

SOFTSERVE'S

SKILLSEARCH POWERED
BY MICROSOFT VIVA



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SOFTSERVE'S HR TECH STRUCTURE

13 000+

ASSOCIATES

Worldwide

29 YEARS

**ACROSS
MULTIPLE
INDUSTRIES**

47 & 14

**47 OFFICES
13 COUNTRIES**

82

NPS

Industry
Benchmark - 41

98%

**CUSTOMER
RETENTION**

ISO

STANDARD

27001:2013
20000-1:2021
13485:2021

20,000+

PROJECTS

For Customers

30%

CAGR

Compound annual
growth rate
Organic over the past 5
years

84

EMPLOYEE NPS RATE

Our people are happy
to work for us

CTO CENTERS OF EXCELLENCE

**PRODUCT MANAGEMENT &
BUSINESS ANALYSIS**

Product Strategy & Design, Lean Product
Management, Business Analysis & Process
Design, Operational Efficiency

DIGITAL PLATFORMS

Marketing platforms implementation &
Optimization such as e.g. Sitecore,
Magento, Salesforce, MuleSoft and more

CRITICAL SERVICES

Cloud services, DevOps, Security,
Operations & Applications Support

INTELLIGENT ENTERPRISE

Big data, Data Science/AI/ML,
IoT, Blockchain, Robotics,
Extended Reality AR/VR/MR
GDPR consulting, Technical Due Diligence

EXPERIENCE DESIGN

Design thinking / Strategy / Iteration /
Delivery, Service Design, Product
Design, DesignOps

SOLUTIONS

IT Advisory, Software Architecture and
Development, RPA, Performance
Testing etc.

INNOVATION

Innovation Strategy with our proprietary
platform and our innovation team

RESEARCH & DEVELOPMENT

Technology incubation, PoC
Engineering, Emotional
intelligence, R&D Innovation, Feasibility
Study, R&D as a Service, Deep Tech
Research, Advanced AI, Tech
Commercialization

SOFTSERVE HANDLES COMPLEXITY

SOFTSERVE AS ADVISOR

SOFTSERVE AS PROVIDER



I need help making my business strategy digital and linked to tactical program(s).



I need help creating my technical strategy linked to my digital strategy.



I have an Idea/ Opportunity/Problem/ What's next?



I Know my Solution/Product. How would it look like? How do I build it?



Are we ready for effective implementation of Product/Solution? How would we do that?



Are there any issues with current Solution/Product? How could we prevent possible issues?

TOP HR INDUSTRY TRENDS

COVID-19 accelerated all processes and expedited the digital transformation of the HR function

Major Opportunities for Automation:

86%

of their time¹

HR professionals spend on admin work.

Skills Management & Learning:

6x

times² cheaper

to reskill an internal candidate than to source and recruit a new one.

Turnover Management:

46%

of HR leaders³

say employee burnout is responsible for up to half of their annual workforce turnover.

Strategic Planning:

79%

of 1300 CEOs⁴

say that HR will become a Center of Excellence by 2025, while HR transactional tasks will be outsourced.

Source: 1 - [EY survey](#), 2 - [Deloitte Global Human Capital Trends](#)

Source: 3 - [TechRepublic](#), 4 - [PwC survey](#)

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SKILLSEARCH POWERED BY MICROSOFT VIVA



SKILLSEARCH BENEFITS

SoftServe's solution, SkillsSearch powered by Microsoft Viva, makes it easy for organizations to search for internal profiles / candidates with specific skills instead of hiring externally. This solution enables organizations to tap into the existing pool capabilities across the enterprise thereby **decreasing pressure on cost growth for new employees**, **increasing existing employee satisfaction**, and **streaming HR administration**.



