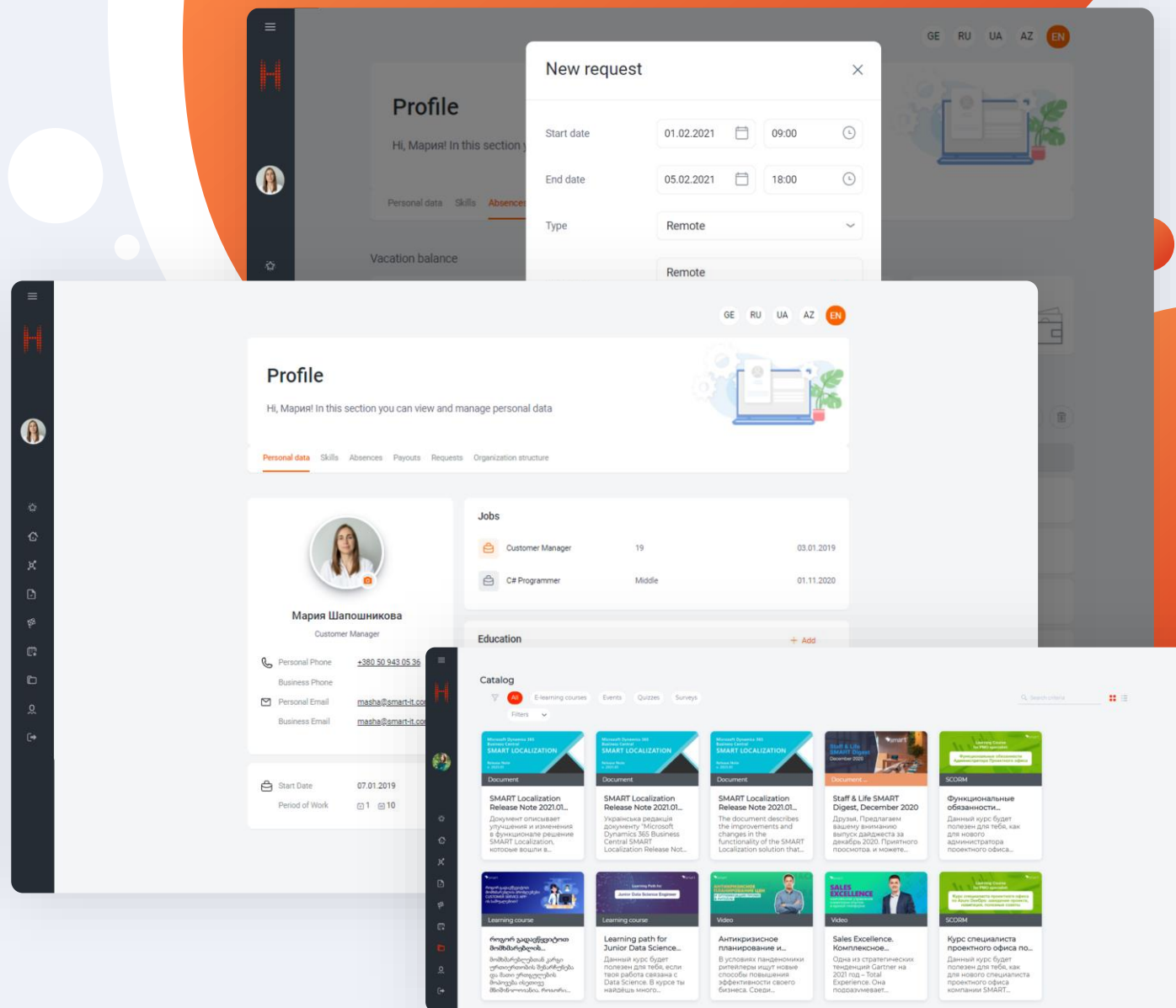


SMART HCM & LMS

SMART HCM & LMS – a solution for effective human capital management, which combines of Dynamics 365 and artificial intelligence technologies for hiring, managing, learning, developing and evaluation of employees.

The SMART HCM & LMS system automates HR processes helping to build a strong team and provide each employee with the necessary attention and care. By nurturing and maintaining employee loyalty, the company constantly raises the level of its HR brand, thus increasing the team effectiveness and reducing the risks of staff loss.



43%

vacancy filling time reduced

x2

Increase of each recruiter's performance

14%

staff turnover rate per annum decreased

x1,5

decrease of man-hours spent on employee adaptation



Stakeholders

- **HR**
Automation of internal HR-processes
- **T&D**
Corporate education center management
- **SALE**
Education of customers/partners



Ideal Customer Profile

- Large and/or growing companies
- Small and medium-sized companies
- International companies or companies with offices across the country
- Companies with high employee turnover
- Companies, which have products or services that require special education
- Organizations, interested in automation and structuring of HR-processes

Overview



Challenges:

