Human Capital Management

i chris

International **C**omprehensive **H**uman **R**esource **I**ntegrated **S**oftware

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Frontier
software

Content

A Local, National or Global Human Capital Management Solution

Awards and Accreditations

Introduction

Frontier Software is recognised as having developed one of the most successful solutions for Human Resource and Payroll Management with products in use at more than 1500 public and private sector clients worldwide. Our software modules can be selected individually or as part of a totally integrated platform to deliver a multi-functional and highly flexible Human Capital Management solution. Frontier Software can deliver a solution that is suitable for organisations of all sizes and from all market sectors, as demonstrated by a client base that ranges from 50 to 100,000 staff.

Local, National or Global HR

Frontier Software is the ideal HR solution for your global workforce. Data from any country can be stored and accessed from within your global company network or via the Internet. One database for all countries, companies and employees is a reality with our software. Access to data - regardless of user location or level - is controlled by comprehensive security functions, whilst rigorous audit controls give an extra layer of confidence.

European language capability is also available. With global organisations, statutory rules and regulations may differ and employment terms and conditions vary; however, the design of our software allows rules to be defined, ensuring data accuracy and compliance throughout the product suite.

Modern, Flexible and Intuitive

A comprehensive Human Capital Management solution with the flexibility to adapt to changing requirements within an organisation is essential. We have clients that have used our software solutions for over 20 years, benefitting from continual development and the added flexibility of user customisation to stay up to date.

The development of our solution is driven by technological, business, industry and social demands and, taking on board the latest design techniques and trends, we produced the ichris browser solution. ichris is simple to operate, providing an intuitive user interface and consistent user experience across multiple devices: desktop, tablet and smartphone.

International Comprehensive Human Resource Integrated Software

The ichris software environment offers organisations of all types and sizes the opportunity to create a centralised, virtual HR office incorporating a comprehensive choice of functionality.

Key features of the Frontier Software solution include:

- **Maintain extensive HR information**
- **Unlimited history with no loss of data**
- **One time data entry**
- **Modular design to match business growth**
- **Powerful and easy to use Report Designer**
- **User customisation without compromising upgrades**
- **No software required on desktop, tablet or smartphone**
- **Access anytime, anywhere controlled by user security**
- **Global option to access your HR database in different languages**
- **Multiple currencies with different reporting currencies**
- **Exceptional maintenance and support services**

Our Product

Innovative Human Capital Management software solutions on your desktop, tablet and smartphone

i chris

International **C**omprehensive **H**uman **R**esource **I**ntegrated **S**oftware

If people are the most valuable asset in your organisation, shouldn't your HCM software be the most important system?

Build a complete history for every employee and customise data to meet your requirements. Regardless of country/company, your HR rules are held within an integrated database.
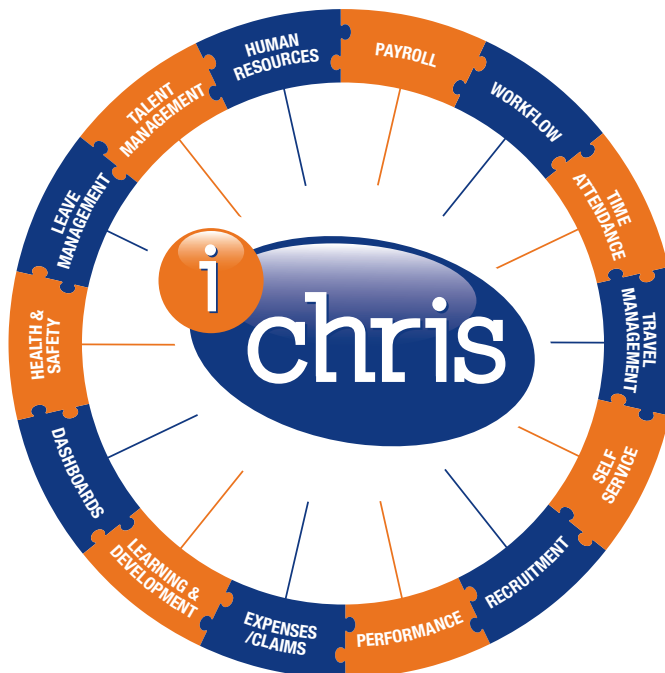
Extensive functionality and data recording facilities include:

- **Absence and leave**
- **Career history**
- **Equal opportunity and diversity**
- **Multiple addresses**
- **Organisation structure**
- **Position management**
- **Establishment reporting**
- **Unlimited allowances and benefits**
- **Salary history**
- **Employment terms and conditions**
- **Work Patterns**

Additional functionality, depending on business requirements, includes:

- **Professional associations**
- **Education and qualifications**
- **Skills and competencies**
- **Disciplinary and grievances**
- **Dependants and next of kin**
- **Salary modelling**
- **Licences and certificates**
- **Medical information**
- **Performance review**
- **Training history**
- **Organisation charting**

YOU CHOOSE THE MODULES TO MEET YOUR BUSINESS REQUIREMENTS

Frontier software

International **C**omprehensive **H**uman **R**esource **I**ntegrated **S**oftware

Organisation and position control

Company hierarchy is at the core or our software, driving the reporting and security of the database. Maintain complete control over your structure using ichris to create an accurate, up-to-the-minute view of the organisation.

