

Engage your employees:

manage employee support requests with a secure, streamlined platform

Solution overview, September 2019

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Introduction

Your employees are your most important asset, and the systems that connect them to your HR team play a crucial role.

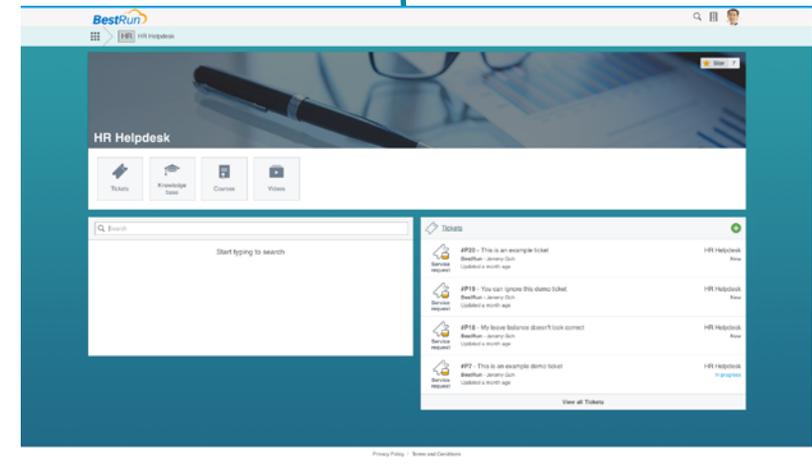
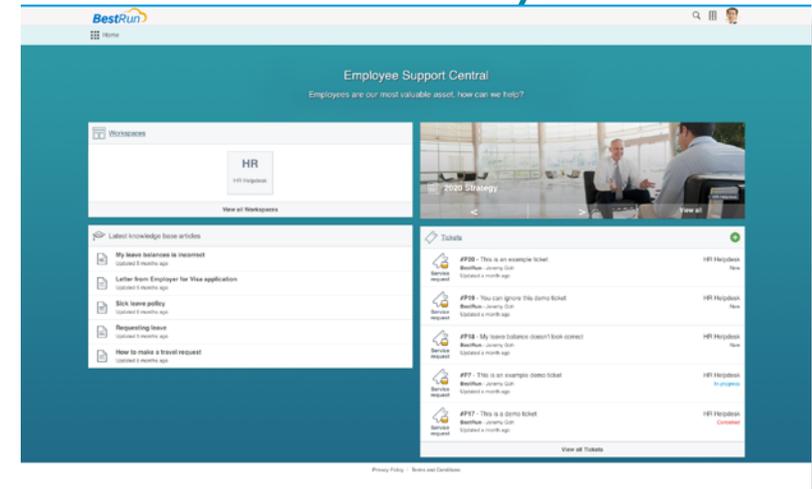
HR Central is a secure, ISO-certified platform which streamlines and manages employees' support requests. It helps you realize world-class HR service delivery, making it a pleasure for your employees to interact with your HR team. The platform can boost productivity and ensure HR compliance.

HR Central offers:

- **Context-aware help** embedded directly in SAP® SuccessFactors
- **Flexible, configurable ticketing**, with built-in automation for repetitive tasks
- Live, interactive **dashboards** that provide an overview of HR service delivery
- Multilingual **knowledge bases** that encourage employee self-service and reduce support tickets
- A **Learning Management System (LMS)** for employee skills development and regulatory compliance

Our platform

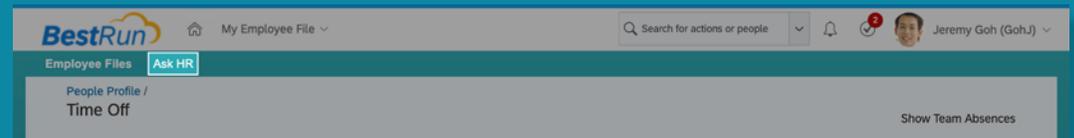
HR Central is a modular, multilingual platform that you can configure according to your needs. We currently support English, German, French and Spanish, and our functionality is role-based to help you manage permissions.



