



# SmartHR

Managing the *heart* of your *business*



Time for you to  
**Perform at  
Your Peak**

---

**DIGITISE YOUR PEOPLE SERVICES AND DATA  
WITH THE LUXURY, SECURITY AND  
AFFORDABILITY OF SMARTHR**

# The HR problem

While you know the secrets to identifying great talent and maximising workforce performance, much of your valuable time is wasted on record-keeping, maintaining information, reporting, and addressing legal technicalities.

You're bogged down by inefficient processes and data management when you should be focused on creating the ultimate workforce for your corporate strategy - the right people with the highest motivation.

***You're the solution.***

Now you can lead your company to success with SmartHR at your side and watch your business outperform itself.



## SmartHR

Make the smart move and deploy one of the most comprehensive human resources management systems on the market today - the nerve centre for maximizing human potential and performance across your enterprise.

Wouldn't you like to collect human resources information that's scattered over disconnected, independent systems, spreadsheets or databases and place it in a central database, ready for use at a moment's notice? Now you can! You can also tap into your line-of-business systems through synchronised, seamless integration technology giving you a sophisticated repository of indexed, searchable and contextualised people data that allows you to see your entire workforce in a completely new light. And you'll have specialised tools at your disposal to transform that new insight into outstanding operational competency and efficiency.

In no time at all, you will see your HR processes become more meaningful and intimately linked to your strategy for success.



**We have over 20 years of experience and capability!**

**Our clients are loyal and for good reason.**

# Benefits

## Powerful HR tools deliver big benefits

**You'll be working smart with SmartHR doing almost all the work for you.**

SmartHR overlays its consolidated database with a suite of productivity tools that perform even complex HR tasks quickly and easily. Its 5 modules - people administration, talent management, performance management, time and attendance, and payroll management - cover the workforce management needs of any organisation, large or small.

**We know you will love these features and benefits:**



### Programmable Workflows

SmartHR's workflow system lets you model and automate your HR processes so that correct procedures are followed and required approvals are received for every HR transaction, without fail. Configure each workflow to start when a nominated event takes place or schedule them to run at a specified date and time. Workflows prompt employees for required input or to complete tasks, and alert users and managers to important events. Use SmartHR's preinstalled, best-practice workflow templates or create new ones to cater to your unique requirements.



### Communication Framework

Modern employees demand instant communication. SmartHR delivers. Its integrated communication framework can transmit any document or report it produces instantly without having to fire up a separate application or device. It also sends notifications and alerts to its users and managers by email or SMS, keeping them informed of every event that affects them as it happens.



### Fully Integrated Services

Each SmartHR module is engineered to perform a set of specialised HR tasks with flawless precision. Some of the SmartHR modules work off the same database or are integrated at a database level, enabling seamless communication. That continuity of workflow lets you get more done in less time, eliminating the bottlenecks found in manual systems or unintegrated applications. SmartHR can also integrate with your line-of-business applications to extract real-time data fresh from the source - such as biometric clock machines. So you'll spend even less of your valuable time waiting for information, or capturing and updating records.



### Guaranteed Compliance

Managing compliance shouldn't take the focus off your mission. SmartHR is programmed to adhere to all applicable South African labour law requirements - guaranteed. It virtually eliminates the risk of non-compliance because it automatically manages record keeping and required reporting for employee relations, equity, health and safety, training accreditation and more.

5

### Scalability

SmartHR's database and programs are designed to permit virtually unlimited scalability without performance loss. Whether you're an SME with 25 employees or a large multinational with over 20,000 workers, it'll service your requests continuously, instantly and without fail.

6

### Adaptability

SmartHR will adapt and evolve with your growing needs. It's incredibly flexible, allowing you to add or remove modules, or change features to meet new requirements. Further customise the system with configurable forms and fields, unique workflows, automation and custom reporting.

7

### Mobility

You can access SmartHR outside your company through web and mobile technology. No matter where you are, you can carry out any HR task - even query and analyse your workforce data - quickly over the Internet.

8

### Security

SmartHR keeps its data secure. You'll have full control over who can access your HR data and what they can do with it. Features such as full audit trails, encrypted passwords, and Active Directory integration provide robust protection that meets today's highest security standards.