Functions include:

- **Multiple levels of organisation**
- **Position establishment**
- **Position descriptions**
- **Position competencies/skills competencies**
- **Department budgets**
- **Occupancy reports**
- **Headcount analysis**
- **Organisation chart interface**

Flexible remuneration

Forecast, plan and administer remuneration in line with local market conditions across the organisation, or by selected employee groups.

ichris offers:

- **Unlimited salary and benefit history**
- **Future dated increases**
- **Automatic increment processing**
- **Salary modelling and review**
- **Ad-hoc data enquiries with immediate spreadsheet analysis**
- **Awards / grades / spinal points**

Employee data

ichris enables you to capture, maintain and retain unlimited data history. You never lose data - it is retained even when employees leave the organisation and access to history is available at any time. Users can customise any form (screen); adding new or removing existing data fields, enabling you to capture all the employee data required by your organisation.

Holiday and sickness

User-defined tables hold absence rules e.g. payment, entitlement and statutory conditions, which can be amended as required.

Key capabilities include:

- **Record all types of absences**
- **Specify multiple entitlement rules**
- **Display graphs and absence patterns**
- **Automatic calculation of balances and payments**
- **Alerts when leave exceeds entitlement**
- **Produce leave planner for managing absence**
- **Block leave according to your company rules**
- **Automatic statutory absence payments**
- **Full pay / half pay calculations**
- **Manual adjustments to balances**
- **Accounting entries for leave liability**
- **Self service absence management option**

Triggers / alerts / reminders

Benefit from automatic notification of tasks and events. ichris generates automatic email alerts e.g. contract expiring, new starter, medical due etc and any number of user defined alerts can be created saving you time and money.

Plan changes within your system with the diary reminder facility:

- **You choose which changes in the system will create a diary reminder**
- **Messages pre-formatted to appear automatically on screen at pre-determined dates**
- **Create diary entries with direct input into the calendar or task function within Microsoft Outlook™**

Microsoft Office™ integration

Deliver efficiency within your HR department through MS Office™ integration, including a Word™ merge function for document production. Data can also be exported into Microsoft Excel™ or imported directly into the ichris database (with validation), saving you considerable time and effort. Automatic links with Microsoft Exchange™ and other SMTP compliant applications provide an email gateway to your entire organisation and with Outlook™ in use extensively by organisations around the globe; emails can be generated automatically within our product suite.

Talent Management

ichris is the ideal tool to partner your talent management programmes, through use of the extensive functionality within the following modules:
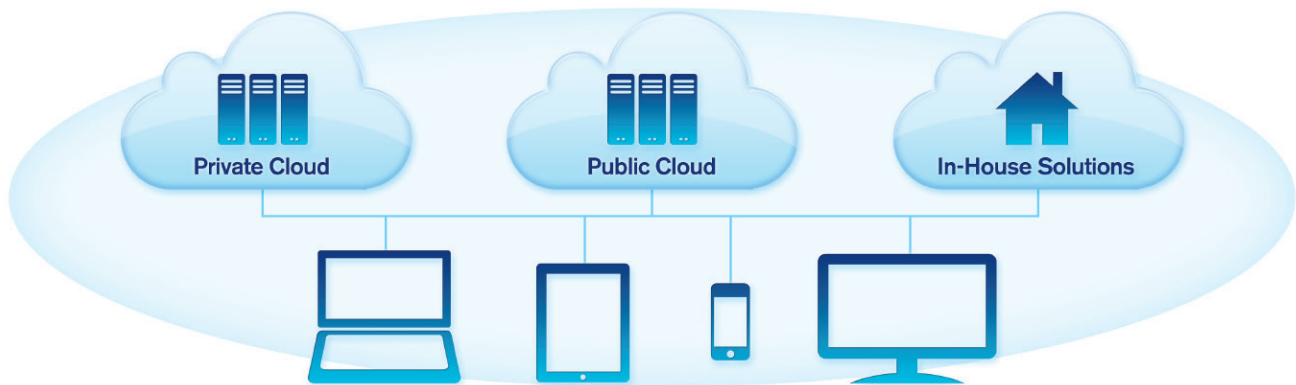
- **Recruitment Management**
- **Learning & Development**
- **Performance Management**
- **Succession Planning**