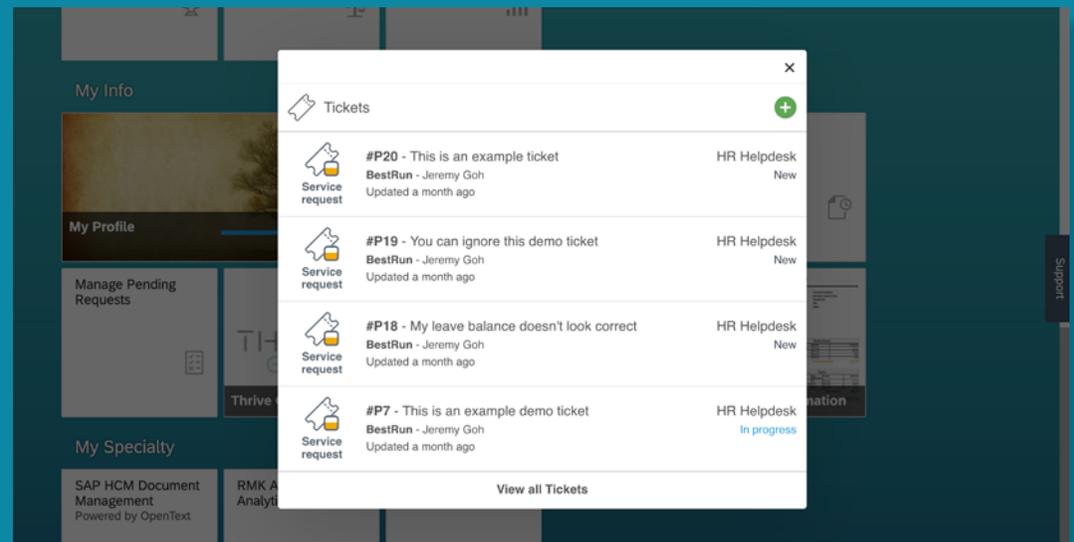
SuccessFactors integration

HR Central integrates seamlessly with SAP® SuccessFactors. It has a similar Files user interface and single sign-on (SSO).

Simply click 'Ask HR' on any SuccessFactors page to launch HR Central's context-aware help.



We source data directly from SuccessFactors to align user roles and authorizations, meaning you don't have to use third-party tools or costly implementation services.



Tickets and Service Level Agreements (SLAs)

The main purpose of HR Central is managing employees' support requests.

Our ticketing system is highly flexible and customizable, and we'll work with you to design a ticket workflow that's tailored to your business, with built-in automation to streamline repetitive tasks.

Ticket configuration

We use these industry-standard mechanisms for tickets:

- **Statuses** (such as Open, Escalated to development, and Awaiting info)
- **Priorities** (to identify the severity of the ticket and allocate SLAs and rules)
- **Custom fields**
- **Rules** (to automate ticket actions)
- **Buttons** (to easily trigger custom actions, rules and statuses)
- **Workflows** (which are logical containers for statuses, custom fields, rules and buttons)

These features make HR Central's ticketing very easy for both support agents and employees to use.

BestRun 🔍 📄 ⚙️ 👤

Service request Add statuses Delete Copy

Workflow details

Required fields are indicated with an asterisk (*).

Name * Initial status *

Information **Statuses**

Name
New
In progress
Await info
Completed
Cancelled

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Edit Assign new leave requests to team Execution history Delete

Rule details

Required fields are indicated with an asterisk (*).

Name *

Enabled

▶ Comment

▶ Advanced options

Save

Conditions

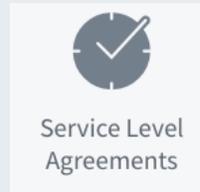
- Category is Leave +
- Status is New +

Actions

- Set Assignee to HR Team - Leave +

Service Level Agreements

With HR Central, you can drive HR service-delivery performance by measuring ticket response and resolution times.



HR Central's SLAs include:

- **Operation times**, which cater for specific support days and times
- **Policies**, which allow you to configure response and resolution times

HR Central also provides **SLA reporting** and distribution graphs so your management team can analyze response and resolution times.

Operation Time details

Required fields are indicated with an asterisk (*)

Name * Latin America Time zone * (GMT-06:00) Central Time (US & Canada)

Description

Business Day	Full day	From time	To time
<input type="checkbox"/> Sunday	<input type="checkbox"/> Full day		
<input checked="" type="checkbox"/> Monday	<input type="checkbox"/> Full day	08:00	17:00
<input checked="" type="checkbox"/> Tuesday	<input type="checkbox"/> Full day	08:00	17:00
<input checked="" type="checkbox"/> Wednesday	<input type="checkbox"/> Full day	08:00	17:00
<input checked="" type="checkbox"/> Thursday	<input type="checkbox"/> Full day	08:00	17:00
<input checked="" type="checkbox"/> Friday	<input type="checkbox"/> Full day	08:00	17:00
<input type="checkbox"/> Saturday	<input type="checkbox"/> Full day	08:00	17:00