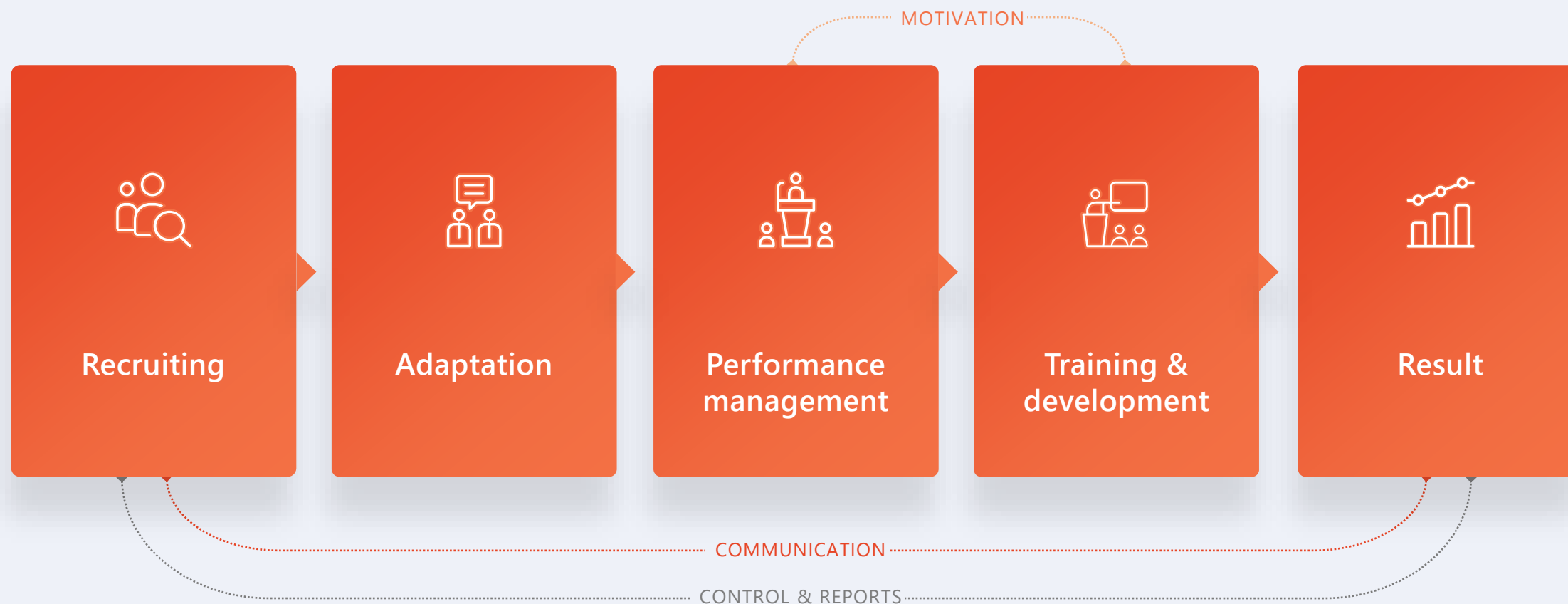
- The cost of attracting and training a new employee exceeds the cost of its retention
- The company incurs losses for the period of replacement search
- Understanding the real reasons for the dismissal of employees
- Lack of reports on the results of assessments and training
- The need for a history of results by employee
- Lack of a single and unified database of employees



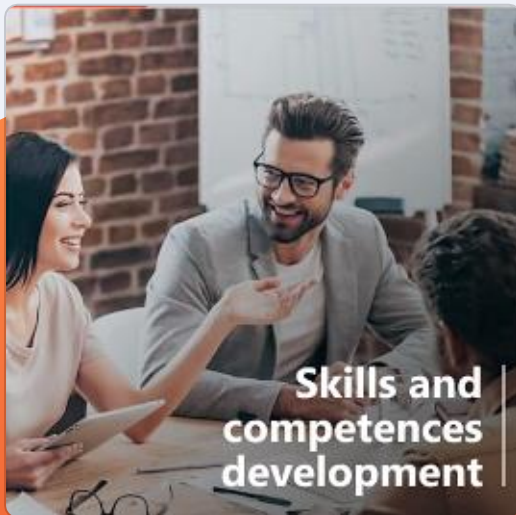
Results:

- Streamlined personnel-administration processes
- Increased staff engagement
- Reduced time spent on evaluation procedures
- Reduced delivering time of training
- Recurrent feedback
- Staff turnover reduction
- Possibility of predicative influence on retention

