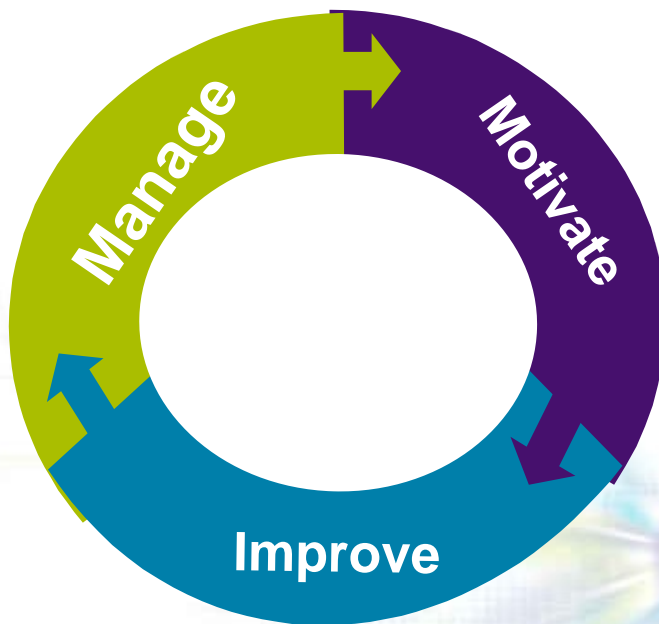


A systematic data driven approach to people management that involves three simple steps:



**Manage** - Building information and driving action

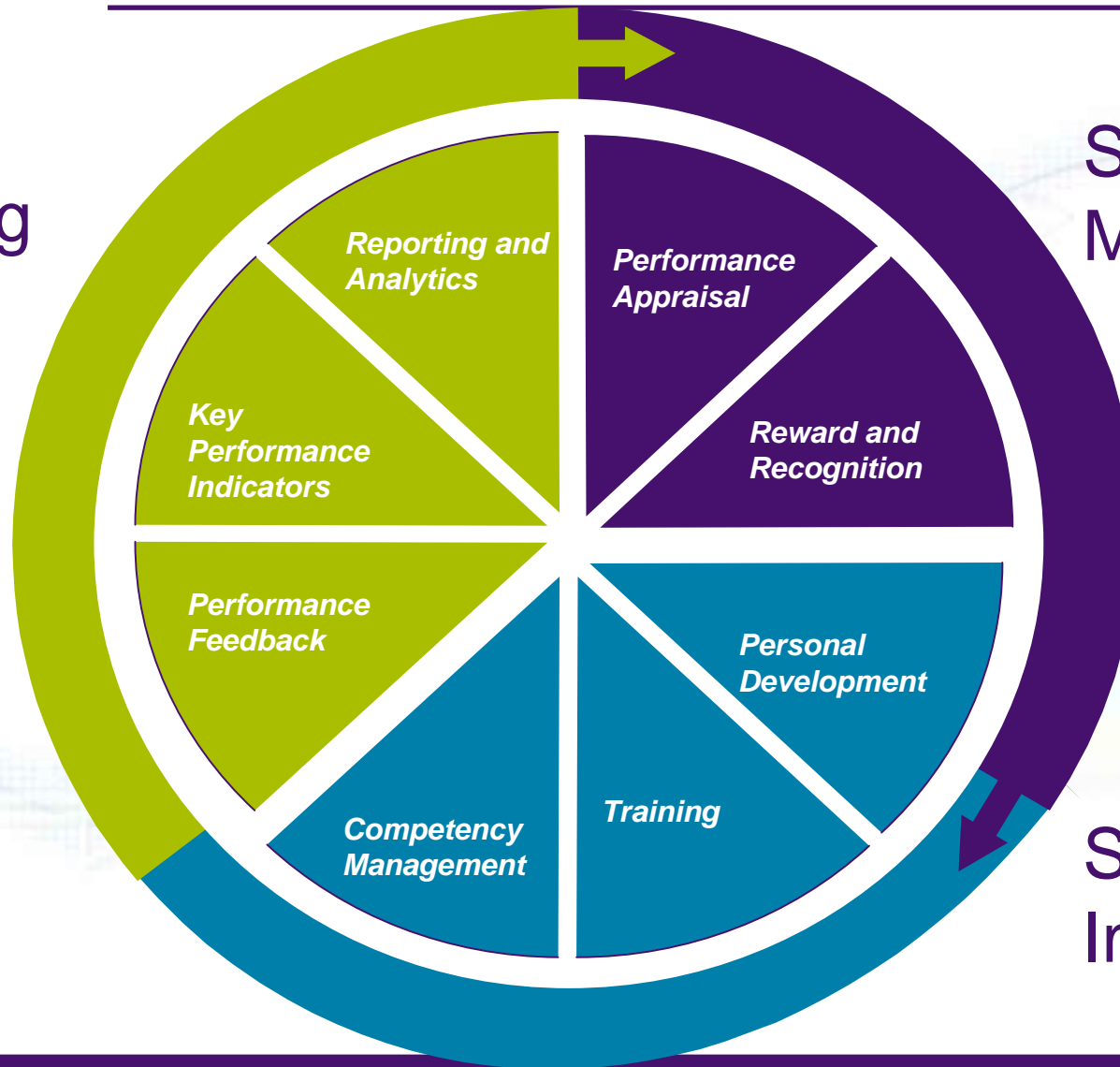
**Motivate** – Sustaining improvements

**Improve** – Lifting to the next level of performance

Step 1 -  
Managing

Step 2 -  
Motivating

Step 3 -  
Improving





### Step 1 – Manage

#### Building the information and driving action

Performance Review

Key Performance Indicator

Reporting and Analytics

**Uses information to give employees a view of their performance targets and receive feedback indicating how they are performing and what they need to improve**

- Aligns employees objectives** with business needs.
- Enables performance review for multiple time frames for **trend analysis**.
- Feedback **motivate** employees to improve.

**Uses information and automation to reduce support activities and free up team leaders time (by 20-25%) giving them the tools to manage by exception**

- Team Leader can view employees performance at a glance.
- Performance ratings enable management by expectation.



## Reporting and Analytics

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**Uses information to supply reports on data from disparate sources seamlessly delivering intelligent insights in business performance**

- Enables users to create and run standard or customized reports on any mix of metric.
- Wizard driven report writing for presentation quality reports.
- Online query capabilities on multiple data sources with the ability to drill down on any table, chart or finding.
- Dashboard views of performance information with dynamic drill down.



## Key Performance Indicators

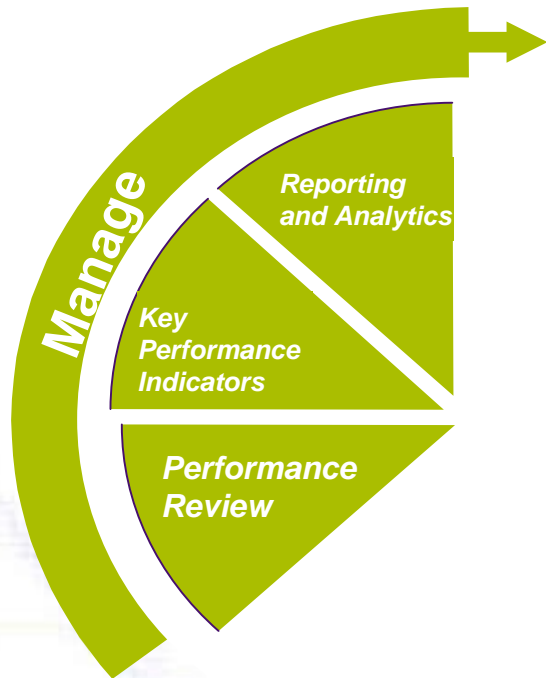
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**Uses information to provides executives with a complete picture of business performance**

- Enables top down management.
- Provides on line results against key enterprise business services.
- Enables on line drill down and management by exception.

Enables multiple level drills down by region, structure or key performance indicator