SLA Targets

Ticket types	Ticket priorities	Respond within	Resolve within	Operation Time
Incident	Low and Medium	2 hours	5 days	Latin America
Incident	High	1 hours	2 days	Latin America
Incident	Critical	30 minutes	2 hours	Latin America
Service request	High, Low, and Medium	2 hours	2 days	Latin America
Service request	Critical	30 minutes	4 hours	Latin America

All Tickets

Applied filters: Status is Open X Reset All

Search

Display: Report: SLA Compliance

Project is one of

Type is one of

Status is

Add Filter

Save Filter

SLA Targets

Ticket types	Ticket priorities	Respond within	Resolve within	Operation Time	Tickets	Compliance
Defect, Enhancement, Incident, Object Analysis Program, Product activation, and Transport error	P1 Critical	4 hours	5 days	24/5	5	83.3 %
Defect, Enhancement, Incident, Object Analysis Program, Product activation, and Transport error	P2 High, P3 Medium, and P4 Low	24 hours	1 months	24/5	170	88.2 %
Content request, Info Request, and Service request	P1 Critical	4 hours	5 days	24/5	3	66.7 %
Content request, Info Request, and Service request	P2 High, P3 Medium, and P4 Low	24 hours	1 months	24/5	114	89.5 %

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Created by me | Assigned to me | New HR issue alerts | Completed courses

Email integration

Ticket owners, assignees, and watchers will get email notifications, and they can respond and attach files to the ticket directly in their email client.

You can also create new tickets (with default fields already filled in) using a unique email address.

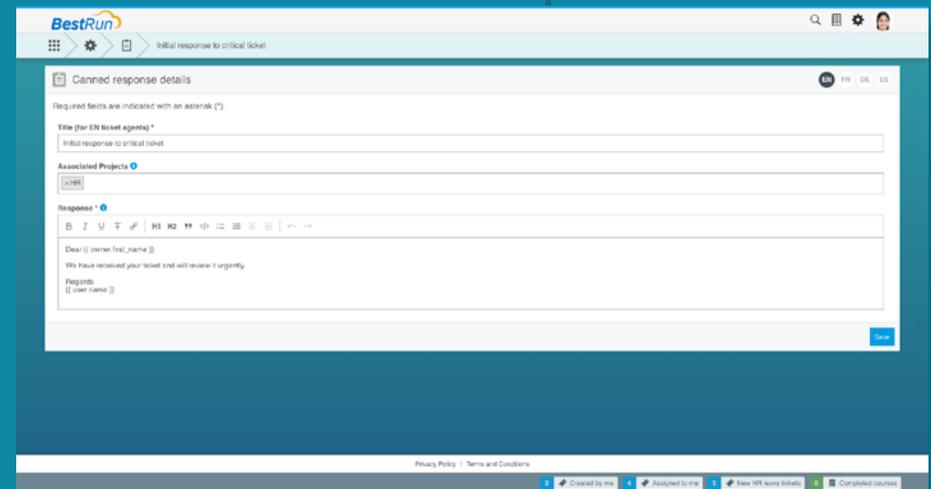
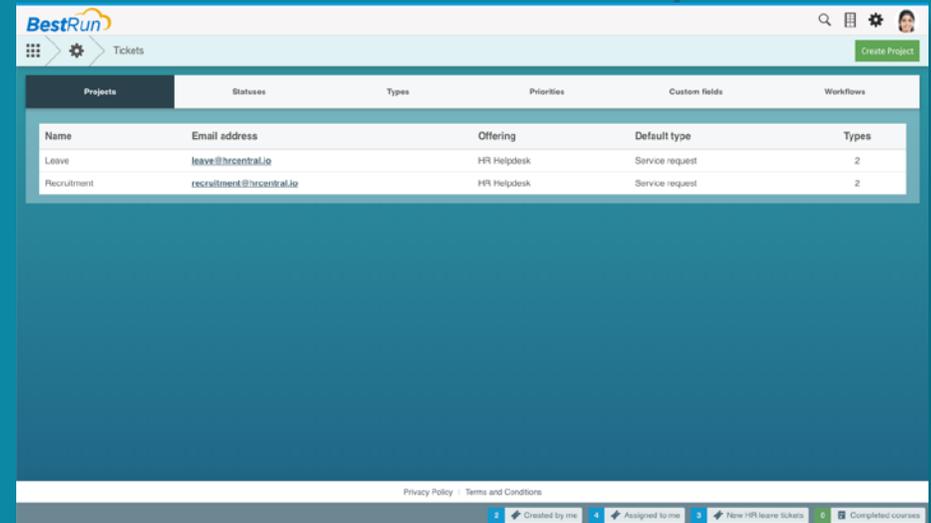
Canned responses and ticket automation

HR Central's canned responses and automated rules help you accelerate ticket processing times and avoid repetitive tasks.