Employee journey

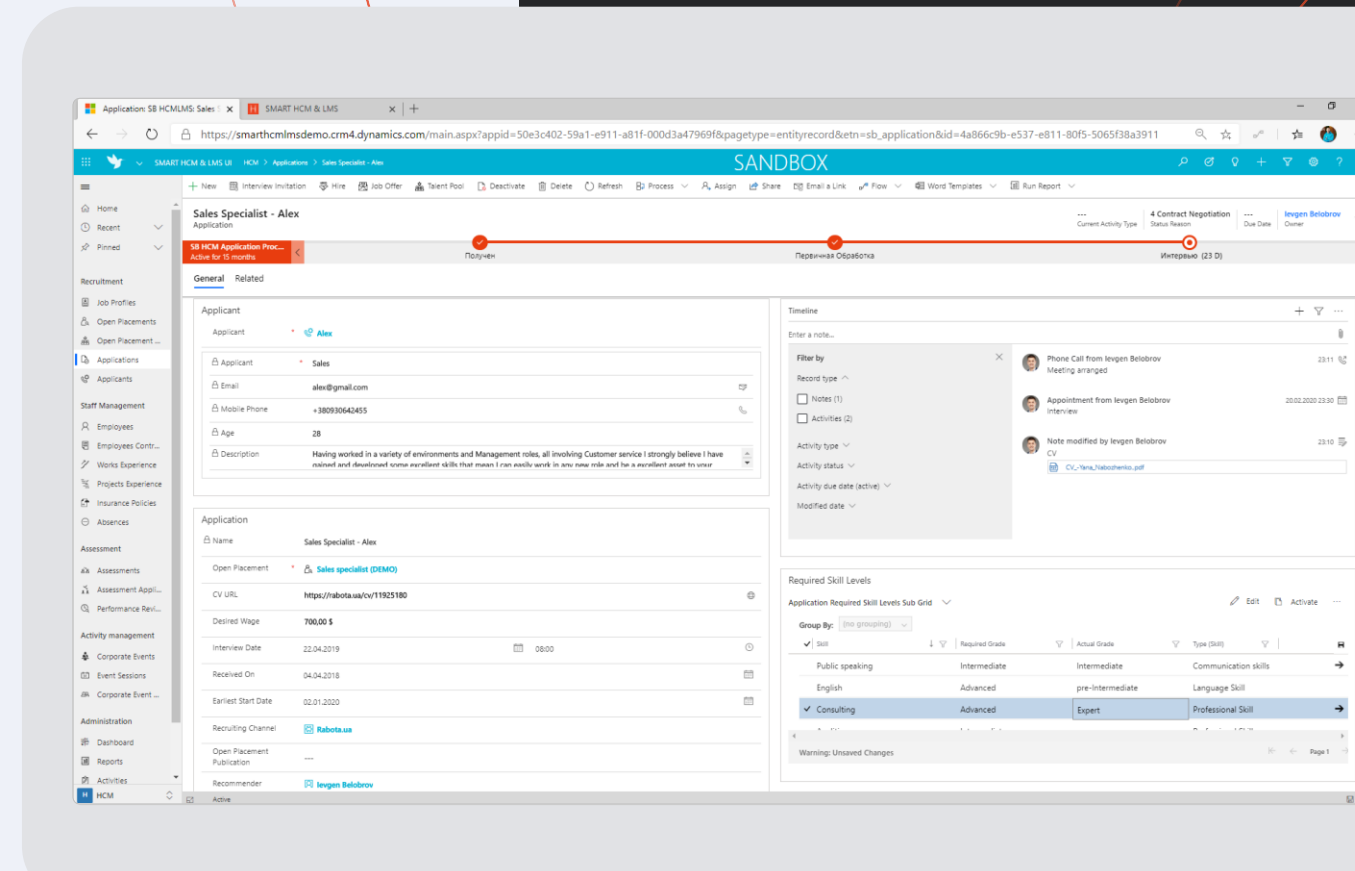


Functional Modules



Staff recruitment

- Integration with job websites (hh, rabota.ua, work.ua, dou.ua) to upload vacancies and receive responses
- Vacancies and responses management
- Database of potential job seekers
- Setting of requirements for positions
- Employee funnel management and fixation of results at each of its stages
- Visualization of recruitment results in the form of reports and monitoring dashboards
- Saving of full communication history after a candidate becomes an employee
- Marketing HR-activities:
 - lists of talents attraction campaigns, grouped by adjustable parameters
 - list of actions during the campaigns



Onboarding| Working with employees

- Adaptation:
 - automatic appointment and control of the adaptation plan
 - online testing, distance learning, task list
 - management of mentors
 - feedback
- Employees' profiles
- Records about administrative and functional chiefs and mentors
- Managing contracts, insurance policies and handbooks of each employee
- Flexible tools for filtration and visualization employee profile
- Records about companies' projects in accordance with employees' participation
- Records about progress in work and projects
- Count of inventory items



Event management

- List of corporate events
- Events' participants management:
 - waiting list, registration, decline
 - presence
 - feedback questionnaires
- Distribution of roles during events:
 - organizer
 - speaker
 - participant
 - responsible person
- Establishment the timetable of the event
- Automated notifications via email or chat bot



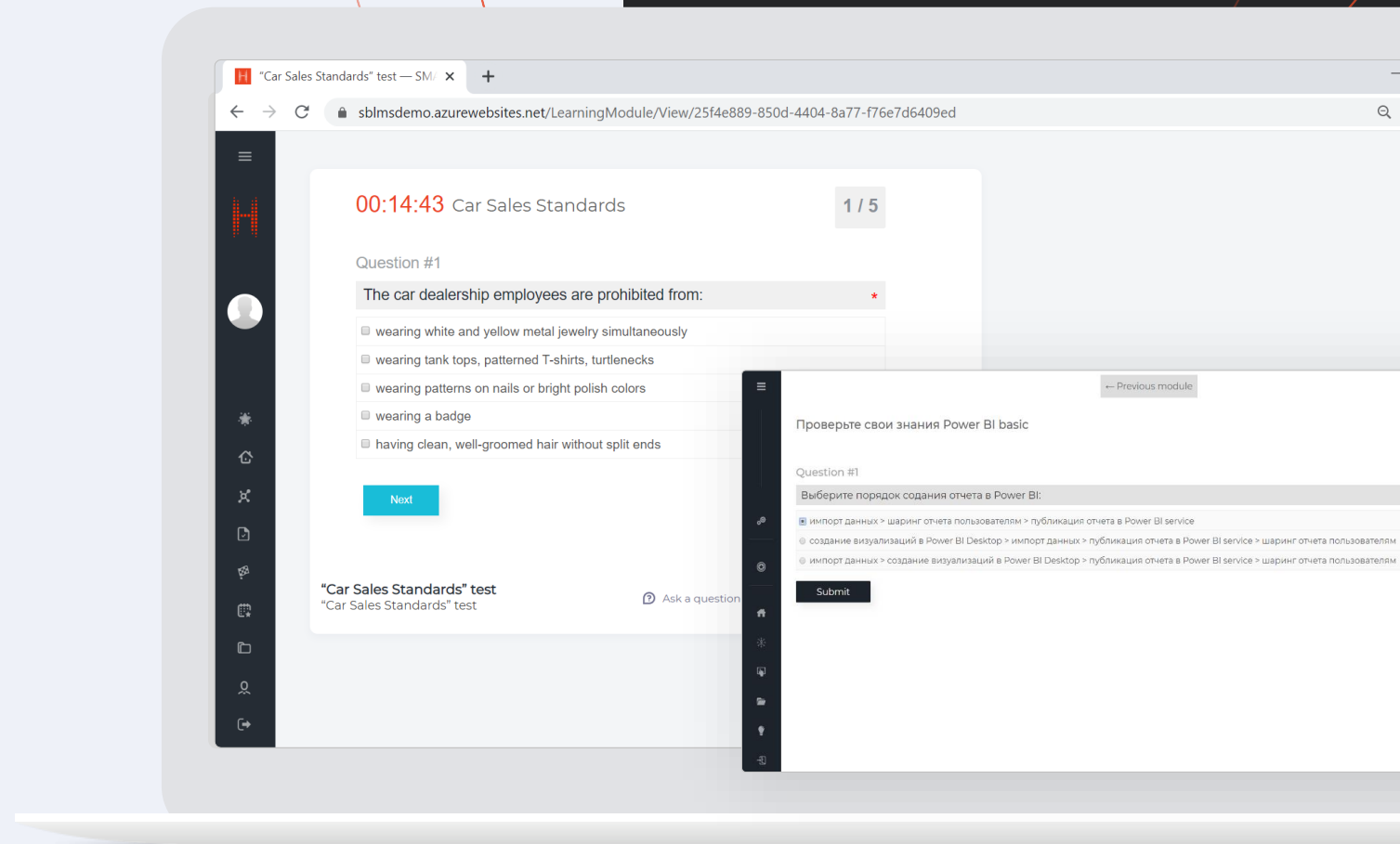
E-learning

- Individual learning plans
- Different formats of materials:
 - SCORM 1.2
 - Video
 - YouTube
 - Office Stream
 - Audio
 - Pdf
- Recording of each employee's progress and of time period for learning
- Accounting for the actual time spent on training
- Automatic assignment of learning plans
- Catalog of courses available to self-education
- HTML-notification designer
- Chat bot for remote learning and timely notifications
- Access through a mobile device



