



# OpenText Assure for HR

Transform your business with Assure

Enhance your existing HR capabilities by adding intuitive self-service, automated correspondence, performance reporting, change management and case load reduction capabilities. OpenText provides smart process applications for HR, an elegant front-end to your existing HR systems which replaces paper-based processes and difficult software interfaces.

- ▶ Improve the employee experience by providing an easy and consistent way to request services, check on status, and or be notified throughout the process
- ▶ Reduce costs through efficient management of case work and metric-driven justification for process improvements
- ▶ Offer intuitive dashboards and reporting to help business leaders make better decisions based on real-time information and historical trends
- ▶ Reduce business risk with a flexible solution that provides consistent execution and helpful guardrails
- ▶ Continually improve the customer experience at the pace of business while significantly reducing the reliance on IT

Assure can help you meet strategic goals, exceed employee expectations and reduce your operational costs.

## Collaborative Case Management

Your HR team members can access Assure via web or mobile applications to view assigned work and active cases. Assure supports team effectiveness and collaboration through:

- ▶ Structured and unstructured processes for case handling
- ▶ Automated tracking, categorization, and routing to knowledge experts
- ▶ Advanced knowledge management
- ▶ Dynamic, multi-channel document composition, management and delivery
- ▶ Rules-based escalation supporting service level agreements and critical situations
- ▶ Up-to-date inventory of team member skill and expertise profiles
- ▶ Integrated access to information in other business systems such as ERP, ECM, and CRM

Team performance can be graphically presented via a KPI dashboard to make your team more efficient and productive.



The solution “is deployed and accessible globally. Subsequently every shared Service Centre now has a common support apparatus with integration across underlying business systems.”



### Personalized Self-Service

Provide employees with Intuitive access to your HR services via a secure web portal or mobile application. The Assure self-service capability provides each employee with the ability to manage information, make requests and report mistakes or errors. Employees can also:

- ▶ Track the progress of requests
- ▶ Access documentation
- ▶ Search for information and services
- ▶ Provide feedback via survey forms
- ▶ Receive notifications
- ▶ Authorise requests from other employees (as line managers)

In addition to the web and mobile self-service, Assure supports communication via email, chat (desktop Instant Messaging) and telephony integration.

The ability to consume and integrate information from other business systems allows Assure to personalize each employee’s self-service screens and experience, making your HR services more accessible and relevant.

### Orchestrating HR Service Delivery

Managers can view staff work loads, re-assign work between individuals, and schedule activities in calendars in Assure.

- ▶ Inbound requests can be automatically assigned, based on skills or workload.
- ▶ Requests can be assigned a target time for response and/or resolution, which will trigger a warning to both the assigned team member and the manager.
- ▶ Case handling metrics provide information on staff productivity and an insight to where training, knowledge or process changes may improve effectiveness.
- ▶ Formal processes for handling customer requests, incidents, and change requests ensure adherence to best practice.
- ▶ Audit trails are available for supporting investigations and improving regulatory compliance.

Assure can help you automate a wide range of processes, including:

- ▶ Reorganization/Re-structuring
- ▶ Staff Assignments
- ▶ Compensation Management
- ▶ Absence/Timesheet/Expenses
- ▶ Benefits Administration
- ▶ Goal Management
- ▶ Performance Management and Appraisal
- ▶ Colleague Feedback
- ▶ Career and Development Planning
- ▶ Project Management
- ▶ Talent Management
- ▶ Recruitment
- ▶ Relocation
- ▶ Enrollment (staff on-boarding)
- ▶ Appraisal/Assessment
- ▶ Training and Development
- ▶ Succession planning
- ▶ Right to work
- ▶ Mergers/Acquisitions

### Analytics and Reports

Assure provides better metrics for decision makers:

- ▶ Productivity: understand your team workload and assign activities using live dashboards
- ▶ Insight: identify issues related to activities, procedures, team members or cases via clear reports
- ▶ Performance: measure the requests for HR shared services and the outcomes delivered

The metrics provided by the solution also allows executives to visualize the improvements resulting from their investments.



### Case Load Reduction

Assure reduces case loads through a clear process to identify high activity times, delays and errors. HR organizations using Assure can monitor all processes and activities, report on inefficiencies and systemic problems, and provide clarity to where improvements can be made. By identifying the root cause of problems in service delivery, Assure enables HR executives to focus investment where it will have the greatest impact.

### Deliver Re-organization and Change

The Assure solution enables HR to maintain control of processes and regulatory compliance, while quickly implementing new business strategies or innovative services. Critically, Assure inherently supports the management of change to your business-critical services. Minimize risk and disruption with formal Change Management: govern service and process modifications.

### Strategic HR

Start the HR transformation journey: move from administration to value creation; from cost center to strategy center.