**SmartHR grows the Wealth  
within your Organisation.**



# Modules

## SmartHR is divided into 5 distinct systems:

- **People Administration** keeps your employee information in order and highly available, meeting legal requirements automatically.
- **Talent Management** helps you find and attract the very best talent for any position.
- **Performance Management** accurately measures and manages the effectiveness of your workforce.
- **Time Management** makes sure that every minute is spent on maximum achievement.
- **Training and eLMS Management** is total solution that caters for the full Learning Management life cycle across all roles in the business.

## People Administration

SmartHR's People Administration module gives you the core functions that every HR practitioner needs to administer their company's workforce. It offers two purpose-built solutions for managing workforce data: a high-powered desktop application in the tradition of Microsoft Office products and a self-service portal, accessible from any standard web browser.

### HR Desktop

SmartHR's desktop application is the management console for all HR admin activities - enabling you to control all SmartHR's data and administer any HR element, including employee records and work history, workforce requirements, health and safety, industrial and labour relations, statutory reporting, and more.

It is also used to setup the system, import and export data, generate custom reports, setup security access rights, design workflow approvals, or automate communications and alerts.

### Self-Service Portal

SmartHR's self-service portal lets managers and employees quickly perform day-to-day HR tasks through their web browsers without HR's assistance. They can maintain personal data, view business information, view and acknowledge policies and procedures, or interact with others instantly through SmartHR's integrated communication service. Employees are presented with easy-to-use online forms such as leave requests, expense claims, or training requests. Managers can run reports, carry out performance reviews, or check leave history. And that's only some of the services available.

## Talent Management

### Proven Talent Development Framework

SmartHR's Talent Management module gives you a proven framework for building and retaining a strong workforce for your business. You can design an optimal corporate structure for your strategy, and then identify the right competencies needed for each position. You'll also be able to tackle the full talent management lifecycle with ease, from talent acquisition through onboarding, career development and training, performance assessments, and succession, right up to termination.

### Powerful Talent Search And Recruitment

SmartHR Talent Management provides the most complete talent search available today. Give SmartHR your desired job profile and it will search its employee database and online talent repositories for the best match for your needs. From now on, you'll have the widest range of talent available to you.

SmartHR's eRecruitment module manages the entire recruitment process from CV capture and short listing to interviews, onboarding, and goal setting.

### Learning and Development

Skills training can be provided through a number of different channels, including e-Learning, to ensure rapid, cost-effective delivery of critical job training.

## Performance Management

SmartHR has a flexible, scalable and customisable performance management module that can be used for a wide variety of performance evaluations, including 360° assessments, employee/manager reviews etc.

The SmartHR Performance Management process starts with a thorough goal-setting exercise, followed by regular feedback and reviews/appraisals. It provides the tools to objectively and continually appraise and evaluate employee performance against corporate strategies and goals.

The Performance Module is parameter-driven and supports an unlimited number of evaluation schemes. Employees can be evaluated on customised measures individually weighted along with key performance measures made up of critical success elements.

SmartHR's Performance Management module gives you the kind of actionable insight that manual performance review systems can never match - to make fair reward decisions and informed performance improvement strategies.

## Time Management

SmartHR Time Management provides two solutions that cut down lost time and accurately recover your workforce costs: **Time and Attendance**, and **Timesheets**.

### SmartTime Time and Attendance

SmartTime Time and Attendance is the perfect tool for driving workforce punctuality and productivity. Never a moment is lost as it registers work effort in relation to predefined working hours. It's a flexible solution for managing shift cycles within an organisation, catering to normal time, overtime and short time. And it provides for unlimited shifts, cycles and work patterns for employee rostering.

We evaluate your business needs and can also provide the best time-clock solution - i.e. simple card or hightech fingerprint biometric readers - or we can integrate with your existing time-clock infrastructure.

All data can be exported directly to your payroll. So, it prevents overpaying or underpaying of workers because of data capture errors and helps prevent payroll fraud so easily perpetrated in manual systems.

It automatically consolidates and reconciles time and attendance data across multiple departments and disparate or remote locations, thus reducing the amount of manual administration and intervention. SmartTime Time and Attendance's precision also gives assurance to workers that they are being paid fairly and correctly.