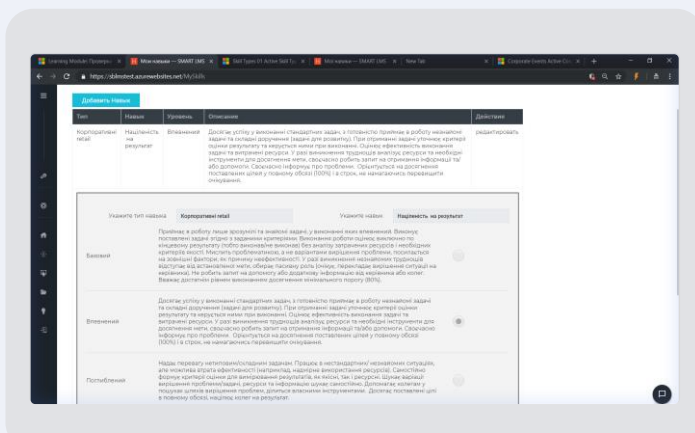
E-Learning: Online testing

- Managing base of questions
- Tests in different languages
- Keeping information about the time period and results of the test in the base
- Different parameters for tests:
 - time limit
 - several tries
 - highlighting of right/wrong answers etc.
- Different types of answers:
 - single answer
 - multiple choice etc.
- Testing by the chat bot



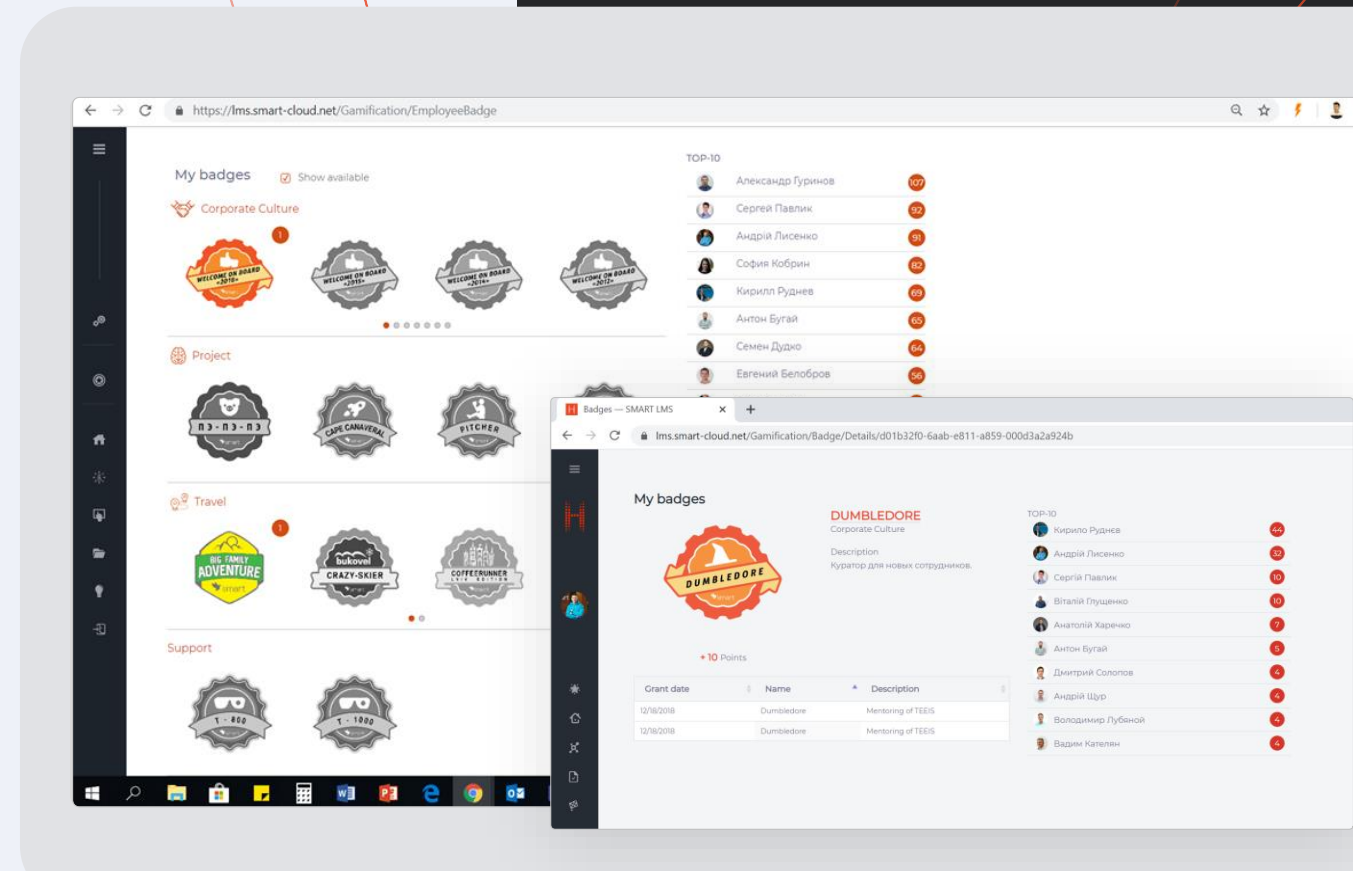
Skills and competences management

- Handbook of skills and competences
- Division into categories
- Compilation of general and individual scales of assessment
- Linkage of skills with position profiles, vacancies, responses, candidates, projects, learners
- Adding skills and self-assessment of employees