Canned responses allow you to create and use standard, pre-worded ticket replies. You can also add template items to personalize these replies.

Automated rules allow you to trigger actions if certain conditions are met. The possibilities are endless, but here are some common examples:

- Route tickets to certain teams or individuals based on fields or the content of the ticket
- Notify the employee's supervisor if a critical ticket is logged
- Send out a reminder to the support agent if they haven't replied to the ticket in a while
- Hand tickets over to a team in a different time zone at certain times of the day

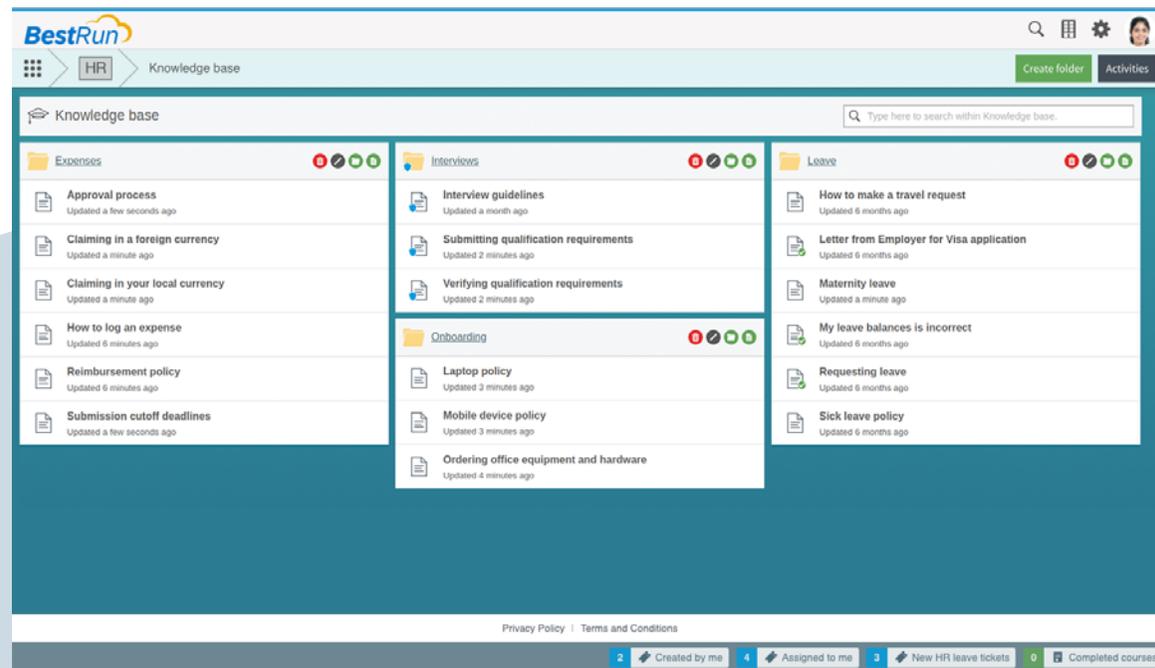


Knowledge bases

With HR Central, you can create a knowledge base with 'help' articles for your employees. This information is crucial in driving employee self-service and reducing support tickets.

Our knowledge bases are workflow-driven content management systems with roles, visibility levels, and review processes that give you precise control over who creates, publishes, and views your content.

HR Central will automatically search your knowledge base when employees create tickets, pointing them to articles with possible solutions.