Your Solution - Our Modules

Select our modules to meet your business requirements

International Comprehensive Human Resource Integrated Software

International Comprehensive Human Resource Integrated Software
The internet has changed how people consume, share, discover and connect with software and data. The browser interface of ichris delivers HR functions without the burden of deploying and managing a traditional desktop software application. ichris offers ease of use, integral report designer and standard reports, security, user customisation capability and unlimited help. In addition, ichris provides you with a local, national or global environment for your Human Capital Management software requirements.

Payroll
Payroll calculates regular and bonus payments to employees based upon your country statutory taxation rules. Employer and employee contributions / deductions for a variety of pension, superannuation and insurance schemes are also automatically calculated. An unlimited number of payments and deductions are user defined and all payroll calculations create appropriate accounting entries. With comprehensive audit features, the security function controls access to the various payroll processes. Over 100 payroll management reports are provided along with user defined reporting.

Self Service
This employee and manager self service solution with workflow processes allows employees to enter details and enables managers to approve requests and view staff records. Extensive help facilities and innovative product functionality ensures that any organisation can extend self service benefits to their staff.

Recruitment Management (e-Recruit)
A complete recruitment solution that enables organisations to post vacancies via their website. It also allows potential candidates to view vacancy details and apply online. Auto-selection filters can be applied to reject unwanted applications, while emails to applicants are generated automatically during the selection process.

Time and Attendance
Ideal for organisations that require an integrated time attendance and rostering facility, whereby work (shift) patterns and payment rules are user defined. Attendance information can be obtained via any type of time clocking device – including employee self service facilities. Data is imported directly into the database for payroll make-up, time and attendance monitoring and inclusion in employee records.

Learning and Development
The Learning and Development module provides the tools to manage an entire staff training programme – from selecting employees for a learning event to making course bookings, updating waiting lists, skills analysis and course evaluations.

Performance Management (e-Performance)

Effective performance management is vital for both staff development and business growth. Your organisation's performance management process can now be automated, aligning KPIs (Key Performance Indicators) with organisational strategy. This module delivers management of all types of performance review via a web interface.

E-claim / Expenses

This self service module allows your employees to submit their expense claims online, view their expense records, query approval status and perform cancellations. Claim entitlement rules and payment terms associated with the rules are defined by the user.

Human Resources Dashboard

A powerful reporting module that communicates critical information at a glance using modern graphical presentations including gauges, charts and traffic lights. Intuitive, easy to use and easily modified, the dashboards offer drill down capability to the raw data. Naturally, security is used when viewing your dashboard.

Workplace Health and Safety

It is a mandatory requirement of any business to maintain records of accidents and incidents that arise within the workplace. This module is well equipped to meet these objectives, with flexibility to add additional information including documentary evidence.

Mobile Human Resource

We now live in an ever changing mobile device world and Frontier Software is using this technology to provide an interface for the employee 'on the road'. Leave applications, expenses and general data enquiries can be made by using an Apple iPhone™ or Android™ smartphones and tablets.

Multiple Contracts

Specific organisation sectors, e.g. Health, Education, Government have a requirement to offer employees multiple contracts with different terms and conditions (awards). This module provides business intelligence to cover multiple contracts and associated taxation, accounting and employee payments.

Intelligent Workflow

Imagine being able to automate processes within your HR department. Do you want to be 100% sure that all procedures are always followed and relevant approvals always obtained for tasks? Intelligent workflow is a graphical tool that will enable you to achieve this.

Web Services

This module enables the ichris Business Rules Engine to function as a service provider in a Service Oriented Architecture environment (SOA) with UDDI, WSDL and SOAP. It allows the latest Web Services enabled tools and applications to be used for Enterprise Application Integration projects.

Other modules

- **Multiple Language**
- **Multiple Country/Currency**
- **Smart Import/Export Manager**

- **Workforce Scheduler**
- **Bradford Factor sickness reporting**
- **Fleet Management**

- **Organisation Designer**
- **Loans**
- **… with more to follow**

Product Benefits

No software is required for your desktop, smartphone or tablet

Report Designer

Advanced management reporting is achieved with our easy-to-use Report Designer. Any number of reports can be created and amended by the user at any time and delivered easily and quickly to managers via email or self service. Comprehensive security facilities control access to the information within ichris when using the Report Designer.

