



Performance Management
(e-Performance)

Performance Management

A COMPREHENSIVE
FLEXIBLE SOLUTION

Effective performance management is vital to both staff development and business growth, yet organisations face numerous challenges.

These include the establishment of business-specific KPIs (Key Performance Indicators), and managing performance via formal tools in an increasingly informal, disrupted HR environment.

Increase efficiency, reduce overheads and build essential business intelligence

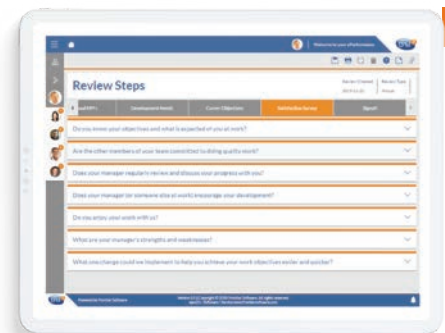
Frontier Software's EPM²¹ - Performance Management (e-Performance) module improves the performance management lifecycle providing a comprehensive set of tools that replace inefficient or paper-based systems. Users can identify objectives and establish the necessary KPIs to monitor, measure and maximise staff performance, while building an unlimited history that can be audited and reported on. Users can access the EPM²¹ - Performance Management (e-Performance) Journal function via their mobile devices, so critical performance related information can be captured anywhere, anytime.

Integrated approach

Performance management is more than simply collating information on staff for review and appraisal. It is an ongoing process that can encompass numerous HR functions including:

- Learning and development
- Appraisals, reviews and coaching
- Setting of targets and performance standards
- Promoting and rating both individual and team performance
- Administering performance-related pay and other benefits

All of these functions can be managed using EPM²¹ - Performance Management (e-Performance) in conjunction with Frontier Software's acclaimed ichris - International Comprehensive Human Resource Integrated Software.



Review steps are user defined.

Whether deployed via a desktop, a laptop for on-the-go HR staff or a tablet for your field workers, EPM²¹ - Performance Management (e-Performance) provides managers and staff with secure hierarchical access.

EPM²¹ - Performance Management (e-Performance) helps ensure that performance management processes are implemented in a uniform and timely manner throughout the organisation. Workforce potential can be appraised and developed as part of strategic decision making, while automatic email reminders and workflow alerts help direct the review process.

FRONTIER SOFTWARE

EPM²¹ - Performance Management (e-Performance)

Build KPIs that
define individual,
departmental and
corporate objectives.

Frontier
software

Human Capital Management
& Payroll Software/Services

Performance Management is based on the principles of measurement, appraisal, review, action and monitoring.

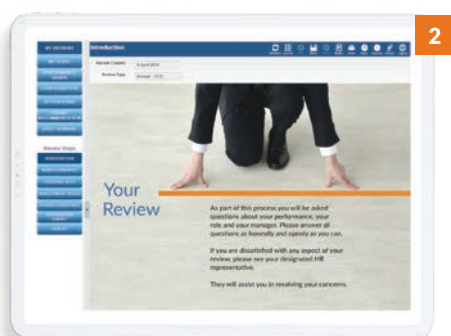
Key Performance Indicators (KPIs)

KPIs are specific measures used to identify the strengths and weaknesses of organisations and individuals. They can be used to define, assess and align staff performance with an organisation's operational and corporate strategies. Frontier Software's EPM²¹ - Performance Management (e-Performance) helps ensure that performance management processes are implemented in a uniform manner and allows workforce potential to be determined, developed and maximised.

Benefiting from e-Performance

- An effective approach to identifying your staffs' potential
- Highlight areas for staff development and training
- Easier to complete and review than paper-based systems
- Maximise performance feedback at all management levels
- Helps ensure performance reviews are completed on time
- Differentiate between individual, departmental and corporate goals
- Helps ensure higher staff acceptance
- Easy for staff and managers to access previous performance reviews

Frontier Software's EPM²¹ - Performance Management (e-Performance) solution incorporates multiple easy to use screen-based templates that can be customised to meet specific needs and emulate your manual performance management processes.



Visualisation easily identifies strengths and weaknesses.

User defined KPIs

All KPIs are user defined and can be categorised according to your areas of business activity and strategic requirements. For example:

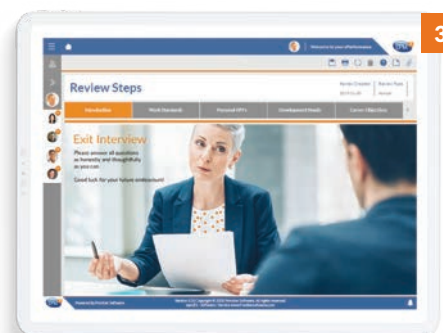
- People
- Systems
- Customer
- Financial
- Technical

KPIs can be deployed on an organisation-wide basis, on a role-based basis and on an individual basis. Additionally, managers and staff can agree on 'ad-hoc' KPIs as part of the review process. KPIs can be locked down at any pre-determined stage of the review, or left open for further editing if desired. An unlimited history of new and amended KPIs is stored within the ichris - International Comprehensive Human Resource Integrated Software database. Appraisal / review formats, selected KPIs and company / job-specific information can also be used for other staff member performance reviews, saving valuable time and avoiding duplication of effort.