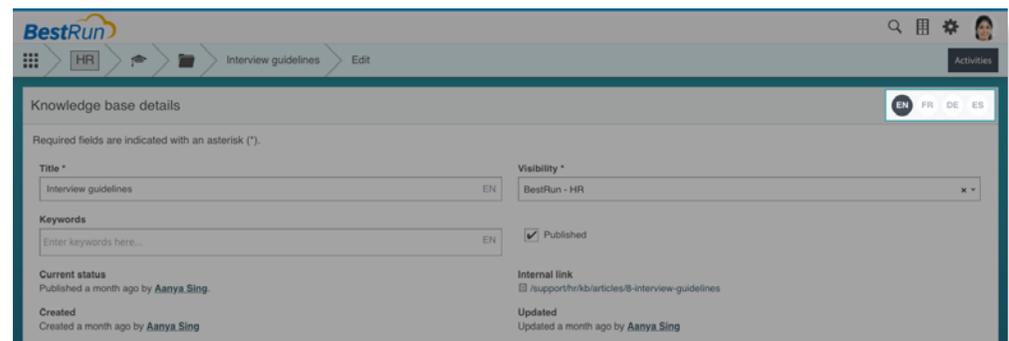
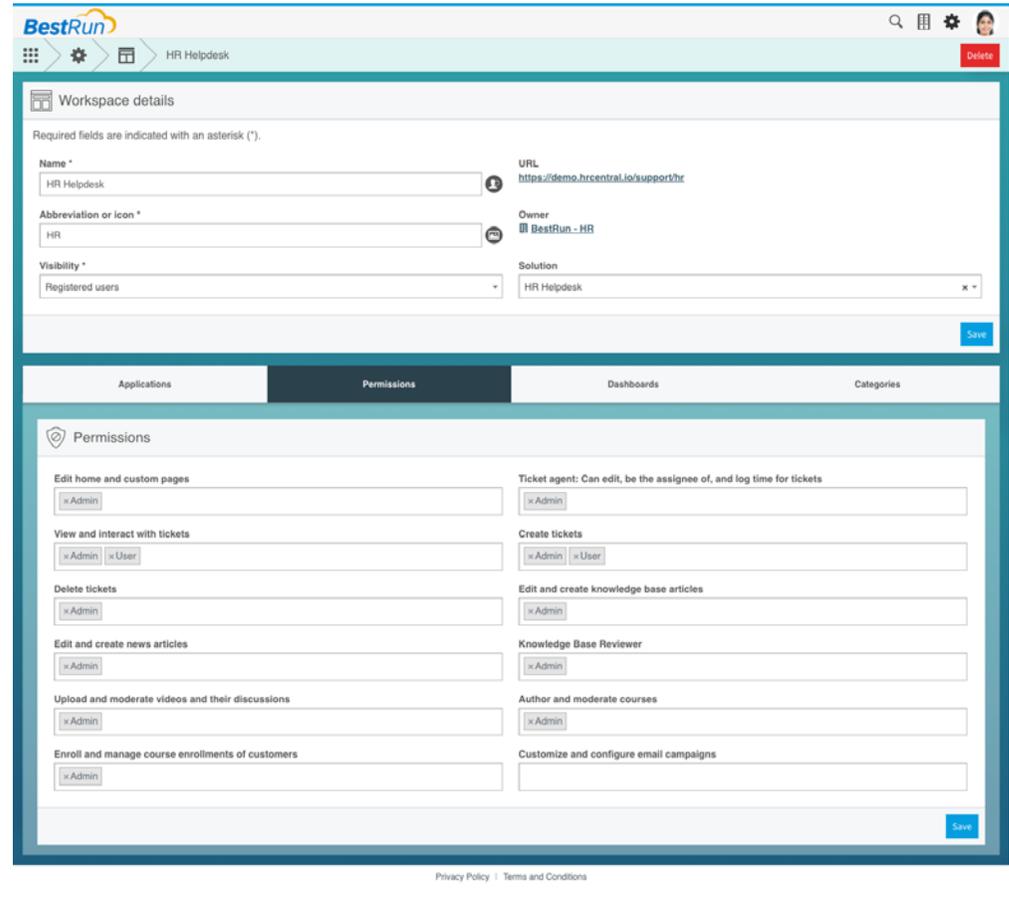
Content management and approval workflows

Access to your knowledge base is driven by roles and permissions. This lets you control who can create articles and ensures that articles are approved before employees see them.