Unlimited extraction, analysis and reporting on your data means that reports can be generated in the format you require. Simply drag-and-drop data fields into the report layout and link ad-hoc reports to ichris menus to make reporting by managers even easier.

Standard reports are supplied from day one and cover many of the common requirements of HR and Payroll departments.

Produce output in XML and PDF format All standard reports present important management information and contain parameters to give flexibility about the information selected and reported. Output formats include options to save as PDF and HTML and many of the reports have XML capability, with templates supplied by Frontier Software.

Scheduling Reports produced within ichris can be batched and can also be scheduled for processing at a specific time, day and frequency

Complete history

Unlike many HR software products, Frontier Software has designed all of its products around the concept of unlimited history.

Customisation tools

Empowering the user to customise their system without affecting software upgrades is the dream of many HR software companies. Frontier Software has achieved this with functionality that allows a user to add new screens (forms), amend the data dictionary, create user help and remove data items that are not required. You can customise the menus at any time.

Secure access

Security is paramount and Frontier Software's products are built upon a secure base controlling all user privileges.

Access is password-controlled with users entering a unique log-on ID and password before gaining access. All communications can be encrypted using SSL (Secure Socket Layer) enabled browsers and web servers. (Encryption requires the user to provide a digital certificate for their web server).

LDAP Authentication Optional module, for authenticating users with Enterprise Directories when logging on. Having the log-on ID and password in one location and using LDAP enabled applications provides the benefit of Same Sign On.

Auditing

This feature is paramount to a successful HR software solution as audit controls are essential for system management. Within our products any database change is recorded and reportable.

Attachments

Our system is your filing cabinet as an unlimited number of attachments can be stored against the employee record, e.g. photograph, driving licence, certificate of education/qualification etc. Naturally, these can only be viewed by users with the correct security access.

Multiple Country / Language / Currency

Frontier Software can offer a single database for all your employees regardless of location You can purchase country extensions for supported foreign languages including French, German and Spanish. Any country can be accommodated with your data accessed from any popular browser at any time.

Different currencies for any form of remuneration (salary), allowances/benefits can be created. Naturally, country and data security is essential and will be managed by the comprehensive security features inherent to the system.

Help is only a click away

A powerful feature within all Frontier Software products is the help and just a click to the field or form (screen) or menu item and help will automatically be displayed. In conjunction with this, an on-line tutorial help with index capability is available. This feature provides users with instant access to knowledge that is updated with all new software versions.

User notes can be added to ichris with a 'post-it' note feature. These notes are date stamped and can be kept private or made public to all users.

Payroll Bureau /
Outsourcing & BPO Services

Outsourcing payroll can save you time and money

Outsourcing your payroll function can save you time and money. More and more organisations are placing their trust in Frontier Software to deliver payroll as a bureau, part-managed or fully managed service. Frontier Software provides payroll services to more than 500 clients – from small organisations to those with 10,000+ employees. Our client base extends across all market sectors in the countries where we operate. Any sector - we have a payroll processing solution.
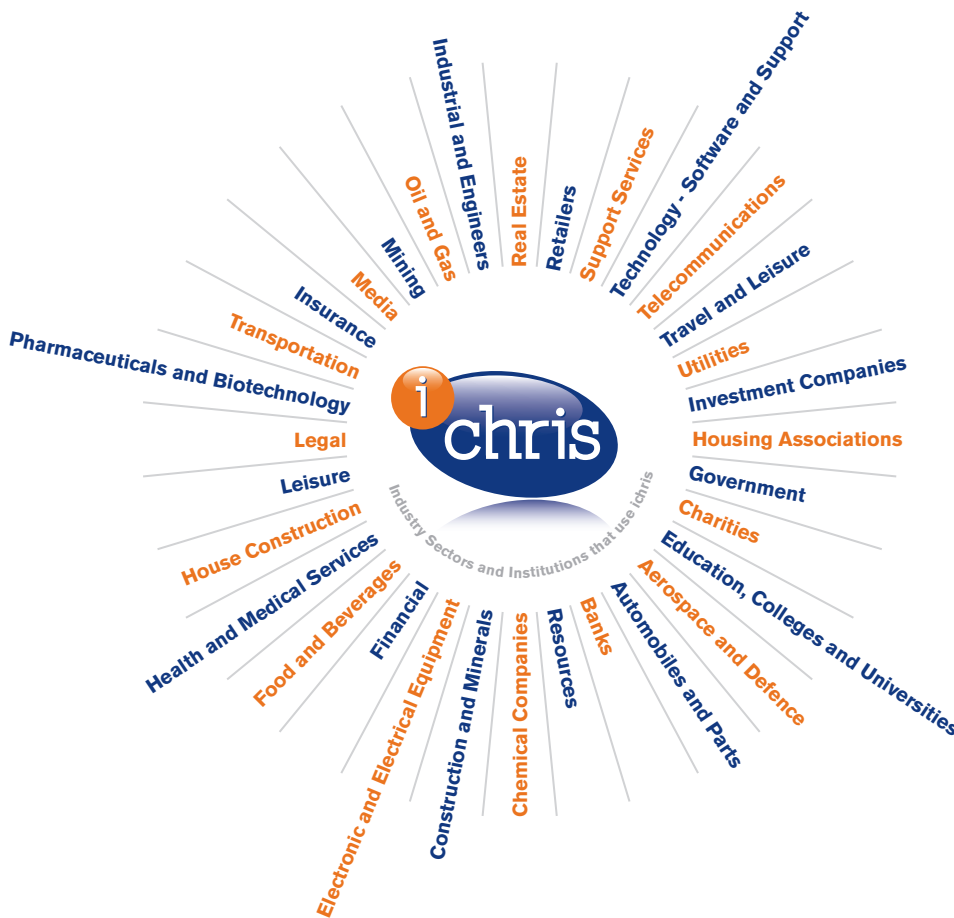
Benefit from the accessibility, flexibility and control of running payroll in-house – without having to allocate your staff, equipment, time and resources to manage your payroll.