A total solution

The browser-based EPM²¹ - Performance Management (e-Performance) module delivers an end-to-end performance management solution that may be configured to meet an organisation's specific requirements.

- Identify, develop and realise the potential of your staff
- Maximise staff motivation and performance management feedback
- Align staff performance and development with strategic objectives
- Empower managers by providing easy access to performance data



Review discussions can take place at any time.

What can e-Performance tell me about my staff?

EPM²¹ - Performance Management (e-Performance) has been designed to capture data in a format that allows easy analysis of your HR trends. The ratings entered for individual review questions can be combined to develop an insightful picture of a staff member's performance. This data can be reported on using Frontier Software's ad-hoc Report Designer tool, or viewed graphically from within the EPM²¹ - Performance Management (e-Performance) system.

The on-line environment of EPM²¹ - Performance Management (e-Performance) facilitates easier progress monitoring for all aspects of the performance management process. Alerts and triggers ensure that timeliness for review completion become a manager's priority.

Performance management isn't just about capturing performance information, it's also about accessing and using that information.

EPM²¹ - Performance Management (e-Performance) gives managers intuitive graphical tools that easily identify top performers and those in need of extra help.

Performance doesn't just happen when an employee sits down to talk with their manager, it happens every day, all the time. The Daily Journal function leverages the power and flexibility of mobile technology by allowing users to capture performance-related information on their mobile phones.

EPM²¹ - Performance Management (e-Performance)

Specific product functions

- Review pages and fields can be customised to align with your organisation's requirements
- Different review questions can be deployed to different users if desired
- Question-specific instructions and information can be embedded in the review to help your users give accurate answers
- Various options exist to control the creation of new reviews (e.g. only by the HR Department)
- Support for recording less formal meetings / catch-ups with employees
- Any employee attribute can be rated, weighted and graphed if desired
- Managers can easily configure ad-hoc graphs to display different employee attributes or combinations of these
- Review fields and forms can be hidden, viewable or editable to different users at different stages of the review
- Hard-copy review printouts can be easily generated by all users
- The Daily Journal function allows quick, ad-hoc recording of performance information
- Performance-based salary recommendations can flow through directly to Payroll
- Approved training recommendations can flow through directly to LD²¹ - Learning and Development

ichris - International Comprehensive Human Resource Integrated Software

Globalisation and consolidation are key business concepts applied by Frontier Software throughout the evolution of our software solutions. We use Internet and intranet (browser) functionality as inherent features of the entire product suite. This is ideal for sophisticated and reliable operation across distributed, wide-area networks.

ichris - International Comprehensive Human Resource Integrated Software employs an advanced three-tier, client / server technology, web services, and leverages the world's leading operating systems - Microsoft Windows™, UNIX™ and Red Hat Linux™. This provides an enterprise-wide, local and wide-area network topology with secure and comprehensive Internet / intranet capability, plus SQL Server™ and Oracle™ database access.

The ichris - International Comprehensive Human Resource Integrated Software architecture allows the shared load of running applications across the user interface, a central server, a web server and a relational database. This dedicated, yet versatile topology provides high reliability, speed and performance. Processing, as well as the application itself, operates from a central server - freeing your desktop PC to run the user interface and / or our HR²¹ - Self Service and EPM²¹ - Performance Management (e-Performance) web browser interface.

Business Rules Engine

The Business Rules Engine handles all data on behalf of users, interfaces and databases, which means that all business logic resides securely in one module, and in one location (the central server). It consistently applies the business rules for all operations and ensures full security because users do not have direct access to resources on the server.

Human Resource

Build a complete history of every member of staff and tailor this demographic database to your unique requirements. Frontier Software's Human Resource core module facilitates electronic storage of extensive information on personnel, while our easy to use online ad hoc report designer enables you to enquire and report on:

- Career history
- Equal opportunity data
- Diaries, email triggers, notes
- Addresses
- Absences / holiday monitoring
- Organisation structure
- Establishment position reporting
- Unlimited allowances / benefits
- Unlimited salary history
- Unlimited position history
- Personnel records

In addition, you can further enhance your HR capability in step with evolving requirements using Frontier Software's specialist ichris module options:

HR²¹ - Self Service

A dedicated web browser interface providing a virtual HR facility that allow staff and managers to access and update their information and request / approve leave, time sheets, training etc.

LD²¹ - Learning and Development

Provides the tools to manage your entire staff learning programme.

ER²¹ - Recruitment Management

Leads the way in Internet functionality and provides powerful, yet easy to use features that enhance the end-to-end process, from vacancy requisition / approval and candidate management, to final selection.

To find out how you can access the rich functionality of EPM²¹ - Performance Management (e-Performance), contact Frontier Software.

www.frontiersoftware.com