Multiple languages

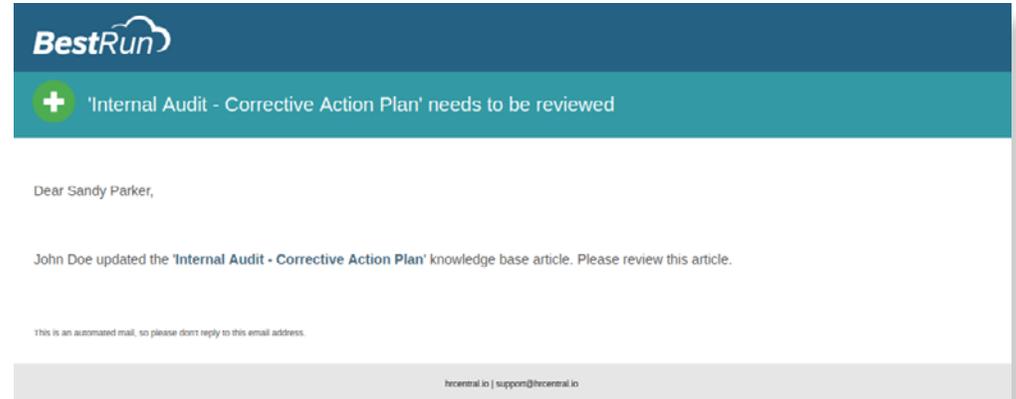
HR Central allows you to maintain multiple versions of the same article and automatically detects your language when you're writing an article.

If an article isn't available in your language, HR Central will show the article in the system's default language.



Notifications

Content reviewers will receive notifications when a new article needs to be reviewed, and employees can choose to receive notifications when new knowledge base articles are available.



Reports, dashboards and widgets

BestRun HR Helpdesk

HR Helpdesk

Knowledge base | Courses | Videos

SuccessFactors support | Team dashboard

SLA compliance this month

Recent ticket distribution

Status and Priority

Status and Priority	Tickets
Completed	~8
In progress	~4
New	~3
Await info	~1
Cancelled	~1

Tickets

Ticket Summary

Type	Open	Waiting	Closed
Service request	2	1	18
Incident	9	1	1

Open tickets per team member

Activities

- Anya created *Interview guidelines* in the knowledge base 10 Jul 2019, 14:01
- Anya uploaded the video *How to apply for leave* 21 Feb 2019, 17:52
- Anya created *My leave balances is incorrect* in the knowledge base 21 Feb 2019, 16:59
- Anya created *I need a employer letter to apply for a visa* in the knowledge base 21 Feb 2019, 16:58
- Anya created *Stick leave policy* in the knowledge base 21 Feb 2019, 16:57

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Tickets resolved group by SLA met

Service Level Agreement > Resolved at weeks and Service Level Agreement > Met resolve deadline

Timeline - Reported build history

Created weeks and Reported build

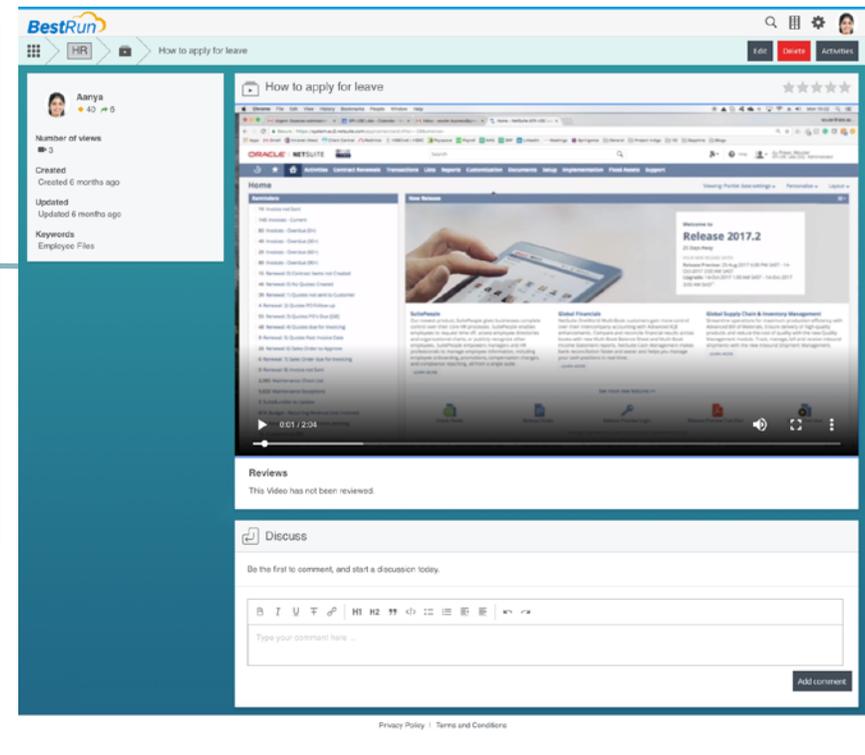
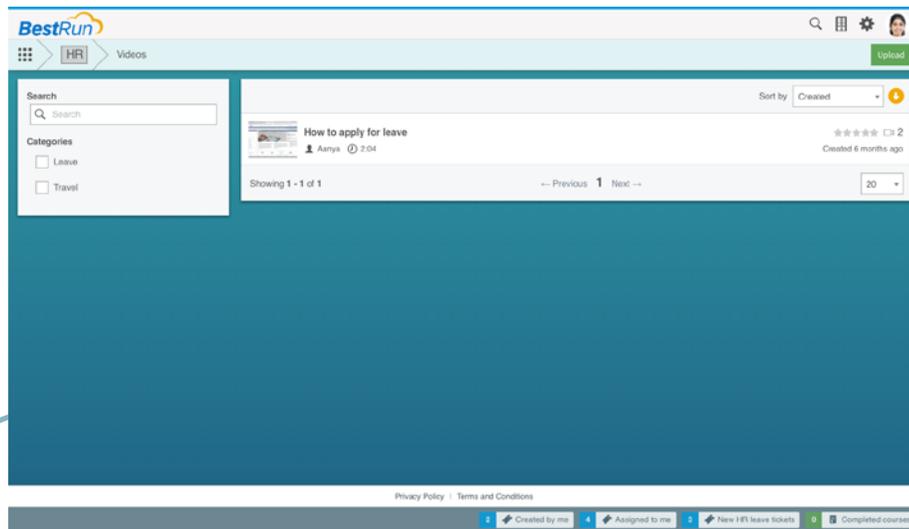
Timeline - Reported version history

