



# Exact e-Synergy Employee Self-Service Portal

Superior Human Resource Management

Exact Software  
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## Exact e-Synergy Employee Self-Service Portal

No matter how large, or small, an organization is, there is always an element of human resource management that we have to contend with. The larger the organization, the more complex and procedure driven the HR department becomes.

Typically, the members of an HR department have to contend with significant amounts of paperwork, from simple applications such as vacation requests through to health benefit forms and 401K or RRSP applications. Add expense claims to the mix, and “pushing paper” becomes the order of the day resulting in duplication of effort and simple mistakes that can seriously impact the well being of employees.

Employees will spend an inordinate amount of time filling out vacation request forms, expense claims and many other resource related activities. These forms then follow a process through the organization for approval, notification and in many cases, simply for information purposes. These forms then need to be filed and archived accordingly, and ultimately taken off site for safe storage.

What if all of these resource related processes could be digitized in a manner that electronically emulates the defined processes, without paper and with far fewer errors? Sounds too good to be true, doesn't it!

HR Professionals have long been searching for a means to more fully involve employees directly with the defined processes, making them a real participant within the core process, and not simply an initiator of a paper trail without visibility. Today, more than ever, HR departments, along with C-level executives, are looking for ways to improve process efficiency and thereby productivity for the entire organization, and not just a pocketful of traditional ERP users.

## Exact Software and ESS

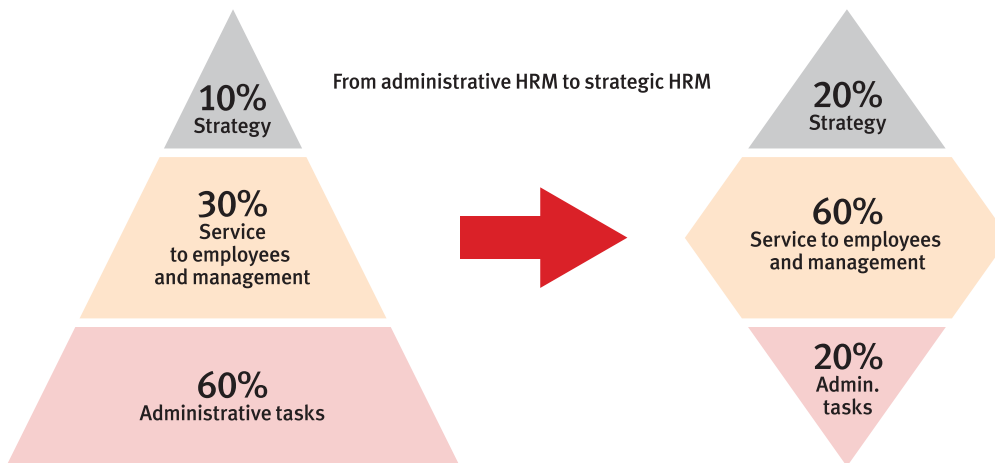
The Exact e-Synergy Employee Self-Service Portal (ESS) is an extension of the HR solution in Exact e-Synergy. ESS gives employees predefined privileges and capabilities to view and request certain information quickly and completely. They can request vacation time, submit expense claims, share documents, procedures and enter timekeeping records, for example. It is a portal solution based on Exact e-Synergy, with limited access.

Together with a few full suite users, the HR department for example, the ESS will offer select request types and complete document management to all employees to share knowledge and to have an efficient manner of handling HR related issues. Of course the ESS can also be used to store product or customer related data.

The Employee Self-Service Portal is a Web-based solution that offers employees a tool to communicate and retrieve HR related information. The main objective is to get employees involved in the HR process. Not only will ESS increase employee productivity by sharing knowledge in a structured manner, it will also be cost-effective in managing daily workflows of all sorts of absence and expense approvals. It reduces the number of questions about outstanding HR related topics and offers a possibility to retrieve KPI's to manage growth for the most valuable assets of the company.

