



## Emportant HRMS Industry Whitepaper- IT & Services

### Organisation

Emportant Technologies is young, vibrant, much focused and extremely committed to meeting the goals set by our clients and stakeholders.

**The product - a robust and comprehensive online HR, payroll & Workforce management suite and is called Emportant.com. This is available to you on a simple pay-per-user subscription model. Emportant Technologies has vast experience and expertise in Microsoft technologies and Oracle technologies. We leverage this experience to provide mission critical and scalable applications and support services to our valued clients. These results in the solutions and applications developed with the same precision and zeal, which is our hallmark.**

### Technologies

We are committed to provide applications which are, by design – web based and utilize latest technologies for business benefits.

### Customer Centric

Our team understands the sensitivity and importance of applications supplied by us and hence we design our product and services to surpass customer expectation. Our products keep growing in capabilities and breadth of offering along with the requirements of our clients as we continually build new features with growing market feedback. This reinforces our ability to work closely with customers. After all, "Coming together is a beginning. Keeping together is progress. Growing together is success".

### Security and Scalability

We are paranoid about security and hence we ensure that our application meets or exceeds the expectation on clients and passes the toughest security audits. Web based applications need not be less secure!



IT & Services industry is facing numerous Workforce Management challenges in the current economic scenario. Clients are more demanding, more price sensitive and have far more complex service requirements than in the past. At the same time, they expect services to be delivered both faster and with higher quality. This necessitates organizations to have a view of their global talent pool, and scope and staff their new projects and initiatives better.

Another challenge confronting Services organizations is that businesses exist in silos, with employees, projects, and financials being managed by disparate systems. It limits the organization's ability to get a unified view

across operational and financial performance, and to remain competitive in an increasingly global landscape.

IT Services organizations need to continuously innovate and address HRMS challenges by improving the way they manage employees, deliver services, provide operational excellence and access/manage talent. Attracting the right human assets are at the heart of any Services organization and retaining the revenue-generating employees is perhaps the biggest priority. Further, to achieve operational excellence, it's important to have a streamlined HR system that integrates with the operational and financial systems.

### **Imperatives for HR**

- Talent Acquisition and development
- Maintain skill and resource inventory for hiring at a short notice
- Write and enforce flexible employment contracts linked closely to incoming business
- Assess billability of the workforce today and its future potential
- Facilitate an employee to understand the business function through Job Rotation & Cross Training
- Monitor and optimize employee & asset utilization
- Provide a career path with opportunities that broaden the exposure
- Address multiple workforce types, including temporary, permanent, and contingent

### **Compensation & Benefits**

- Set up a variety of compensation structures from flexi-benefits to client invoice based pay-scales
- Automate Time Management for staff, and link the same to payroll/client invoice, including shifts and overtimes
- Link performance to incentive pay

- Address complexities of distributed workforce across multiple clients and locations

### **Employee Empowerment**

- Enable Self-Service to Life Event Reporting
- Conduct employee satisfaction surveys
- Statutory & Compliance
- Set up a model of conduct for employees, befitting the needs of the Services Industry
- Better staff management by conducting audits and surprise checks on staff to ensure compliance with this model of conduct
- Emportant HRMS
- Management of employee deputation /relocation/project rotation
- Maintain skill inventory and deployment details
- Emportant HRMS Time Management System to be tailored for all employment grades
- Ability to handle multiple employee types, including permanent, contract, site appointees
- Employee Relations processes such as Grievances and Disciplinary action enable the automation of employee conduct
- Tracking of absence possible

### **Recruitment**

- Projects Planning process allows planners to specify manpower by the opportunity and skill type
- Resource demand consolidation across Projects, Pipeline, Forecast
- Recruit and on-board talent at a campus or career fair, and just upload information in the instance of contract and contingent staff

### **Talent Management**

- Use Competency Models to define talent pools/demands by the domain
- Set up KPI at annual and project level for value-added jobs
- Normalize performance and form the 9 Box of talent
- Set up a behaviour model for process jobs that deal directly or indirectly with clients
- Employee Development
- Offers training administration that allow users to set up the training calendar and program, enrol for certification programs, monitor their attendance, and capture their performance and feedback
- Allows managers to define how to spot and reward successful performers through the gasification framework and link results to Payroll (rewards)

### **Payroll and Benefits**

- Country-specific statutory compliances made available as required
- Compensation disbursement, time sheets etc. tied to client invoicing
- Highly configurable and flexible to take care of Payroll elements
- Emportant HRMS In-memory Payroll may be harnessed for quicker results, given that Payroll is highly computation intensive
- Capability to address client-specific Payroll requirements

- Employee and manager self-service
- Comprehensive in scope and accessible from a mobile device
- Extremely easy-to-use Workspaces, specific to common user roles with all the data required for decision-making presented as a chart for quick analysis and action
- Context aware—the software ‘recognizes’ and knows the user from their erstwhile usage pattern
- Employee Survey feature allows vital “employee speak” to reach the ears of Talent Managers