Created months and Reported version

Videos and downloads

You can also upload how-to videos, documents, and other files to drive employee self-service and reduce support tickets.

We use a global content delivery network (CDN) for optimized performance, allowing you to store and download multiple large files. You can also embed videos in knowledge base articles.



Learning Management System(LMS)

HR Central ships with a lightweight Learning Management System (LMS) so you can design training courses about your company's HR and security procedures, and improve regulatory compliance. You can embed videos, create quizzes, and track your employees' progress.

The image displays two overlapping screenshots of the BestRun Learning Management System (LMS) interface. The background screenshot shows the 'Security Training' course page, and the foreground screenshot shows a video player for the 'Introduction' module.

Background Screenshot: Security Training Course Page

BestRun HR Security Training

Security Training
10m 65%

The purpose of this course is to inform you on how to be compliant with Information Security Policies based on the General Data Privacy Regulation initiative.

You are enrolled for this course

This course will take you about an hour and a half to complete, after which you will be able to:

- Explain the relevance of Information Security Policies in the workplace
- Comply with the specified Information Security Policies

Course modules

• Introduction	10m
• Securing your devices	0m
• I'm working on a project	0m
• I'm travelling or working remotely	0m
• There was an information system incident	0m
• How to protect yourself against scams (phishing)	0m
• Hosting or managing personal data	0m
• Assessment	0m

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Created by me | Enrolled courses

Foreground Screenshot: Video Player

BestRun HR Introduction

Welcome

Welcome to the Information Security course!

Watch the video below to learn more about the background, importance, scope/coverage, compliance, and governance of information security within groupelphant.com.

0:00 / 3:57

groupelphant.com

What is the purpose of the Security Compliance Training?

With the new Data Protection legislation and regulations that are being introduced across the globe, an expectation is placed on each individual and company to identify what information they are working with, why they need it, what the legal basis is for processing the information or data and for how long it will be stored. The purpose of the Compliance Training course is to:

- Foster a culture of ethics and compliance that is central to all of groupelphant.com operations and activities
- Ensure each employee understands the nature of the risk and the potential implications
- Identify any areas of uncertainty with respect to individual and company compliance regarding any and all Information Security and Data
- Cover all security and compliance related policies and procedures
- Ensure all employees are compliant

It is vital to educate all employees about best practices and the organization's responsibilities to prevent a security breach. Additionally, appropriate training enables all employees to understand their obligations and potential liabilities under the applicable state and federal laws in the event of a security data breach.

Clients are given the right to know how and for what purpose you will use their information and thus the need exists to be more transparent on how we will process client or customer information.

What does it mean to be compliant?

An institution that is compliant means that both the institution and their employees conduct operations and activities ethically, with the highest level of integrity and in compliance with legal and regulatory requirements.

