner grace period
Turkey	Labor Law No. 4857 and Law No. 5070	Signature standard and personnel file handling built into the document workflow

WORKED EXAMPLE

Payday falls on the 1st. The Mudad salary information file is due at least one business day before payday. Assume payroll processing and validation take 3 business days, and that approval turnaround on employee-initiated changes takes 2 business days.

Cut-off = payday - 1 - 3 - 2 = at least 6 business days before payday.

Only the one-business-day file lead time is a regulatory input. The other two figures are operating assumptions you should replace with your own measured turnaround. The point stands either way. A portal that accepts payroll-affecting changes later than its own cut-off cannot be relied on for the current cycle, and telling the employee otherwise is how the bank-detail failure in Section 1 happens.

SECTION TAKEAWAYS

- 1 Egypt made the electronic employee file the record and attached a five-year post-employment retention clock to it
- 2 The Saudi pre-payday file requirement turns the portal cut-off into a compliance control rather than an internal convention
- 3 The UAE removed the new-joiner grace period, so onboarding completion has to gate payroll entry in the product

Those obligations now have to become criteria you can actually score.

05

Eight Evaluation Criteria, and How to Weight Them

A criterion you cannot test in a demo is a preference, not a criterion.

Eight Evaluation Criteria, and How to Weight Them

What follows is eight criteria, each carrying a starting weight, a description of a good answer, and a test you can run inside a demo slot.

What the portal must prove

- 1. Statutory document handling (weight 20).** Good looks like a signature standard defined per document type, retention rules configured per document type, and a complete personnel file export. Test it by asking for a sample Turkish payslip export together with the signature evidence attached to it.
- 2. End-to-end completion (weight 15).** Good looks like transactions an employee finishes without a human touching them, not screens an employee can look at. Test it by counting how many of your top ten routine requests close without an HR action.
- 3. Cut-off enforcement (weight 10).** Good looks like the payroll calendar enforced inside the product. Test it by submitting a payroll-affecting change after cut-off in the demo tenant and watching what the product tells the employee.
- 4. Integration pattern (weight 10).** Good looks like a clear answer on which system owns the employee master record, how payroll receives approved changes, and how identity is federated. Ask for the integration diagram, not the connector list.

What the provider must prove

- 5. Who performs the work behind the portal (weight 15).** Good looks like a named person with Turkish payroll credentials. Test it by asking for the name and qualifications of the individual who will run your Turkish cycle.
- 6. Accountability across the footprint (weight 10).** Good looks like one contract and one accountable contact across every country you operate in. Test it by asking who is liable for a statutory miss in a country the vendor does not operate directly.
- 7. Language coverage for the actual workforce (weight 10).** Good looks like Turkish, English, and Arabic in the employee interface where your people are. Test it by viewing the employee app in each language, not the admin console.
- 8. Data protection posture (weight 10).** Good looks like a stated lawful basis, retention scheduling, access control, and a documented cross-border transfer position. Ask to see the retention configuration screen.

#	CRITERION	WEIGHT	WHAT GOOD LOOKS LIKE	HOW TO TEST IT
1	Statutory document handling	20	Signature standard and retention set per document type	Sample Turkish payslip export plus signature evidence
2	End-to-end completion	15	Transactions close without an HR touch	Count closures across your top ten requests
3	Cut-off enforcement	10	Payroll calendar enforced in the product	Submit a late change in the demo tenant
4	Integration pattern	10	Clear master-record ownership and change flow	Ask for the diagram, not the connector list
5	Who performs the work	15	A named specialist with local credentials	Ask for the name and qualifications
6	Accountability across the footprint	10	One contract, one accountable contact	Ask who is liable for a statutory miss
7	Language coverage	10	Turkish, English, and Arabic in the employee view	Open the employee app in Arabic
8	Data protection posture	10	Lawful basis, retention, access, transfer position	Ask for the retention configuration screen

EXPERT TAKE

In a Turkey & MENA rollout the portal is almost never the constraint. The constraint is whether one party is accountable for what happens after the employee presses submit, in every country, on one contract.

SECTION TAKEAWAYS

- 1 Criteria 1 and 5 carry the most weight because they are the two that fail expensively and late
- 2 Every criterion here has a demo test attached, which is what separates a scorecard from a wish list
- 3 Reweight before you score, because reweighting afterwards is how a shortlist gets rationalized rather than evaluated

Criteria 5 and 6 deserve a section of their own, because that is where the category hides the answer.

06

What Sits Behind the Portal

Four very different delivery models ship with interfaces that demo almost identically.

What Sits Behind the Portal

The interfaces converge. What happens inside each model when a statutory deadline is missed does not, and a single question is usually enough to tell them apart.