Comprehensive reporting and analytics allow you to track savings on overtime, eliminate fraud, track trends, reduce absenteeism and tardiness, and bolster workplace discipline.

### Timesheet Management

Imagine if employee timesheets were always handed in on time. With SmartHR Timesheets, there's no excuse for late submissions. So, if you bill clients or cost labour based on the time spent on work, Timesheets is for you.

Employees and project managers will find it easy to complete an intuitive weekly time and expenses capture form. Since Timesheets is web-based, it's accessible onsite and offsite through a standard web browser. It's suited to desktop and tablet devices, so you can carry it around with you, ready to record time from any location as work is completed.

SmartHR Timesheets is proactive. It reminds employees and their managers, by email or SMS, when timesheets are due, late or need to be approved. In fact, the approval process can be automated with SmartHR's workflow system while its communication framework takes care of email and SMS notifications to ensure efficient and timely processing.

# Business Intelligence

People data comes alive with SmartHR's reporting and analytical tools. Comprehensive, real-time HR information - available in any document format, dynamic on-screen metrics, or device-ready dashboards - turns previously unseen data into a panoramic view of workforce performance. Now you can base business-critical decisions on hard facts instead of vague estimates.

**On-screen Filters.** Set filters for any report criteria or data view to produce specific results. That means less searching through information and more taking action.

**Standard Reports.** SmartHR is embedded with Crystal Reports. Its rich collection of stunningly formatted standard reports provide a wealth of insights. You can also purchase a Crystal Reports Designer license to design your own reports, custom-built to your needs. Or you can extract SmartHR's data into your reporting tool of choice.


**Business Analytics.** SmartHR Business Intelligence provides intelligent people dashboards to drive better decision-making based on real-time insights, measures and trends.

**Compliance Reporting.** Smart HR is pre-loaded with the latest statutory reporting formats and parameters. Instantly compile and transmit compliance reports to government and regulatory bodies.

## Implementation

The SmartHR implementation framework uses pre-defined Excel templates to ensure fast, risk-free transfer of employee bio data to ensure that you take ownership of the system and quickly realise returns on your SmartHR investment. The implementation timelines are dependent on the size of your organisation, amount of existing data and how fragmented it is, and the level of customisation you need. We'll provide you with accurate costs and time frames upfront based on thorough business analysis.

More than 95% of SmartHR projects have been completed within time and budget. We follow the AGILE project methodology to ensure our implementations are well-planned and executed.



SmartHR, where  
everything fits  
together.

# Trusted Technology

## Easy Adoption

SmarterHR is easily adopted by your IT department. It runs in Microsoft Windows and stores its data in a Microsoft SQL Server database - systems trusted the world over by companies of all sizes. SmarterHR can also be hosted in a virtual machine like VMware and can run through Terminal Server or Citrix Metaframe.

## Built With .NET

SmarterHR is developed using Microsoft .NET - a software development framework that provides all the basic functionality an application needs to perform optimally in the modern enterprise. Things like connecting to databases, communication, analytics or building input forms take less effort. So we spend less time solving software engineering problems and more time creating practical solutions that automate vital HR activities.

## On Premises Or Cloud

You can run SmarterHR on your premises or access it over the Internet as a service from our secure data centre. The choice is yours.