### Benefits:

- Reduction of HR process costs
- Increase employee productivity
- Reduction of errors
- Improve service levels
- Workflow management
- Empower managers to leverage and develop the workforce
- Central employee files – single point of entry for HR management
- Amount of vacation days left – instant status report of vacation time
- Establish real-time connection with the employee workforce
- Uncomplicated absence and expense claim form for the approval process



*HRM objectives are shifting from administrative to strategic HRM. The Employee Self Service portal helps to achieve these objectives.*



## HRM Process Flow

Due to the HR centric nature of Exact e-Synergy, any employee within an organization will start out as an applicant. The on-boarding capabilities of Exact e-Synergy allow for a powerful hiring process, for all types of employees, including an employee who will be designated as an ESS user, with that specific role. As an ESS user, secure access is provided to their own resource card that contains pertinent information about themselves and their life within the organization. As such, users can maintain their own information, such as address, dependants, marital status etc. This is a part of the shift of administrative tasks to the source rather than through paper.

### Benefits:

- Part of the on-boarding process
- Access to participation of select request types
- Ability to update resource card on demand
- Access to company news
- Initiate vacation requests for automatic vacation management

## HR Administration

This portal was developed as part of Exact Software's human capital management (HCM/HRM) solution. As a result, the main goal of this module is to provide self-service HR-related access, which allows the entire organization to become more productive. The main objective is to make HR administration more efficient by making some of the following readily available to employees via an electronic format:

- Employee Handbooks
- Company News
- Changes in corporate policies
- Facilities reservations
- Hour entry
- Corporate Yellow Pages
- Employee Help Desk

## Absence and Vacation Management

A primary, and often overlooked benefit, is the use of workflow to manage vacation time along with sick and special leave. A specific vacation request is defined and opened to ESS users, allowing them to capture and request their own vacation/PTO time, mimicking a typical vacation request form. All that an ESS user needs to do is to log in and complete the electronic form that is immediately routed through the relevant processes, at the same time removing time from the vacation bank. This provides an immediate cost saving and productivity improvement.

### Benefits:

- Vacation requests entered by the source
- Vacation requests immediately routed to resources responsible for approval
- Employee has visibility into where the request is and the status thereof
- Notification of approval or rejection
- Automatic depletion of vacation/PTO bank
- Vacation time displayed on a centralized resource calendar
- Provides visibility into resource availability, anytime anywhere
- Immediate removal of a paper based process

## Information and Knowledge Sharing

The success of any organization is based on employees having the right information at the right time. The ESS role of Exact e-Synergy provides this fundamental capability, along with defined security levels assigned to documents.

### Benefits:

- Access to company information through the internet, any time anywhere
- Ensures consistent messaging to all employees from one single source
- Allow all users the ability to incorporate intellectual matter pertinent to the organization
- Include information, as documents, in all request types that are open to the ESS user
- Allows access to information such as an employee handbook, ISO quality manual, etc...

## Training and e-Learning

Managing training requests per employee via a structured way to make sure that agreements are met and employees can improve their skills. Employees can learn on the job or at home at any convenient time about new technologies, market expectations or any given subject, relevant for their functioning within the organization.

Specific training requests can be introduced to manage procurement of trainings, from initial request till invoicing. Via electronic documents and hyperlinks to internal and external information, an online training course can be developed on any topic and presented to a selected group of employees.

### Benefits:

- Control over training requests
- Manage training related to job titles and activities
- Introduce e-Learning as a flexible tool to keep your resources fit to meet their current and future objectives





## Expense Claims

Administration of expense claims from sales, management and incidentally from all other parts of the organization results in a lot of paper work, having to group receipts and invoices to make sure payments are done in time and that expenses are for valid cases. Introducing an “expense claim request” will allow the entry to be done by the employee incurring the expense. The related documents can be scanned and attached to the request. These requests will automatically be transferred to the workflow of the employee’s manager for approval, and to the HR department to process. The information is entered at the source, with no paperwork having to pass through different parts of the organization, allowing the employee to monitor the status of their claims at any time.