Four delivery models wearing the same interface

ARCHETYPE	WHO RUNS TURKISH PAYROLL	WHO THE EMPLOYEE REACHES	WHERE IT BREAKS
Global platform EOR	A local partner under the platform's contract	Platform support queue	Remedy runs through a queue, so no named party owns the deadline
Core HRIS	Nobody. Payroll is a separate vendor	HR, then the payroll vendor	The portal is a system of record with no delivery behind it
Regional MENA HR suite	The suite, inside its home markets only	Suite support	Turkey falls outside the footprint entirely
Local payroll provider with a portal	The provider, directly	A named specialist	Coverage outside the home market depends on the partner model, so ask how it is contracted

The regional suite archetype is worth naming precisely, because it is the one most often assumed to cover Turkey. A leading MENA HR platform serving the UAE and Saudi Arabia may have a mature mobile self-service experience, Arabic support, and deep local benefits integration. It may still have no Turkish entity, no Turkish language interface, and no Turkish payroll module. Depth in one part of the region is not coverage of the region.

The global platform archetype fails differently. Implementations run long enough that the client ends up driving the follow-up, and in multi-country deployments the regional data stops reconciling while tickets close without the issue being resolved. The software was not the problem in either case.

The question that separates them

Ask every vendor the same three-part question. Who performs the work, under which contract, and what happens when that party misses a statutory deadline?

For D1 and D2 buyers the trade-off is breadth against depth. A platform with 100 countries on the map is genuinely useful when your workforce is spread thin across all of them. When the workforce is concentrated in Turkey & MENA, depth is what gets audited.

Datassist's own position on this is worth stating plainly so you can score it like any other answer. Turkey runs directly from Istanbul, and MENA is anchored through vetted in-country partners on a single contract with one accountable contact. The client never coordinates partners.

SECTION TAKEAWAYS

- 1 Four delivery archetypes demo alike and behave nothing alike once a statutory deadline is missed
- 2 Regional depth in the Gulf does not imply Turkish coverage, and several strong regional platforms have none at all
- 3 The three-part accountability question is the cheapest disqualifier available to you, and it costs one email

Even the right product fails if nobody uses it, which is the next thing worth pricing.

07

Adoption Is Bought, Not Rolled Out

The gap between a 20 percent and a 60 percent deflection rate is a budget line, not a nuance.

Adoption Is Bought, Not Rolled Out

Published ranges are worth more in a business case than any vendor claim, because you can check them. Below: the ranges, then the arithmetic on your own headcount.

What the benchmarks actually say

Metric	Range	Source
Baseline deflection target	20 to 30 percent	unthread.io HR Help Desk Statistics, 2026
Top-performing HR function deflection	65 to 75 percent	unthread.io HR Help Desk Statistics, 2026
Adoption within 90 days of an effective rollout	70 to 85 percent	eesel.ai, 2026
Employees completing only 0 to 25 percent of HR tasks independently	About 25 percent	GB Advisors, 2026
Employees who self-serve nearly everything	About 20 percent	GB Advisors, 2026
Self-service versus assisted interaction cost	\$1.84 versus \$13.50	unthread.io HR Help Desk Statistics, 2026

The last two rows are the ones vendors leave out. Roughly a quarter of employees barely self-serve at all, whatever the product does. Plan for that population rather than assuming it away.

Vendor marketing in this category routinely claims that round-the-clock self-service cuts HR inquiries by up to 70 percent. That figure is a claim, not a benchmark. Ask to see it evidenced on a workforce comparable to yours in size, language mix, and country spread.

WORKED EXAMPLE

That is 2,400 requests a year.

At 20 percent deflection: $(2,400 \times 0.20 \times \$1.84) + (2,400 \times 0.80 \times \$13.50) = \$883.20 + \$25,920.00 = \$26,803.20$.

At 60 percent deflection, still below the top-quartile band: $(2,400 \times 0.60 \times \$1.84) + (2,400 \times 0.40 \times \$13.50) = \$2,649.60 + \$12,960.00 = \$15,609.60$.

Difference: \$11,193.60 a year, which is 41.8 percent of the support cost at the 20 percent deflection rate. The unit costs are US-sourced, so take the method and substitute your own fully loaded cost per interaction.

The four rollout decisions that move the number

Language. Deploy in the language the workforce actually works in, including Arabic, rather than the headquarters language. This is the single most common cause of adoption stalling in regional rollouts.

Sequencing. Pilot one country and one high-volume transaction before the regional rollout. A leave request in Turkey will teach you more than a nine-country launch plan.

Cut-off visibility. Publish the payroll calendar inside the product where the employee submits, not in an onboarding deck nobody reopens.

Manager enablement. Approvals are where employee self-service usually stalls. A request that waits six days for a manager is indistinguishable, to the employee, from a product that does not work.

SECTION TAKEAWAYS

- 1 Published ranges put baseline deflection at 20 to 30 percent and top performers at 65 to 75 percent, which is the spread worth modeling
- 2 About a quarter of employees will barely self-serve regardless of the product, so the business case should not assume full adoption
- 3 Language, sequencing, cut-off visibility, and manager enablement move adoption more than any feature on the comparison matrix

What remains is knowing what to listen for while the vendor is answering.

08

Red Flags and the Questions That Surface Them

Most disqualifying answers arrive in the demo. They only register if you asked the right question first.

Red Flags and the Questions That Surface Them

Below are nine red flags. Each is paired with the question that exposes it and with the answer that should end the conversation.