INTERNAL USE CASES

- Staffing Board — Candidate processing system
- People Excellence — Talent development ecosystem framework
- Open Eyes — Crowdfunding and fundraising platform for charity projects
- Expertise Search — Solution that helps search for talent with the right skills
- Apollo — Application that helps predict employee dismissal
- Forecasting Tool — Employee compensation



EXTERNAL USE CASE

- HR communication platform for a Japanese multinational automotive manufacturer
- HR all-in-one platform for a U.S.-based platform that manages HR data in one place
- Payroll solutions for product companies
- Recruitment platforms for external talent management
- Personalized learning paths for education



PARTNER WITH SOFTSERVE

- Microsoft Gold Partner
- Top tier partner of NPS in IT
- Quality implementation
- Smooth transition of governance
- Professional user training
- Quick ROI and results

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SOFTSERVE'S HR TECH STRUCTURE



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PoC TIMELINE (8-10 WEEKS)

ASSESSMENT & PLANNING

- Describe the scope and customer's expectations for implementation.
- Evaluation of the structure, type, amount, quality of materials and their identification for use in the Viva Topics area to deliver value to the organization.
- Verifying if the migration of documents is needed.
- Identify roles and train the responsible employees.

VIVA TOPICS SETUP AND CONFIGURATIONS

- Environment configuration performed by technical team, focused on connecting solution to relevant data sources and SharePoint sites, permission configuration and roles assignment, and provisioning of topic center.
- Assess the current structure of SharePoint websites and their alignment for integration with Microsoft Viva.
- After second phase Viva topics will be rolled out to organization.

MODEL TRAINING & RESULT ANALYSIS

- A limited number of users will be responsible for interacting with the solution and testing its operation against their expectations in order to adapt the solution based on feedback to reveal the best topics

SOLUTION ADAPTION & FURTHER EXTENSIONS

- Extend the circle of users to the entire organization and include all SharePoint sites for Viva Topics discovery.

MICROSOFT & SOFTSERVE PARTNERSHIP

MICROSOFT SOLUTIONS PARTNER

Partner since 2004

MICROSOFT PRACTICE

- 2 Microsoft MVPs
- 500+ Satisfied Customers
- 1,000+ Delivered Projects
- 500+ Microsoft Certified Professionals
- 250+ Azure Certified Professionals

PROGRAM PARTICIPATION

- ECIF Eligible
- AMMP Eligible
- AAAP Eligible
- Solution Assessment Partner (UAE only)
- 15+ Co-sell Marketplace Offerings



Infrastructure
Azure



Digital & App Innovation
Azure



Data & AI
Azure

Specialist
Kubernetes on Azure

Specialist
Analytics

3 X SOLUTION AREAS

- Data & AI
- Digital & App Innovation
- Infrastructure

2 X SPECIALIZATIONS

- Kubernetes on Azure
- Analytics on Azure

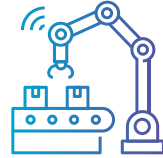
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KEY CUSTOMER VERTICALS



RETAIL

- eCommerce
- Consumer Goods
- Supply Chain and Warehouse
- Travel and Hospitality



MANUFACTURING

- R&D & Product Development
- Factory/Production Capabilities
- Supply Chain Agility
- Marketing & Sales
- Backoffice Optimization



ENERGY

- Utilities
- Oil & Gas
- Renewables
- Solar & Wind
- Battery storage



FINANCIAL SERVICES

- Digital Banking
- Investment services
- Collective Investments
- Cards & Payments
- FinTech
- Insurance Services



HEALTHCARE

- Payer
- Life Sciences
- Pharmaceutical
- HealthTech

SOFTSERVE'S EXPERTISE

IN PROVIDING END-TO-END SERVICES IN:



