



team journeys

With Mirro, we are aiming to change the way people perceive performance management, whether from an employee standpoint or for managerial roles. High performing organizations understand the importance of their people and of providing the best employee experience for them, as a means to increase company results, customer satisfaction and thus, drive growth.



CHALLENGES

Performance management is an increasingly tough job. In a study across Europe, 70% of employees¹ do not strongly agree that their performance is managed in a way that motivates them to do outstanding work.

In the context of a transforming workplace and task automation, many jobs are becoming less a matter of routine. Performance systems need to overcome rigidity and outdated incentives and align with the future of work.

We are working in a fast-paced environment, and annual performance reviews fail to capture the dynamics of performance over specific tasks and goals.

¹ "The Real Future of Work", Gallup, 2018

IDEAL SOLUTION

Leaders of agile transformations must be aware of the three ways² in which they can drive organizational change:

- Adopt new personal mindsets and behaviors
- Learn to help teams work in new ways
- Learn how to build enterprise agility into the design and culture of the whole organization

Driving a **successful transformation of culture and optimizing work processes** are two of the biggest challenges in this process, **cited by 76% of transformation managers.**

² "Leading agile transformation: The new capabilities leaders need to build 21st-century organizations", McKinsey, 2018

OUTCOME

Using Mirro, managers will get customized insights and recommendations into how different teams and individuals are performing within companies.

Mirro helps encouraging feedback and recognition between team members for completing business goals. It allows for mapping companies' assets in an ongoing, organic manner, and increases teams' motivation through work clarity.

Mirro integrates the most important initiatives for team engagement and performance.

The solution offers comprehensive reports that put all the data into perspective to help increase performance and drive growth.

The vision around Mirro is to connect leaders with their teams in an open and receptive manner. It is the guide which helps leaders to better understand their teams and help their colleagues grow alongside each other, building positive and ever-evolving team journeys.



CONTINUOUS PERFORMANCE APPRAISALS

Mirro connects leaders and team members, acting as a catalyst to a culture of continuous feedback.

- Allows for self-discovery of an improvement path
- Describes and recognizes positive behaviours
- Adds business outcomes and links to company values
- Endorses unique, exceptional skills

COMPANY ALIGNMENT THROUGH SHARED GOALS

With Mirro, setting goals, following milestones and integrating all the effort into a collaboration framework, improves the way people work together towards success.

- Setting Objectives at all levels
- Creating custom, measurable Key Results
- Assigning deadlines and check-up points
- Sharing success stories while tracking goals completion

EASY TO USE ADMINISTRATIVE FLOWS

Mirro is available even as a user-oriented HR Admin solution, encompassing most important flows and reporting

- Attendance and leave management
- Automated documents management
- Contracts management and personnel files
- Pre-payroll accounting
- Administrative reporting and custom dashboard

Microsoft Azure provides a solid foundation for Mirro's software architecture, enabling Zitec to develop a resilient, modular and scalable SaaS application. The plethora of services offered by Azure also accelerates the development process and reduces the release cycles.



RESILIENCE

As software is eating the world, an increasingly large number of business processes rely on software applications being invariably available. As a corollary, uptime is the primary indicator for software applications.

- Most Azure services come with industry-leading SLAs
- Time-to-recovery in the range of seconds for managed/serverless services is becoming the norm
- Built-in back-up, point-in-time restore or geo-replication features provide the tools to ensure data integrity and speed up the recovery process even in the most unfortunate of events.

SCALABILITY

One of the key promises of SaaS applications is virtually unlimited headroom in terms of number of users or usage and Mirro is no exception. Azure makes scaling applications a simple matter of architectural choices.

- Auto-scalable IaaS services, such as VM Scale Sets, are the natural choice for components that require scalability and full access to the underlying infrastructure.
- Serverless services (eg: Azure Functions) are ideal candidates for our job processing needs, scaling automatically with the number of pending tasks.

NIMBLENESS

Azure's managed services are consequential to **increasing** the **development velocity** of Mirro's features.

- Services like Log Analytics or Azure Functions help us reduce the feedback loop and independently deploy application components.
- Cognitive Services' LUIS facilitated the development of the platform's chatbot in just a few weeks.
- Azure Database for MySQL or Azure Redis Cache provide a low-overhead alternative to hosting a database or cache cluster on virtual machines.

Flexible work space for agile teams, for companies focused on automated admin flows, or performance management. Usage and growth patterns



50-100 people organization size | Active since Jan 2019

Use case: Constant use of automated admin flows

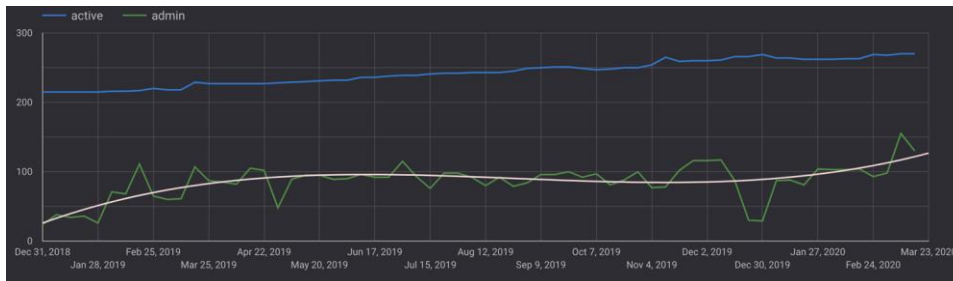


100-200 people organization size | Active since Jan 2020

Use case: Growing engagement in using Performance framework



Use case: Adding data from both use cases and companies to demonstrate constant engagement growth in both Admin and Performance usage



A single go-to tool for small companies



20-50 people organization size | Active since Jan 2019
Business consulting services (Romania)

Country Manager, Ro:

"Covers performance management impeccably: besides OKRs and formal performance evaluations, you get to give timely and meaningful feedback to colleagues and formally recognize contributions to work environment, culture, team spirit, as well as business results. Peer to peer, manager to individual contributor, top-down, bottom-up: it greatly facilitates open communication and allows for incremental and constant improvements to work done. Dashboard makes it impossible to forget milestones such as quarterly reviews, birthdays, company anniversaries. User experience is friendly, new hires can on-board themselves in no time. In terms of HR Admin work, Mirro has saved a ton of time and countless Excel files have happily been deleted for good: timesheets, contracts, employment documents, leave planning, replacement policies... The Customer Service team is highly responsive and will help with any request in no time."

HR ADMIN FEATURES:

Attendance and leave management;
Contracts management and personnel files;
Pre-payroll accounting.

PERFORMANCE MANAGEMENT FEATURES:

Setting Objectives at all levels;
Creating custom, measurable Key Results;
Sharing success stories while tracking goals completion;
Continuous performance appraisal

PLATFORM (MIRRO) USAGE EVOLUTION:

900+ total interactions (weekly engagement metrics depicted)

