

PowerERM™

Power-Employee Relationship Management



Solution By: Octaware Technologies

www.octaware.com

Microsoft Partner

Gold: Collaboration and Content
Silver: Application Development
Silver: Cloud Productivity
Silver: Communications

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Employee Relationship Management (ERM) Solution

- Self Service Modules @PowerSelf
- Performance Management @PowerPerformance
- Complaint Management @PowerComplaints
- Payroll Module @PowerPayroll
- Employee Explorer @PowerIntelligence
- Timesheet Management @PowerTime
- Fully Web Based ERMS solution
- Multiple Dashboard based My-Site, My list, My Post, My Message Inbox/Sent Items
- Delegation Process @ Function level
- Multilingual, Support all languages including (English/Arabic etc)
- Multi-Currency Support
- Multi Branch handling for Ease of Operations
- Full Role Based Access
- Full Automated, Employment to Separation Process
- Ease of Configuration
- Built in Business Intelligence
- Web Services based architecture using SOA. External Services consumed like Pizza/Coffee Order
- User/Organization level Privacy Options. Fully configurable
- Full organization hierarchy captured. Employee-Supervisor
- Employee Collaboration
- Company/Branch Holiday Calendar configurable

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1 About Octaware Technologies

Octaware Technologies is a global software development and information technology company with offshore development centers in India and offices around the world in countries like USA and Qatar. Combining proven expertise in technology, and an understanding of emerging business domains, Octaware delivers a range of services & products including,

Products	Services
» PowerERM	» Custom Software Development
» iOnAsset	» Enterprise Portal
» Hospice	» ERP & CRM Implementation
» RealWin	» Consulting Services
» eDocNet	» Mobile & RFID Solutions
» eQuire	» Cloud & Infrastructure Services
	» GIS Services

Octaware Technologies positioned as one of the emerging Software Services and product companies in various areas of application development, maintenance & Support, Portal Technologies, CRM/ERP implementation, RFI/GIS and CAD Services etc. For details please visit our web site @ <http://www.octaware.com/>

Our products provide comprehensive security-protecting the privacy and integrity of the data while increasing the productivity and the efficiency of the processes. Octaware Technologies offers high caliber products with a bid to provide locally developed solutions, which are pragmatic and user-friendly. We engineer and design reliable products and services to help businesses and communities thrive and perform better. We focus on creating value by understanding our customers, working side-by-side to develop solutions that make our customers, experience technology which are simple and manageable. Octaware is one of the world's leading software companies, providing solutions to the world's largest and most successful businesses. The company is focused on making technology and its benefits accessible to all. Octaware has combined its ingenuity, engineering prowess and customer focus to help people around the world apply technology in meaningful ways to their businesses, communities and to their lives. Octaware utilizes the power of innovative positioning technology to provide real business benefits through radio-frequency identification. Octaware fueled by its fresh thinking and unique ideas creates more valued experiences with technology.

2 Preface - Employee Relationship Management

Empowering employees in their day-to-day functioning requires giving them anytime, anywhere access to basic employee facing processes as well access to information about the people in their teams. In absence of these, employees are left wondering and waste time chasing people and paper. At the same time supporting these mundane repetitive tasks can be a big drag on the HR function leaving them with little time to do anything else.

Why do we need Employee Relationship Management?

A good relationship is a relationship where there is a reciprocal exchange of value between two parties. Both parties must want to be part of that relationship and contribute to the relationship to work.

Employee Relationship Management will improve productivity by improving:

- Employee morale
- Employee loyalty
- Employee turnaround
- Employee communication
- Employee change readiness

Benefits to the Organization

- Employees can function anytime from anywhere boosting productivity.
- Replaces paper based forms with automated electronic self-service processes
- Provides a platform to broadcast and address employees across the organization.
- Web based Payroll sheet along with time sheet
- Localization feature (multilingual English, Arabic) for global workforce

Benefits to HR

- Eliminates the tedious data entry in keeping employee records
- Ensure employee data is up-to-date and accurate
- Benefits to employees and managers
- Remove paper printing of Salary slips, Manual Attendance
- Full 360 degree feedback, template based performance Management
- Full confidential and easy access to Employee History file
- Publishing of organization relation news and benefits
- Employees get speedy access to information
- **Automated alerts** keep people informed of event in the organization
- Increased opportunities to socialize and network with co-workers

2.1 ERMS Solution

The ERMS is the basic building block of the system and creates a powerful employee self-service web application. The backbone of this portal is a comprehensive employee database, which creates a centralized repository of vital employee related information which then becomes available to not only HR but also employees and managers. Its inherent self-service capabilities ensure that employees and HR can update their profiles and view transaction history and information in one place across all the HR processes.