RED FLAG	ASK THIS	DISQUALIFYING ANSWER
Signature standard is vague	Which signature standard applies to a Turkish payslip in your product?	"Employees acknowledge it in the portal"
Notification is oversold	Does an in-portal notice serve as formal notification in Turkey?	"Yes, everything is in the portal"
No retention configuration	Show me where retention is set per document type	"We keep everything"
Cut-off is advisory	What happens to a bank-detail change submitted after cut-off?	"We handle those case by case"
Accountability is unassigned	If a partner runs the Turkish cycle, who is contractually accountable to us for a statutory miss?	"You would take that up with the partner directly"
Support is queue-only	Who is the named person on our account?	"You open a ticket and we route it"
Language is admin-only	Show me the employee view in Arabic	The admin console is translated and the employee app is not
References are unmatched	Give me a reference with a Turkey & MENA workforce of our size	Only headquarters-market references are offered
Migration is deferred	Who migrates five years of Egyptian personnel files, and when?	"That is a professional services conversation after signature"

RISK

Three of these only surface after go-live under a feature-led evaluation. The signature standard, the cut-off behavior, and the identity of whoever runs the local cycle all look fine on a comparison matrix and all fail in the first quarter. Put them in the demo script, not in the contract review.

ACTION

Send the nine questions to each shortlisted vendor in writing before the second demo. Written answers are scoreable, comparable, and referenceable later. Verbal reassurance is none of those things.

SECTION TAKEAWAYS

- 1 Every red flag here has a one-sentence question attached, so the list is usable as a demo script without rewriting
- 2 The three most expensive failures are invisible on a feature matrix and visible in a five-minute demo test
- 3 Written answers before the second demo cost nothing and change what the second demo is about

All of which now has to become a number that Finance and Procurement can argue with.

09

The Scorecard

A weighted scorecard is not arithmetic. It is the argument you are going to have with Finance, held early and in writing.

The Scorecard

Score each criterion from 0 to 5 against what the vendor actually demonstrated, not what the vendor said. Multiply by the weight, then total out of 500.

How to use it

Adjust the weights before you score, never after. If a vendor scores 0 on criterion 1 or criterion 5, stop regardless of the total. A portal that cannot produce a compliant document, and a provider who cannot name the person running your cycle, are not problems a discount fixes.

#	CRITERION	WEIGHT	VENDOR A	VENDOR B	VENDOR C
1	Statutory document handling	20			
2	End-to-end completion	15			
3	Cut-off enforcement	10			
4	Integration pattern	10			
5	Who performs the work	15			
6	Accountability across the footprint	10			
7	Language coverage	10			
8	Data protection posture	10			
Total (out of 500)		100			

BAND	READING	ACTION
400 and above	Fits the footprint	Move to reference calls and commercial terms
300 to 399	Workable with named gaps	Write the gaps into the contract as commitments with dates
200 to 299	Product fits, delivery does not	Re-scope the requirement or re-tender
Below 200	Wrong shape for this workforce	Remove from the shortlist

ACTION

Run the scorecard before the second demo, not after it. The weights are the argument you will have with Finance and Procurement, and it is far cheaper to have that argument while you can still change the shortlist.

10

Evaluating HR Self-Service for a Turkey & MENA Workforce

The criteria in this guide describe a portal that sits on top of delivery, in a region where the statutory detail is the hard part.

Evaluating HR Self-Service for a Turkey & MENA Workforce

How it works

- **The calendar enforces the cut-off.** The payroll cycle runs on a fixed, published schedule, so a late change is caught by the process rather than by a reminder somebody forgot to send.
- **The employee portal speaks the workforce's language.** Dakika carries payslip access, leave, documents, and personal data self-service in Turkish, English, and Arabic.
- **A named specialist takes what the portal escalates.** Turkish payroll questions reach a credentialed person, not a ticket queue that routes by keyword.
- **One contract covers the footprint.** Turkey runs directly from Istanbul, and MENA is anchored through vetted in-country partners under one contract, one platform, and one accountable contact, so the client never coordinates partners.

What that is built on

Datassist has operated Turkish payroll directly since 2006 and has twice been named Best In-Country Payroll Provider of the Year by the Global Payroll Association. That is two decades spent on the hardest question in this guide. It is what a portal has to produce on the day a Turkish labor inspection asks for it.

You can read more about the Dakika platform and its employee self-service module at datassist.com/en/solutions/payroll-software.

Get Started

Download the 12-page buyer guide: HR self-service feature checklist, employee adoption playbook, integration patterns with HRIS/payroll and vendor scorecard.

Or bring your current shortlist to a conversation with a Turkey payroll specialist and score it against the eight criteria in Section 5.

Web: datassist.com/en/contact **Email:** hello@datassist.com **Phone:** +90 212 401 21 00

NOTE

Legal and regulatory notice: This guide is provided for general information and evaluation planning. It does not constitute legal, tax, accounting, or data-protection advice. The regulations described are current as of the publication date, and legislation, authority guidance, and platform requirements in Turkey, Egypt, Saudi Arabia, and the United Arab Emirates can change. Confirm the current rule in each jurisdiction, and seek professional advice for your own circumstances, before signing a vendor contract, migrating employee records, or changing a payroll process.