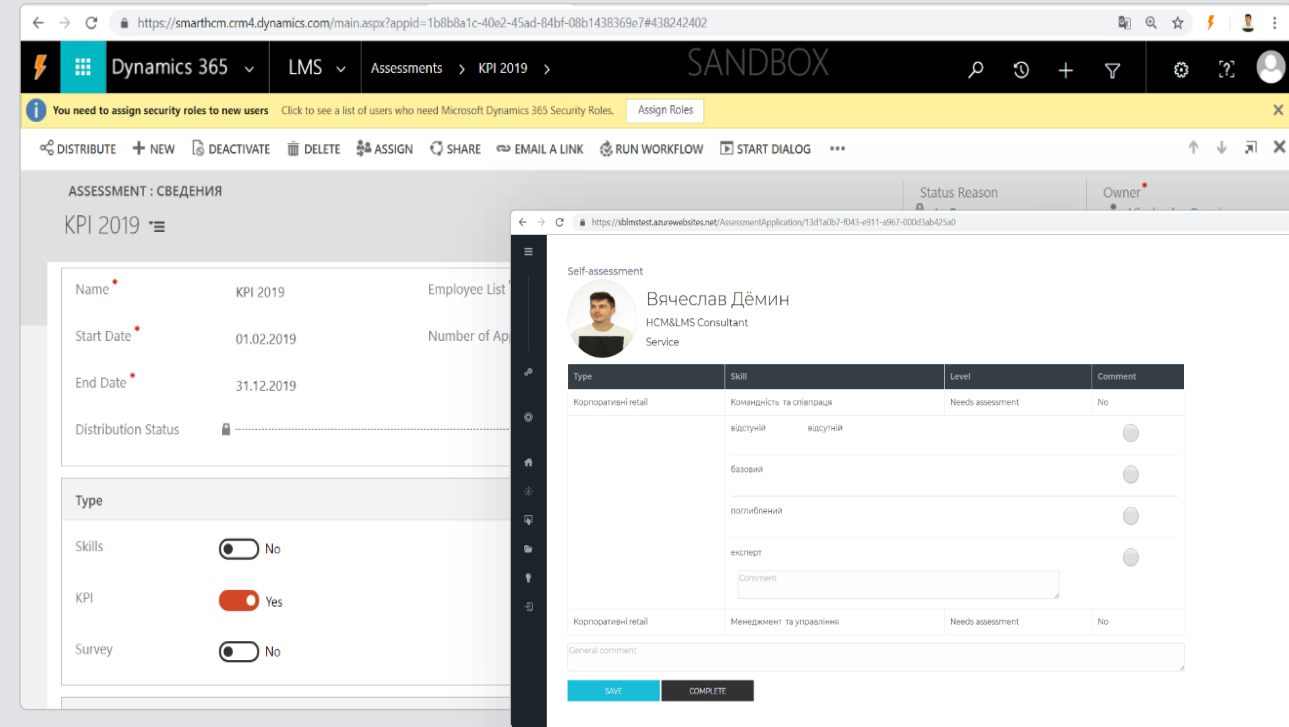
Gamification

- Handbook of badges
- Personalization of badges (change of description, image etc.)
- Division of badges into categories
- 3 methods of badges presentation:
 - by an administrator
 - under a request
 - automatically – on the basis of conditions and rules
- History of badges receptions
- Flexible system of badges and their categories presentation and management
- Display of ratings



Employee assessment

- Assessment procedures: 90, 270, 360
- Assessment of:
 - KPIs
 - competences and skills
 - feedback, questionnaires, polls
- Creating assessment forms in compliance with rules and requirements:
 - immediate superior
 - functional manager
 - mentor
 - colleague, coworker



The screenshot displays two overlapping web interfaces. The background interface is the 'Dynamics 365' 'LMS' 'Assessments' page for 'KPI 2019' in a 'SANDBOX' environment. It shows a table with columns for 'Name', 'Start Date', 'End Date', and 'Distribution Status'. The 'Name' column lists 'KPI 2019' and 'Employee List'. The 'Start Date' is '01.02.2019' and the 'End Date' is '31.12.2019'. The 'Distribution Status' is 'No'. Below this, there is a 'Type' section with a table for 'Skills', 'KPI', and 'Survey'. The 'Skills' row has a toggle set to 'No'. The 'KPI' row has a toggle set to 'Yes'. The 'Survey' row has a toggle set to 'No'.

The foreground interface is a 'Self-assessment' form for 'Вячеслав Демин', an 'HCM&LMS Consultant' and 'Service'. It features a table with columns for 'Type', 'Skill', 'Level', and 'Comment'. The 'Type' column lists 'Корпоративні retail', 'базовий', 'потребний', and 'експерт'. The 'Skill' column lists 'Командність та співпраця', 'відсутній', 'базовий', and 'потребний'. The 'Level' column lists 'Needs assessment' and 'No'. The 'Comment' column has a text input field. Below the table, there is a 'General comment' field and 'SAVE' and 'COMPLETE' buttons.

Employee assessment: KPI

- Setting KPIs by an employee
- KPIs approval procedure
- KPIs performance control
- KPI category handbook
- KPIs assessment, average performance calculation taking into account the importance ratio
- Real-time KPIs



AI features: Employee churn

- Forecasting risks of employees leaving
- Questionnaires of employees' values
- Analysis of factors, affecting leaving of employees
- Shaping profile of perfect candidate for each position
- Division of employees into risk zones, based on factors of leaving
- Workload distribution among recruiters for effective recruitment campaign planning



AI features: Chatbot

- Familiar and convenient interface
- Authorization through AD
- Access to the HCM/LMS information:
 - Knowledge base
 - My task
 - My skills
 - Appraisals
 - Requests
- Receiving messages from the system: notifications, reminders, bulk messaging
- Integration with corporate systems (payroll, internal portal)

Channels:



Telegram



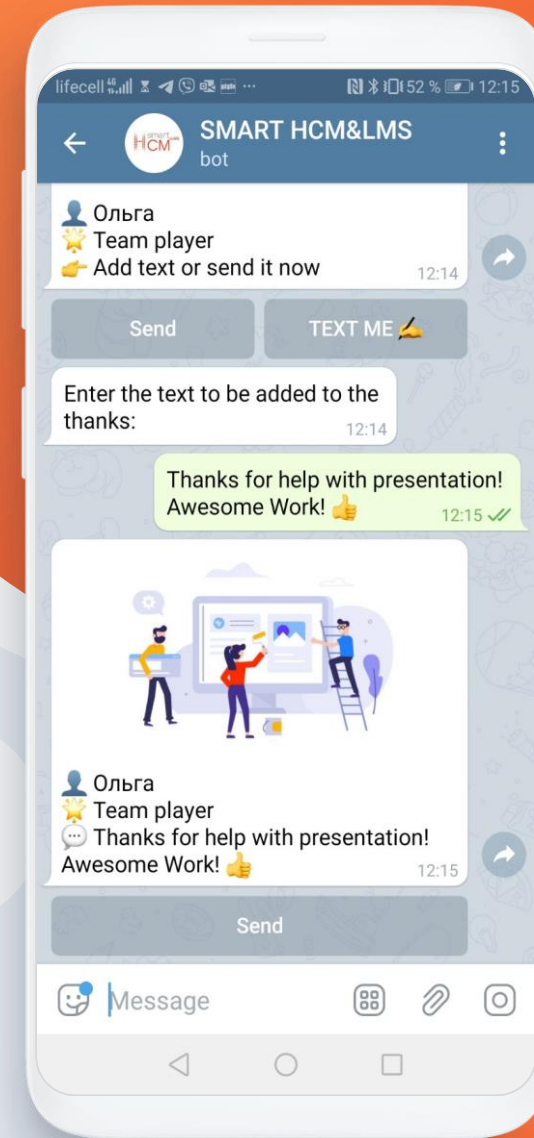
Teams



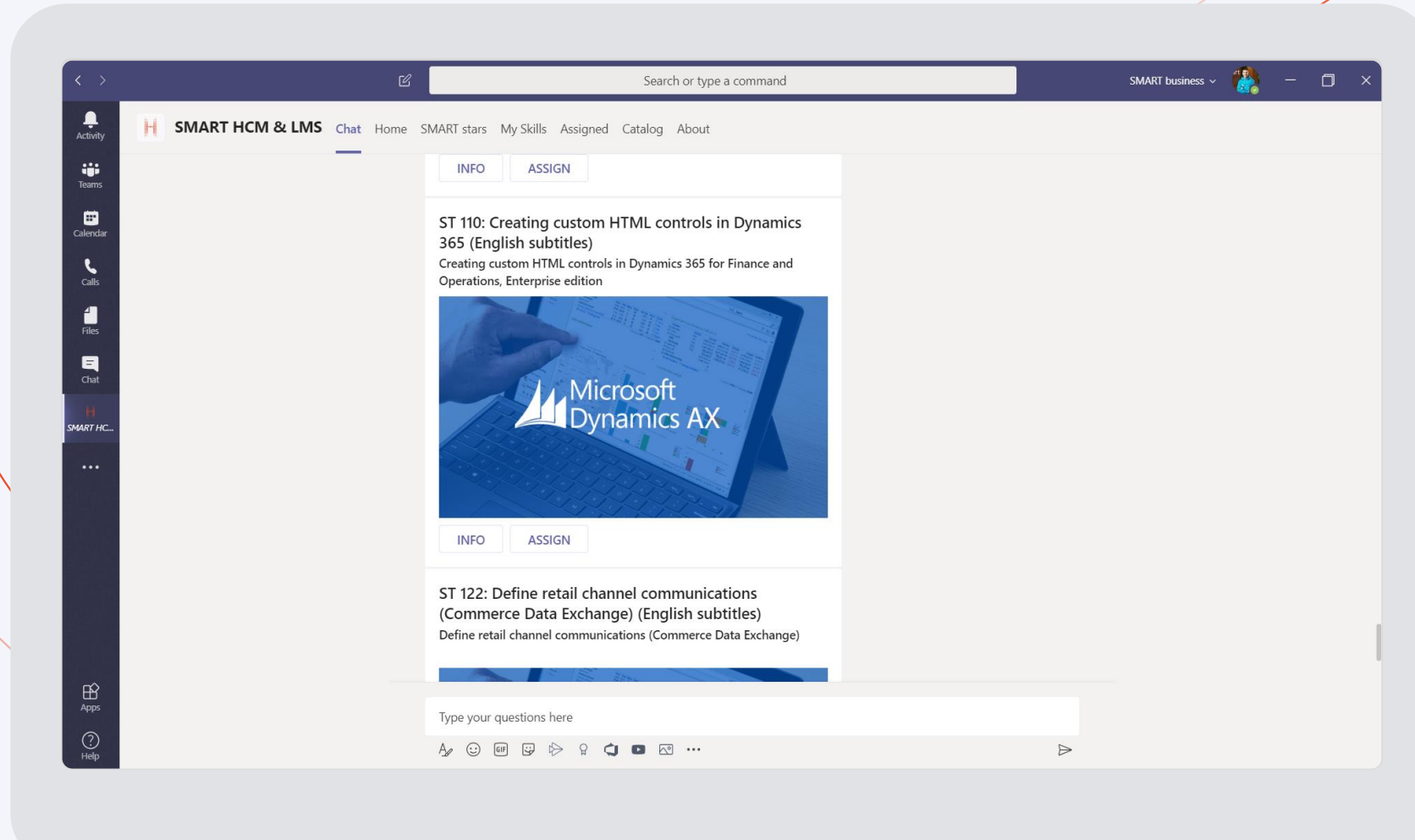
Viber



Facebook
Messenger

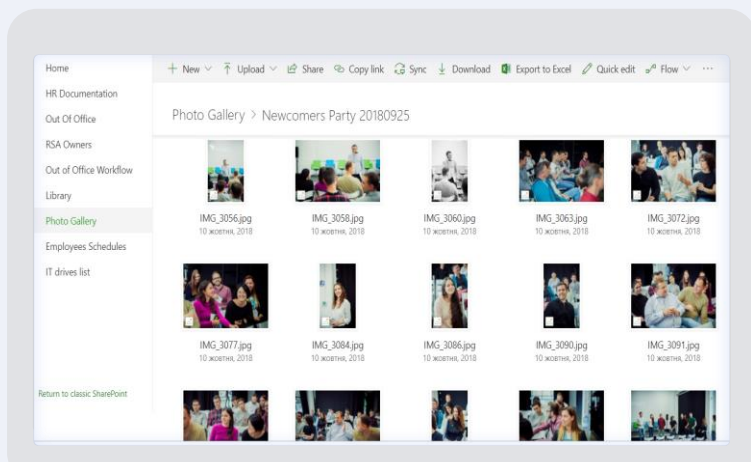
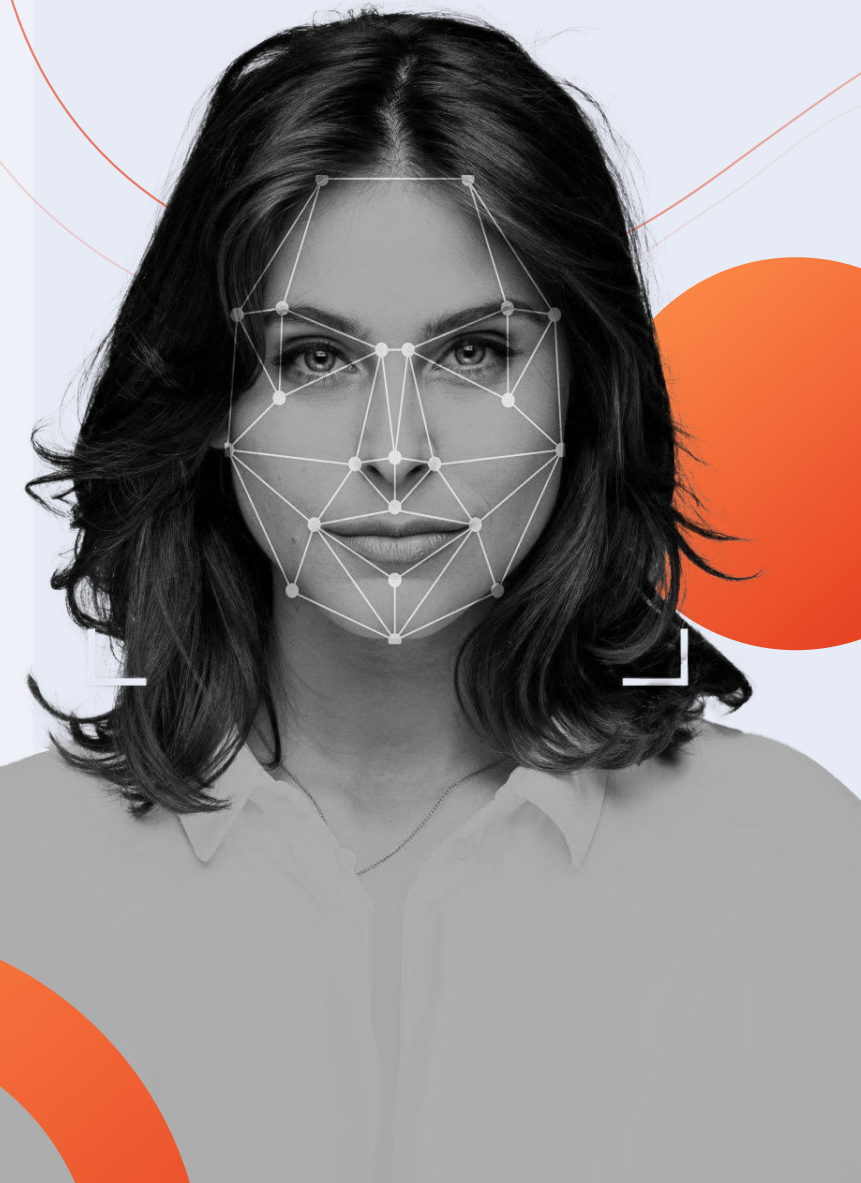


Microsoft Teams integration

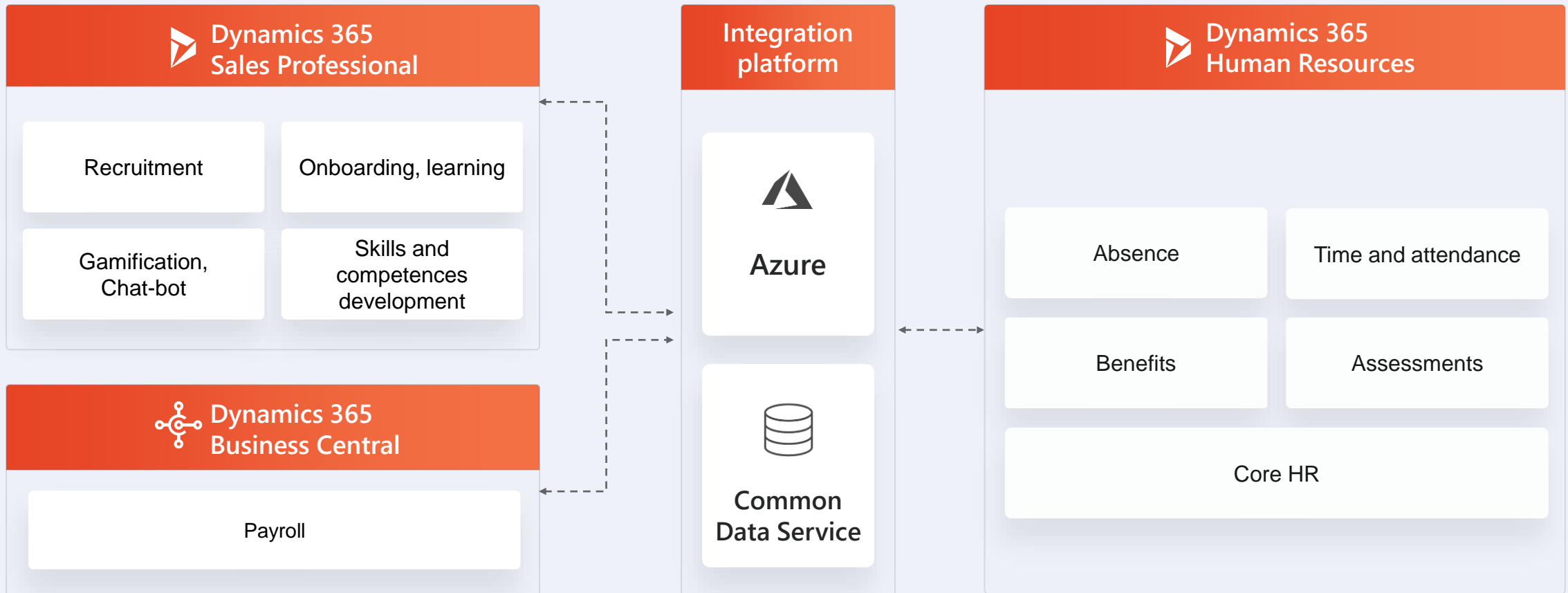


AI features: Face recognition

- Easy search of employee photos in all corporate repository and photo albums
- Identification of employees, added to the corporate photo bank
- Publication of the found photo in social media in one click, directly from the app
- The ability to track employees' attendance at corporate events, meetings, trainings without registration forms