ERMS is an automated process which keeps the track of all the employee data and functionality that are carried out in an organization. It provides the following

-

- Complete employee management system
- Automated workflows on leave, travel and appraisal
- Email Alerts system
- Advance search
- Highly secure
- Privacy setting
- Easy to use
- Customizable
- Affordable
- Multi-Currency
- Role based access
- Multi Lingual
- Delegation options

ERMS is a complete solution for Employee Relationship and Management System. It includes following:

- **Self Service Modules @PowerSelf**
 - Employee Complete Personal Information
 - Leave Management
 - Training Management
 - Attendance System - Biometric and RFID integration
 - Reimbursement System
 - Visa/Travel Management
 - Loan/Advance Management
 - Rejoining System
 - Employee Allocated Asset Management
 - Automated Separation/Exit Process

- **Performance Management @PowerPerformance**
 - Appraisal Management
 - 360 degree feedback
 - Template based System
- **Complaint Management @PowerComplaints**
 - Grievance Entry/Action System
 - Response Privacy Enabler
- **Payroll Module @PowerPayroll**
 - Web based Employee Pay Slip
 - Import/Generate Payroll Options
- **Employee Explorer @PowerIntelligence**
 - Collaboration/Company News
 - Business Intelligence Reports
 - Employee Search HR Details
- **Timesheet Management @PowerTime**
 - Time Sheet Entry/Approval process
 - Project Assignment
 - Project Management/Timesheet Interface

2.1.1 Web based Power Employee Relationship Management System

ERMS provides a web based solution of Employee Relationship Management System for small, medium to large organization. The system is fully scalable and supports 5 - 50,000 employees of an organization.

The screenshot displays the PowerERM web application interface. The top section shows the 'ERMS :: Home' page with a navigation menu containing links for Employee, Leave, Travel, Visa, Grievances, Loan/Advance, Reimburse, Rejoining, Evaluation, HRDocuments, Training, Projects, Project Management, Time Sheet, Separation, Attendance, Payroll, Report, Invoice, and Contacts. The right sidebar includes sections for Attendance, Leave, Pending Time Sheet, My Quick Link, All Alerts!!!, Coming Birthdays, Apps & Services, and Company News.

The bottom section shows the 'Leave Application' form. The form includes fields for Leave type, Vacation Start Date, Vacation End Date, Reason for Leave, Contact Address, Contact Number(s), Request Send To, and Cc. The form also features a 'Submit' button and a 'Coming Holidays' section.

Leave Application!!
* indicates a required field.

Leave type*: ☐ Exception

Vacation Start Date*: ☐ Full day ☐ First Half ☐ Second Half

Vacation End Date*: ☐ Full day ☐ First Half ☐ Second Half

Reason for Leave:

During Leave

Contact Address*:

Contact Number(s)*:

Request Send To: Admin A Admin / Admin A Admin

Cc: (Please enter comma separated email)

Submit

Coming Holidays [View All](#)

2.1.2 Leave Management

ERMS has a complete flow of leave management system. It has an automated leave management system which helps employee, HR, Managers and an organization.

It has following excellent features

- Online leave Application & approval
- It automatically computes and maintains applicable leave balances displayed to the employees at the time of applying for a leave
- HR can set-up leave rules for automated rule based work-flows
- The supervisor can check for the leave/attendance status of his subordinates before approving a leave
- Allows the employee to cancel leave after it has been approved
- Fully track the approval workflow with comments

2.1.3 Travel Management

With ERMS Travel Management, organizations and their employees get a much simpler, transparent, error-free and customizable way of keeping track of travel and expenses.

It has the following features -

- Swift approval process
- Manage travel details
- Stay better informed of policies and reimbursement history
- Track claims online
- Get timely disbursements
- Send travel requests and expense statements from anywhere in the world and get money disbursed on approval
- In built Visa approval process along with Hotel booking

2.1.4 Training Management

ERMS provides online training request form which is submitted by employee and goes into approval process. Training request is then notified to supervisor/manager for approval. Employee is notified if training request is approved or rejected.

2.1.5 Attendance Module - Biometric System

Though a routine and mechanical task, automating attendance releases the HR team to do more strategic HR development. It also makes it easy to manage approvals for leaves and simultaneously plan so that there is no interruption in the workflow when the HR is not present.

2.1.6 Attendance with RFID Integration

ERMS has a capability to integrate attendance with RFID system. RFID reader installed at the door, reads each and every employee passing through, and push employee tag id to ERMS database through web services, thus automating attendance system.