### Benefits:

- No physical flow of receipts and invoices through the company
- Only valid expense claims are to be processed by HR
- Save time by handling request in a structured way
- Employee knows status of expense claim at all times
- Employees will enter their own expenses
- No paperwork
- No frustrating delays



## Workflow

Most communication within an organization takes place verbally, but more and more it is becoming electronic. You have a question or a task for a colleague to follow-up on and sending an email will get you going with your activities without having to contact the colleague in person. Great, but what if this colleague is not answering the question, what if it gets lost in an overcrowded mailbox, what if the person is not the right person to answer the question? Introducing a workflow management system will solve these issues. Based on predefined parameters and role and subject related process flows, each action is automatically routed to the employee that should be able to handle it. The request can be traced and monitored to provide real-time status. Workflow allows employees to work together more efficiently while also assuring that the resulting productivity influences organizational performance in a positive way.

### Benefits:

- Predefined flows to direct to the correct (group) of resource(s)
- No information gets lost
- Trace status without having to contact the executor
- Work efficiently with an electronic to-do list
- Emulate your business processes such as purchase requisitions, engineering change management, month-end procedures, incident management
- Quickly establish where resource workload exceeds normal loads
- Evaluate what processes are not being completed on time
- Remove the need for paper-based forms with the organization





## Time Entry

Combining ESS with e-Synergy's project capabilities will allow users to enter time spent on projects. These projects can be internal or external related projects. The advantage is that time sheets are no longer going from one pile of papers to another pile of papers. The employee enters the time spent on an activity, and this data can be used to cover for costs and eventually revenues based on these hours without having multiple persons entering the data. When the hours relate to customer activities, signed worksheets can also be linked to the hour entry lines electronically so you have those on hand when questions appear about hours that have been registered on a project.

### Benefits:

- Know who is spending time on what activities
- Invoice customer projects
- Eliminate physical flow of time sheets
- Specify expensive labor costs to compare against budgets
- Analysis of time spending at departments by employees

## ESS: your productivity solution

It is a commonly accepted fact that when an organization implements a traditional ERP system, whatever the business or market, only 25% of the employee base actually become users within the ERP system, leaving 75% of the employee base outside of primary database. ESS enables ALL your employees to effortlessly become an integral part of the ERP system, without adding complexity to an implementation, quickly improving productivity and reducing duplicity throughout the organization.

ESS is a productivity solution, not just an application. In fact, it is really only a Role that is associated with specific employees that allows limited access into the core system, using simply a Web browser, any time, any where. It is in essence, a self service "kiosk" for all HR related activities and more. Users have the ability to ensure that there are no islands of information and that all employees become a fundamental part of defined business processes and practices and without the paper.

The Exact e-Synergy Employee Self-Service Portal extends the human resources management capabilities of Exact e-Synergy to the entire workforce, effectively and cost-efficiently, and more importantly, very simply.

For more information about the Exact Employee Self-Service Portal, please call 1-800-468-0834, ext. 2650, or visit [www.exactamerica.com/esynergy](http://www.exactamerica.com/esynergy).

#### **About Exact Software**

Established in 1984, Exact Software is one of the world's leading providers of business software solutions. Its integrated solutions comprise traditional Enterprise Resource Planning (ERP) as well as related software solutions such as Human Resource Management (HRM), Customer Relationship Management (CRM), Project Management, Business Intelligence/Analytics (BI/BA), and Electronic Workflow. Exact is headquartered in Delft, the Netherlands and has offices in Europe, the Middle East, North and South America, Asia, Australia and Africa. With over 2,700 employees, subsidiaries in more than 40 countries, solutions available in 40 languages, Exact currently serves customers in more than 125 countries across all five continents. Exact Holding N.V. (EXACT) has been listed on Eurolist by Euronext Amsterdam since June 1999.

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