*Now that's smart HR!*

**All the benefits you want. All the features you need. No risk.**



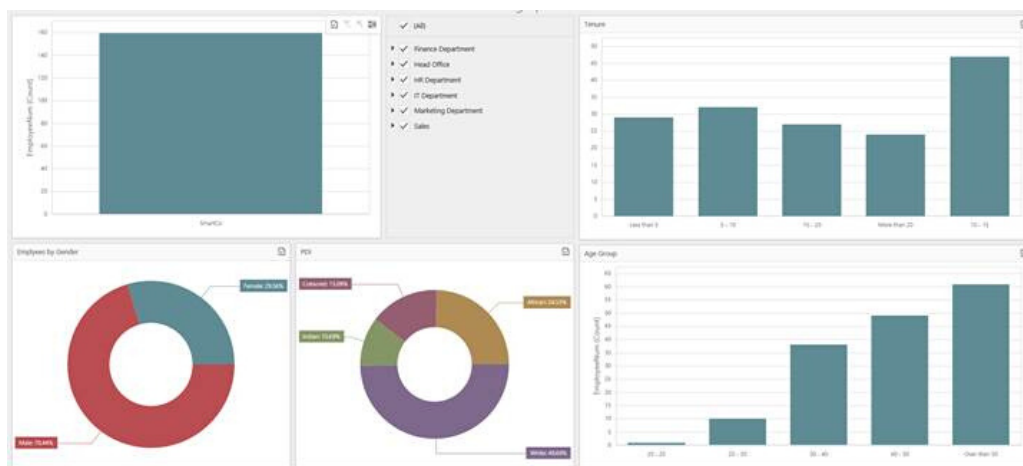


## A picture is worth a thousand words

**Are you struggling to show decision makers relevant HR data?**

SmartHR digitises all your HR data in a single, secure repository covering people, positions, pay and time data collected through workflowed HR processes.

**With SmartHR Analytics & reporting, see your people data come to life**



# SmartBI Features

- Delivers real-time analytics from the linked SmartHR modules and delivers cross business systems analytics.
- Delivers intelligent people analytics and dashboards to drive decision-making based on accurate real-time insights, measures and trends.
- Has robust data analysis, extraction and reporting functions.
- Has drill down capabilities from organisational to employee level.

## Additional Benefits

### Dashboards

SmartHR includes a free dashboard builder that enables you to build online dashboards with multiple visualisations and drill down capability. Standard dashboards, Data security to controlled access, import and export to share.



### SmartCharts

Visualise hierarchy and organogram data with conditional formatting to bring your organograms to life. Succession with readiness, employee pictures.



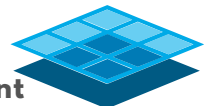
### PDF Reports

Set parameters, scheduled reports and notifications.



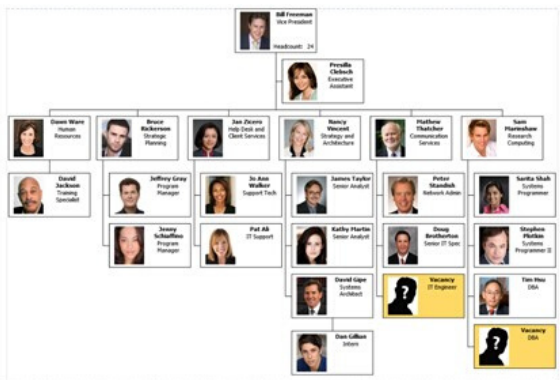
### 9 Box

Visualise and organise talent pools across your organisation.



### Data Extract

Extract data to Excel for familiar processing from employee master data store.



Now that's smart HR!



# Are you struggling to manage employee leave?

Running a business of any size is tough especially when you don't have time to check up on staff; but a day lost to un-recorded leave can add to your leave liability or lead to expensive leave disputes.

With the GoSmartHR mobile leave app you and your employees can easily manage your leave applications and approvals, anywhere and anytime, freeing you up to focus on your business!



## What you get

- Access via mobile devices (smart phones and tablets) for staff to apply for all leave types - including annual, sick, family, paternity, maternity, unpaid etc., based on Basic Conditions of Employment.
- View current and future leave balances, for any date
- View employee leave history
- Attach sick notes or other notes via your smartphone camera
- View statuses of all leave requests – available for both the applicant and the approver.
- Leave approval by a defined leave manager
- Two stage approval work flow if required
- Leave cancellations
- Leave dashboard and reports to identify sick leave trends via your SmartHR portal
- Full audit trail of activity

## Other SmartHR Products and Services

SmartHR can digitise your full HR and payroll function – from hire to retire:

Organograms, recruiting, on-boarding, payroll, equity reports, time management, performance, training records, performance management, eLearning, talent management, succession and development, 9-box grid, staff turnover, industrial relations, occupational health and safety, time and attendance.

### Contact Us!

+264 81 291 7327  
info@issnam.com  
www.issnam.com



*Now that's smart HR!*