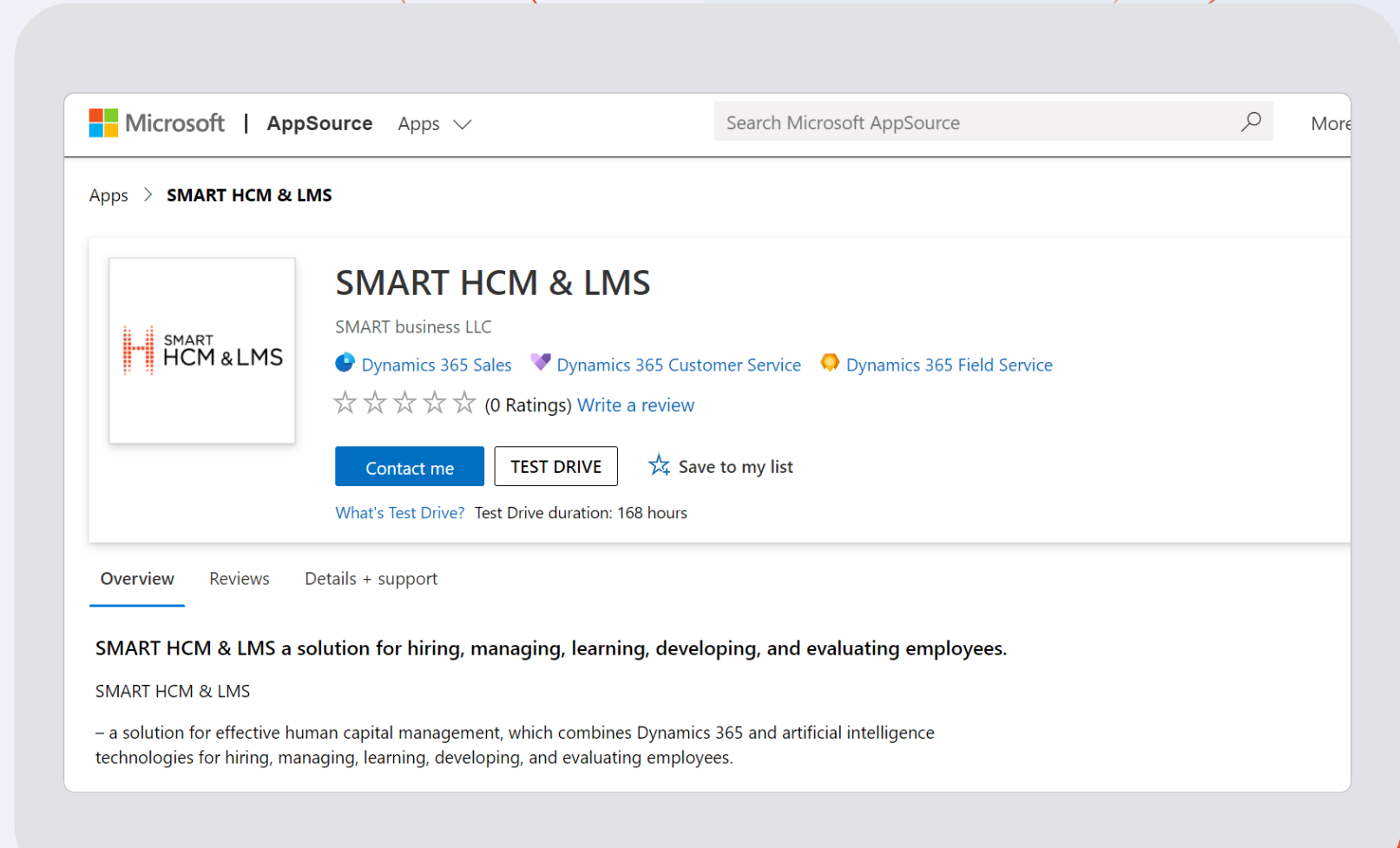


Business strategy



Advantages

- IP co-sell ready
- Microsoft certified business solution
- Solution release, updates and revisions
- Quick integration
- [AppSource preferred solution](#)



Clients SMART HCM & LMS



ATB

Big retail chain FCMCG (1000+ stores)

Users: **60 000**



Donbasenergo

Energy generating company

Users: **250**



DIGITAIN

IT dev company

Users: **1 000**



SMART business

IT company

Users: **280**



GMSU

International messaging service provider

Users: **300**

Клиенты SMART HCM & LMS



International Bank of Azerbaijan
Bank

Users: **2 000**



Darnitsa
Pharmaceutical company

Users: **1 000**



Quarter Partners
Investment fund

Users: **100+**



KMDS
Educational institution

Users: **150**

Success story:

International Bank of Azerbaijan

International Bank of Azerbaijan is the largest state bank in the country.

Project tasks:

Modernize human capital management processes:

- Search and selection of personnel.
- Management of skills and competencies of employees.
- Marketing HR activities.
- Management of corporate events.
- Remote learning and online testing.

Project results:

- SMART HCM & LMS portal was localized into Azerbaijani.
- Data on 2,141 bank employees was organized in the system.
- Supervisor's cabinet was created.
- Corporate event management was implemented.
- Remote learning on informational security was carried out for all employees.
- 27 training modules were uploaded to the system and have already been completed 1,064 times.
- Chatbot recruiter, chatbot assistant (at the implementation stage).



Industry:
Finance

Country:
Azerbaijan

Products and services:

Microsoft Dynamics 365 Sales
Microsoft Dynamics 365 Customer Service
Microsoft Dynamics 365 Field Service
Microsoft Power Apps

Business need:

Modernize and automate HR business processes

Public Customer Story – in progress



DIGITAL CULTURE OF YOUR BUSINESS

smart-it.com

hr.smart-it.com

smart-cloud.net

communication & events

pr@smart-it.com

products & services

sales@smart-it.com

employment & career

hr@smart-it.com