Assure enables you to:

- ▶ Get better visibility of business activities and investment in people
- ▶ Foresee and meet evolving needs of the organisation
- ▶ Create behaviour change and new policy adoption
- ▶ Rapidly implement new initiatives and business strategies

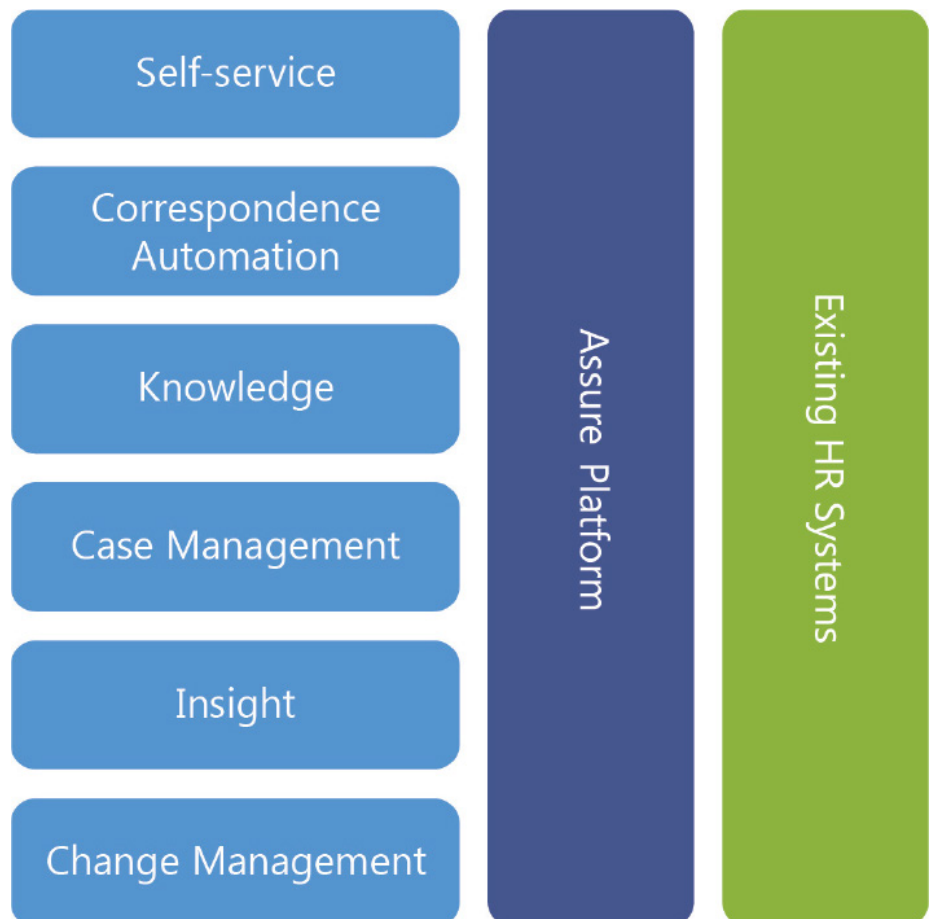
Key aspects of process governance are efficiently applied through the process framework in Assure, including:

- ▶ Corporate information security policy
- ▶ Costing and financial management of business activities
- ▶ Supplier management

### Enhance Your Services

New processes supporting HR can be rapidly created -- without software development skills -- within hours. By combining well-structured foundation modules with pre-built components, Assure application factory approach allows a manager or analyst to easily build a new process. Alternatively, an existing process can be used as a template and modified to better suit the business needs across HR as well as other parts of the organization. For all but deep integration with other business systems, Assure removes the external dependency on technical services for process innovation.

Assure empowers HR, removing the reliance on IT professionals or software developers for process innovation and improvement.



## Integrating Information

While the core Human Resource processes may be automated across one or more systems, there are still a lot of manual work-a rounds that make it difficult to link information and processes across departments leading to poor employee experiences and missed business goals.

Leading organizations are taking advantage of Assure's underlying business process management platform to quickly integrate data, information, content, and knowledge and to surface it in a common work and customer experience. Assure's underlying BPM platform enables organizations to break down the silos created by aging transactional and inflexible packaged applications to reveal a consolidated view of the employee and services provided to them.

## Deployed in 30 Days

A basic Assure solution can be deployed in as little as 30 days and on-going support for Assure solutions is provided by our global support and services team.

Seven reasons to choose Assure:

- ▶ Personalized self-service for employees
- ▶ Effective working environment for the human resources team
- ▶ Advanced analytics and reporting
- ▶ Innovative services delivered by the business without requiring IT skills
- ▶ Reduced case and work loads
- ▶ Designed for continuous, rapid change without impacting the application's integrity
- ▶ Rapid deployments

## Extraordinary Service Management

Our Assure platform is built around enterprise-grade BPM, providing scalability and flexibility. This strong platform allows us to focus on creating great business solutions and delivering support and consultancy services to ensure client success.

Our out-of-the-box solutions provide immediate value, and can be easily extended to accommodate market innovations, disruptive technologies and expanding business needs.

[www.opentext.com](http://www.opentext.com)

NORTH AMERICA +800 499 6544 ■ UNITED STATES +1 847 267 9330 ■ GERMANY +49 89 4629-0  
UNITED KINGDOM +44 0 1189 848 000 ■ AUSTRALIA +61 2 9026 3400