**AZURE CLOUD
AND DEVOPS**



**BIG DATA
& INSIGHTS**



AI & ML



**ENGINEERING
SERVICES**



**POWER
PLATFORM**



**MICROSOFT
TEAMS**



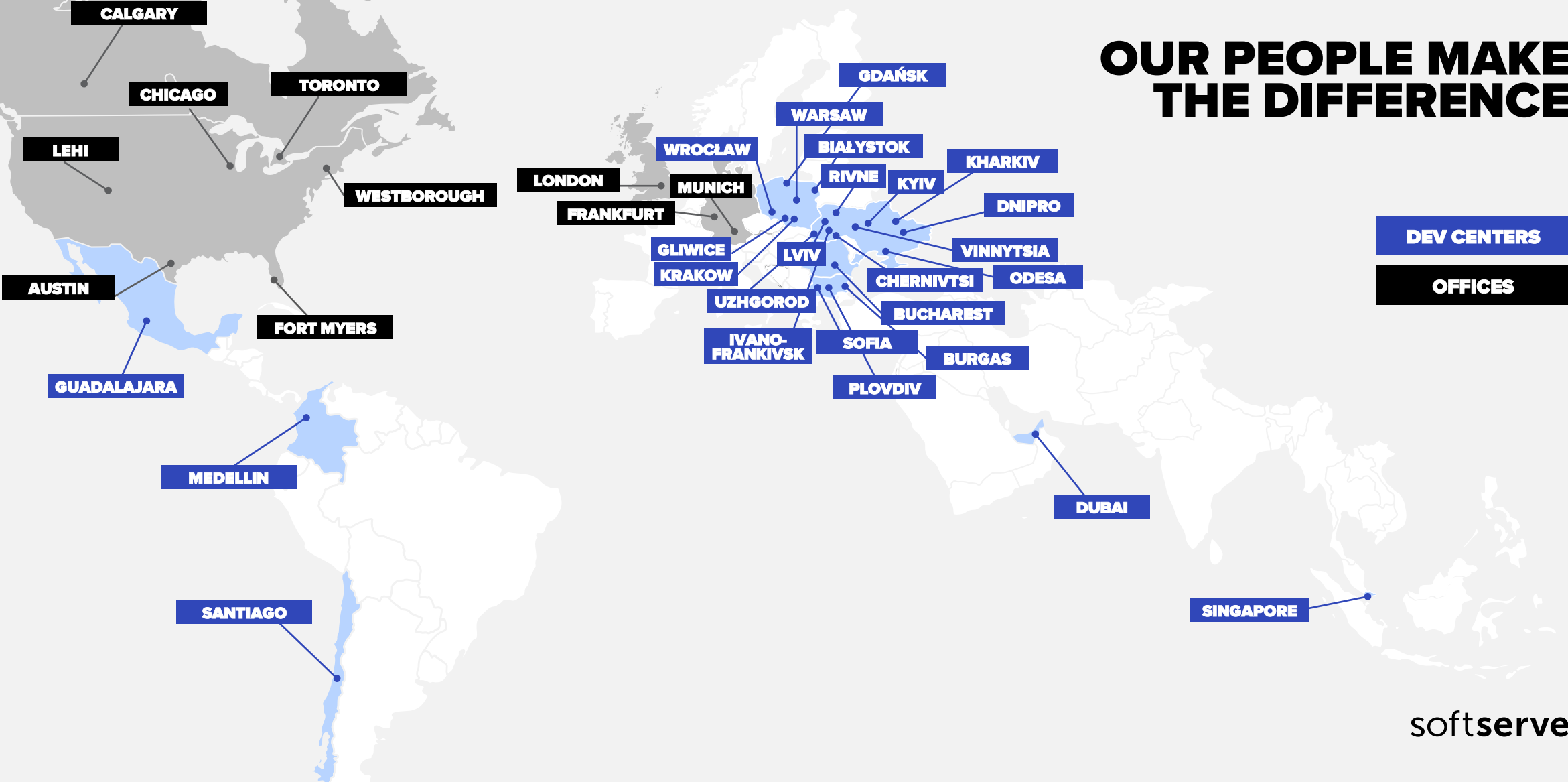
IOT



XR

GLOBAL NETWORK

OUR PEOPLE MAKE THE DIFFERENCE





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FUTURE