2.1.7 Payroll System

ERMS enables HR to calculate the payroll. The payroll can be imported into the system and generating the web-based pay slips automatically. This releases the HR on printing the pay slips for a large number of employees, resultantly HR becomes more efficient.

2.1.8 Performance Management System

Complete Appraisal process flow has been incorporated in ERMS. Appraisal system has an automated process from the beginning of appraisal to end. It gives complete performance/appraisal history to HR, Supervisor, Managers and Superiors. It has inherent mechanism to create and share role-based Appraisal templates. Also 360 degree feedback can be turned on and off as required.

2.1.9 Complaint Management

ERMS has a Grievances section, where employee writes his/her feeling towards any subject in an organization. It has category such as public, only to HR, only to manager etc. According to category email notification is sent to concerned person. Thus it gives employees an automated & streamlined facility to present their grievances in an organization. These replies can be reviewed at the month/period end to ensure the top level problems are resolved before they become a big issue.

2.1.10 HR Detail

HR detail gives complete information of an employee information with HR department such as employee information, his/her supervisor or manager detail,

his/her department detail etc. Also Employee Education, Certification, Dependent etc. can be captured and verified by the HR.

2.1.11 Loan/Advance Management

Loan/Advance Management system helps employee for online loan/advance request. Email notification goes to his/her manager and HR head. Employee gets email notification of his approval/rejection of loan/advance. It gives complete history of an employee's loan record thus helping HR to take decision.

2.1.12 Time Sheet Management

ERMS facilitates employees to create Time Sheet in an organization. It provides weekly time sheet for entry. Time sheet has an option to select billable or non-billable project option. Thus it gives a complete hours allotted on a project and automated invoice can be generated at the end of month for a T&M project.

2.1.13 Project Detail

This section has complete information of the entire project billable or non-billable in an organization.

2.1.14 Reimbursement System

ERMS has an automated online form for reimbursement. Employee requests for reimbursement and it goes through approval process. He/she gets email notification after his/her approval or rejection.

2.1.15 Visa Management

ERMS enables HR to keep track of all Visa information such as expiry, renew etc. ERMS send email notification to HR whenever any visa expires or due for renewable. It helps HR department to keep proper track on Visa. It also gives online form for new Visa request for the country to be travelled.

2.1.16 Rejoining System

ERMS enables employees to give rejoin information when they come back from the assignment such as business, project, training, etc. It helps managers & HR to have rejoin information with remarks from an employee to their record.

2.1.17 Separation / Exit

ERMS has a complete separation/Exit process for an employee. Separation process starts when employee's resignation is accepted. It has a complete end to end separation process.

2.1.18 Delegation

ERMS enables manager/employee to delegate their role or functions to their co-worker for specified period of time. It gives option to select all functions or few functions such as leave, timesheet, travel, loan etc. Upon submission, delegated person will be notified/receive all alerts and request of his/her team members for approval.

2.1.19 Company News

ERMS provide facility to share company/employee news among their employees. Anybody can post news and the admin can review and publish as required.

2.1.20 Business Intelligence Report

ERMS can generate various Business Intelligence reports for HR, Managers and Employees such as Leave Records, Payroll, Pay Slips, Appraisal/Performance Reports, Travel, Loan/Advances and Reimbursement Reports.

The PowerERM has strong localization option and is fully customizable to any language with ease.

[illegible]

2.3 Systems Requirements:

2.3.1 Hardware Requirements

- Pentium based web server. A shared server can be easily used.
- OPTIONAL: RFID Reader and Tags if Attendance Module with RFID integration is required.

2.3.2 Software Requirements

- ERMS application
- IIS server (Web Server)
- .Net 3.5 Framework
- Microsoft SQL Server 2005 with SQL Reporting Services

3 Advantages of Complete System

- Strengthens Corporate communication and culture
- Fosters learning - About Company Products, Services and Customers in a single personalized and easily accessible format through an enterprise portal.
- Establishes new communication channels
- Enables efficient project management
- Smooth workflow management - Forms creation, process management that links applications and processes
- Real time access to company training/news
- Targets information to employees based on their interests and needs
- Reduces time spent in searching for information - unified search tools
- Streamlines performance management (Appraisal)
- Encourages loyalty and commitment from employees
- Frees HR department to concentrate on more strategic tasks
- Improves productivity
- Encourages innovation levels
- Reduces turnover
- Retains talent-valued employees
- Enables effective and consistent rewarding

4 Appendix - A

4.1 Some Octaware Client Feedback



"Octaware Technologies is a great partner. Their staff is professional with top-notch skill sets. We can think of nobody better than Octaware Technologies to entrust our software services"

Nasser Saleh, AGM IT & Operations (CIO), Dlala Holding Qatar. Leading investment



"AskMe takes great care in identifying and selecting long-term partners. Octaware Technologies as our new partner has provided us with an efficient, flexible, and cost-effective solution
Exceeding our expectations"

Anil Kumar, General Manager AskMe

<http://www.askme.com/> : AskMe provides proven, cost-effective software and services for collaboration and knowledge management



"Octaware Technologies was quick and accurate in understanding our business needs and provided creative solutions. They are very conscious of their client's time and money, but at the same time willing to spend as much time as needed with their customers. We would recommend Octaware without hesitation."