Development roadmap and demos

Our development roadmap

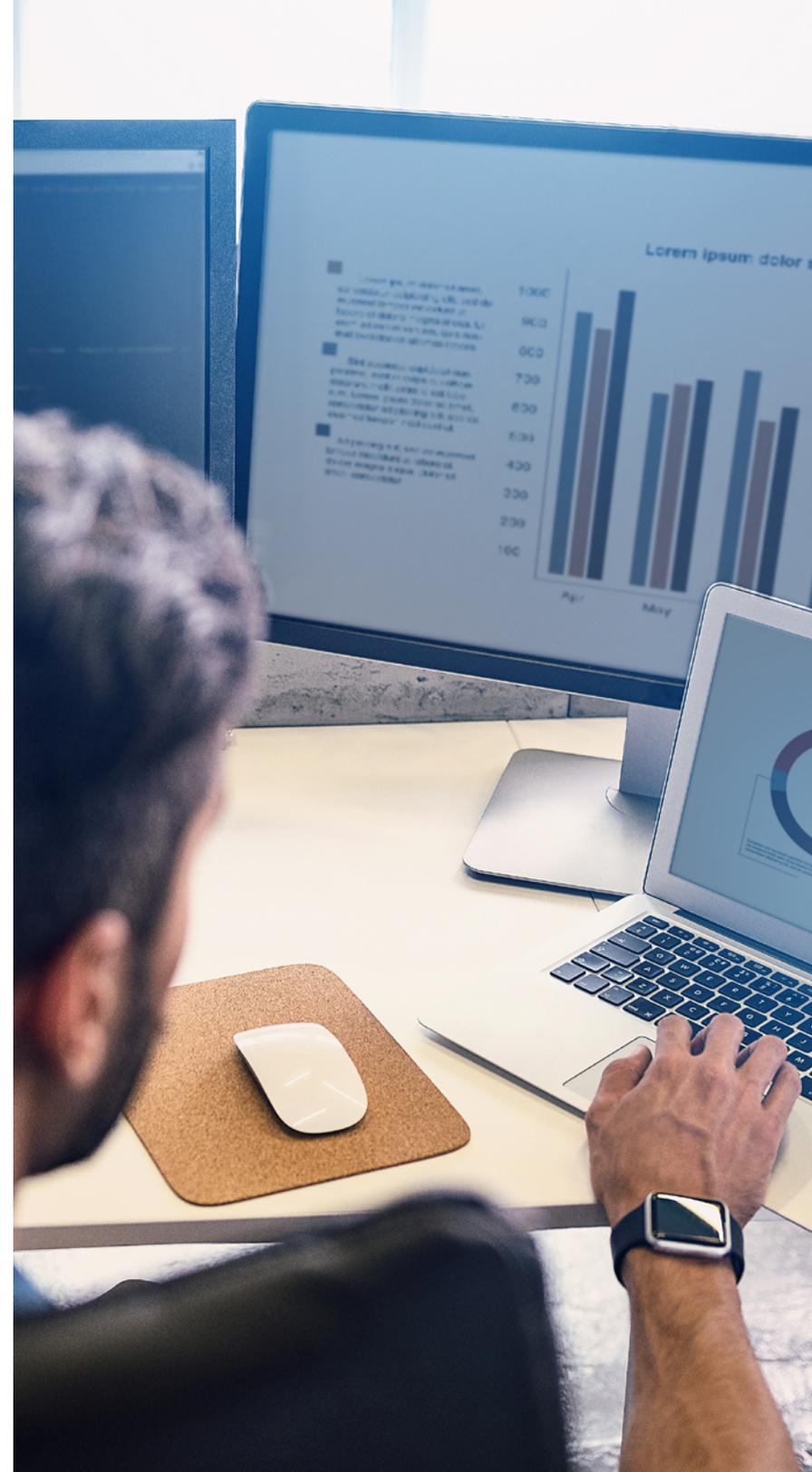
We're actively developing HR Central to become the optimal solution for your unique business and HR needs, and we regularly incorporate client feedback into our development roadmap.

The following features are currently on our roadmap:

- **Document filing** to augment SuccessFactors while achieving regulatory compliance (this feature will integrate with EPI-USE Labs Query Manager™ and Document Builder™)
- **Sentiment analysis on tickets** (via machine learning)
- **Resource scheduling and rostering** for support agents
- **Automated checklists** based on ticket classifications
- **Kanban boards** to visualize ticket workflows and team capacity

Demos and more information

Please contact us via warrene@epiuselabs.com for a detailed demo or more information.





Need more information?

Please contact warrene@epiuselabs.com | +27 (0) 10 020 7822