Create a technical environment that matches your best practices
Frontier Software delivers data – real-time and online – for current and historical information. The technical architecture provides organisations with a choice of using their wide-area network or the Internet to connect between locations. With the cloud environment we take responsibility by managing our application, including back up, business continuity and all software upgrades.

Business Process Outsourcing (BPO)
Frontier Software offers a complete range of services to meet your BPO objectives. These can range from effectively becoming your payroll department to hiring your payroll staff. Whatever your requirements, we have a solution and are here to help you.

Industry Sectors and Institutions that use ichris: Industrial and Engineers, Technology - Software and Support, Oil and Gas, Real Estate, Retailers, Support Services, Telecommunications, Mining, Media, Travel and Leisure, Insurance, Transportation, Utilities, Pharmaceuticals and Biotechnology, Investment Companies, Legal, Housing Associations, Leisure, Government, House Construction, Charities, Health and Medical Services, Education, Colleges and Universities, Food and Beverages, Aerospace and Defence, Financial, Automobiles and Parts, Electronic and Electrical Equipment, Banks, Construction and Minerals, Resources, Chemical Companies

Payroll Bureau / Outsourcing & BPO Services

You select a service option to achieve your goals

Select the service level and preferred method of operation

We recognise that every company is different and this is reflected in the flexibility of our outsourcing options that will ensure your employees are paid accurately and on time.

- **Payroll Bureau:** Simply email employee details and / or payslip information to our processing centre and we do the rest! Once pay has been calculated and approved, it is transmitted to the Bank for payment to employee bank accounts. A variety of payroll reports and payslips can either be emailed directly to you, or printed and couriered to your designated office. If you use the Employee and Manager self service module, payslips can be viewed online and printed as required.

- **Part Managed:** You will have direct access to your database and can view / amend details at any time. So, unlike many competing services, you will not have to wait for updates. Once payroll has been processed, you have immediate, online access to payroll information. You will also receive reports, financial systems / ERP and banking interfaces. If required, you can enhance your Payroll Services contract with any of our integrated modules including HR and self-service.

- **Fully Managed:** We become your payroll office! Frontier Software will handle all data import, and processing. If an employee has a payroll enquiry, it will be managed by a nominated co-ordinator at Frontier Software. Alternatively, you may decide to enter data directly into your ichris database for processing. We answer statutory queries and make third-party payments.

Suitable for all sectors, the service levels can be changed at any time and a team of Frontier Software experts is always on hand to help you select your preferred method of operation.

Consider the advantages:

- Secure online access to payroll and accounting data
- Service options to meet the demands of your business
- Automatic updates in accordance with changes to statutory legislation
- Minimise administration costs
- Reduce hardware infrastructure costs
- Telephone support
- Ad-hoc reporting
- Multi Country / Company environment
- End of year payment summaries
- Self service capability with online payslips
- Security and audit control of data

You can also choose from a variety of Frontier Software Human Capital Management modules that offer service integration options, such as Employee and Manager self service, to enhance your payroll services contract and meet your strategic vision.

A typical online payslip

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Awards and Accreditations

Accreditations are extremely important to Frontier Software and in countries where these are relevant, we invest time and effort to achieve them.

"Innovation, functionality, flexibility and quality
are the foundation of our software solution"

Michael Howard - Founder, Frontier Software

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