Hossein Mousavi, Co-founder, VP of Product Development

<http://www.mporia.com/> : mPoria enables merchants to market and sell their products via mobile phones.

Worksharpergonomics

"Octaware Technologies understood our need and provided creative solutions with in depth analysis. They are very conscious of the quality of the deliverables and are willing to go an extra mile to ensure the quality work gets done. We would recommend Octaware without hesitation." -

Robin Gill, Director and founder, 1092923 Alberta Ltd: Alberta Ltd. provides the e-Learning management system in the area of healthcare.

4.2 Global Presence & Capabilities

- 2 Software Development centers in the city of Mumbai & Pune, India

- Offices Globally:
 - Seattle, USA
 - Singapore
 - UAE
 - Qatar
 - Saudi Arabia
 - Nigeria
 - Zimbabwe



Our Membership -

- » National Association of software & service Companies (NASSCOM)
- » Electronics and Computer Software Export Promotion Council, India (ESC)
- » Micro, Small & Medium Enterprises Associations (MSME)
- » International Association of Microsoft Channel Partners (IAMCP)
- » Washington's Technology Association
- » Indo-Arab Chamber of Commerce & Industries (IACCI)
- » Data Security Council of India (DSCI)

4.2.1 Octaware Research and Development

Octaware offerings are backed by its investment in Research and Development in cutting edge technology. Octaware management believes and invests heavily in the research and development areas of the new technology. The Emerging Technology Group (ETG) continuously evaluates the new offering in the technology domain and builds expertise within the organization.

4.2.2 Octaware Consultants

At Octaware, technology specialists and business management experts share expertise to gain a thorough insight into the client's business, and look for innovative ways to apply technology for lasting solutions. We believe in enhancing the competitive edge of our customers by providing the best of the IT solutions meeting their needs.

4.2.3 Octaware Quality - a key business driver

The quality is embedded in Octaware software development life cycle processes. From the inception of the project to the end, at each level the quality of the deliverables are quantified and evaluated. The Quality Assurance team at Octaware works very closely with the Development team to ensure the end deliverables meets the requirement.

4.2.4 Octaware Alliances

Octaware increases the diversity of its offerings through strategic alliances and vendor membership with the global leaders in technology and e-Business, such as Microsoft. The Microsoft membership allows the Octaware to be in touch with the latest happening in the IT industry and evaluate the offering for our customer best use before the technology is released.

4.2.5 Octaware Products & Business/Technical Verticals

Besides providing end-to-end solutions to its clients, Octaware also develops and markets innovative software products and tools for the worldwide market. The Octaware has the e-Learning platform for the organization to deploy and publish the e-Learning needs. Octaware e-Learning provides an enterprise with the complete end to end e-Learning Management solution. At Octaware the groups are segregated by Industry practices and Service Practices to gain both the domain and technical knowledge. The IP and SP are as follows

Industry Expertise: Healthcare, Education, Government, Telecom, Oil & Gas, Banking & Financial, Real Estate & Construction and Manufacturing

Service Expertise: Custom Software Development, Enterprise Portal Services, ERP/CRM Implementation, Mobile & RFID Solutions, Cloud & Infrastructure Services, Geospatial Services & Consulting

Octaware offers products and services in e-Business, Application Development, Architecture & Technology Consulting, Engineering Services and Infrastructure Development, across verticals such as Airline, Banking, Financial Services, Oil & Gas, Insurance, Telecom, Manufacturing, Retail, Transportation, Healthcare, Government and Utilities.

Octaware's proven combination of established methodology, quality processes, experienced project management, skilled business analysts, deep technical integration ability and knowledge results in maximum return on investment and lower risk for our customers. In

4.3 Emerging Technology Group (ETG)

Octaware has well defined Emerging Technology Group to track the technology changes in the industry. The ETG serves the project by training the new resources in the project technology with its repositories of best practices and technology knowledge. The senior resources of Octaware are assigned to the ETG. On completion of the project, the best practices are compiled by ETG for reuse. The ETG adds value to the customer project by jump starting with reusable components/best practices/ coding guidelines.