Enables multiple viewing periods for identification of performance trends



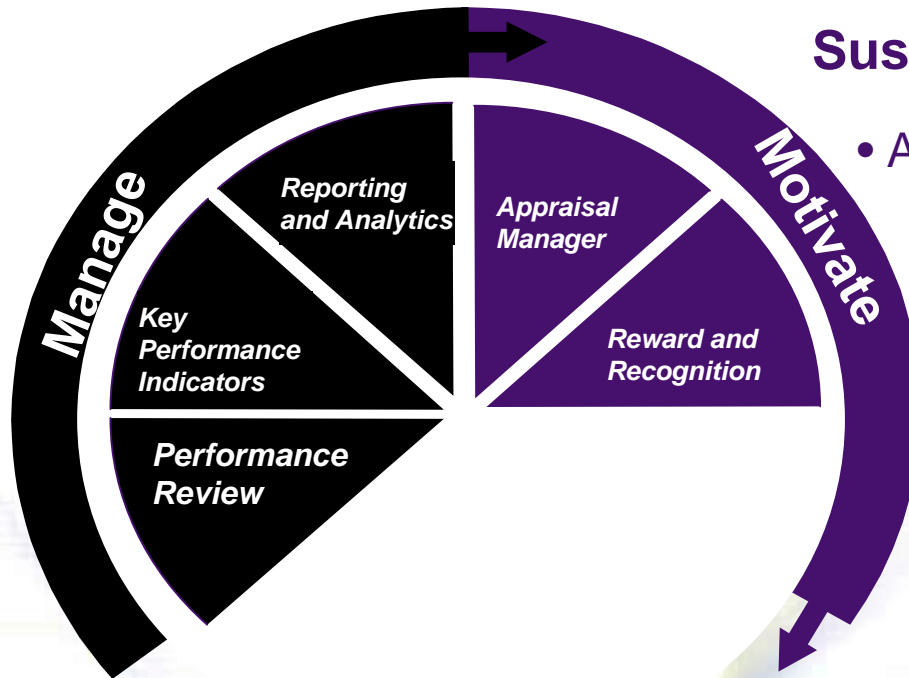
## Step 1 – Manage

### Building the information and driving action

- Performance Review
- Key Performance Indicator
- Reporting and Analytics

### Benefits

- Cost reductions – 20 to 25%
- Improve productivity
  - Improved handling times of 10 - 20%
  - Increased schedule adherence of 5 - 10%
  - Improved staffing ratios from 1:10 to 1:20
- Improved call resolution, customer retention, sales conversion

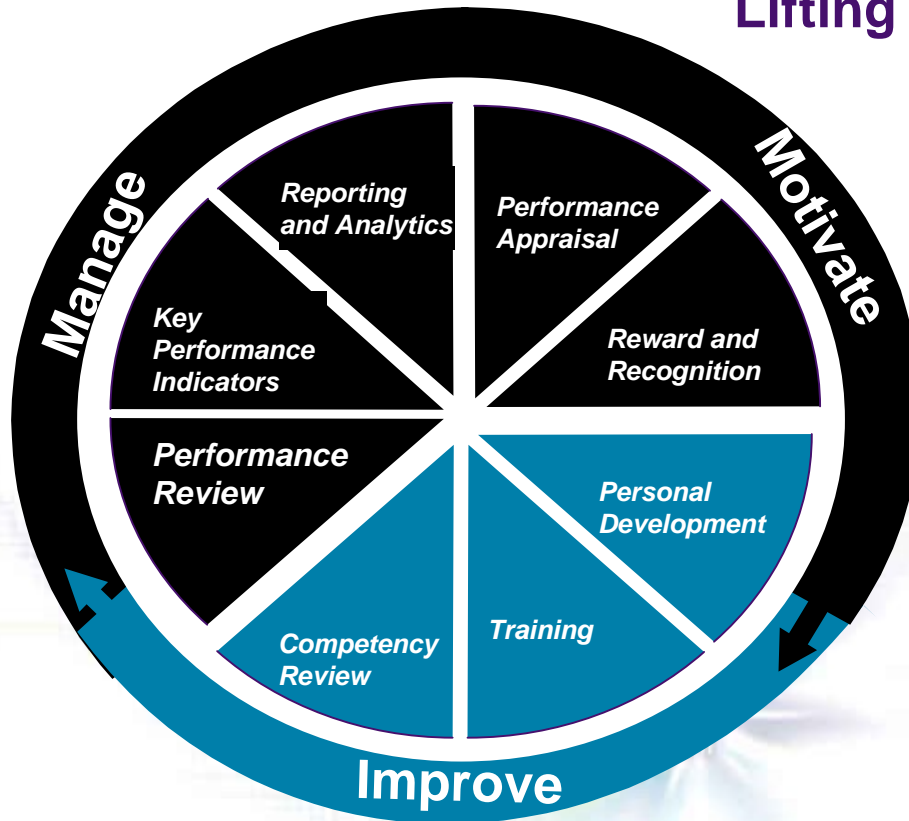


### Sustaining Performance Improvement

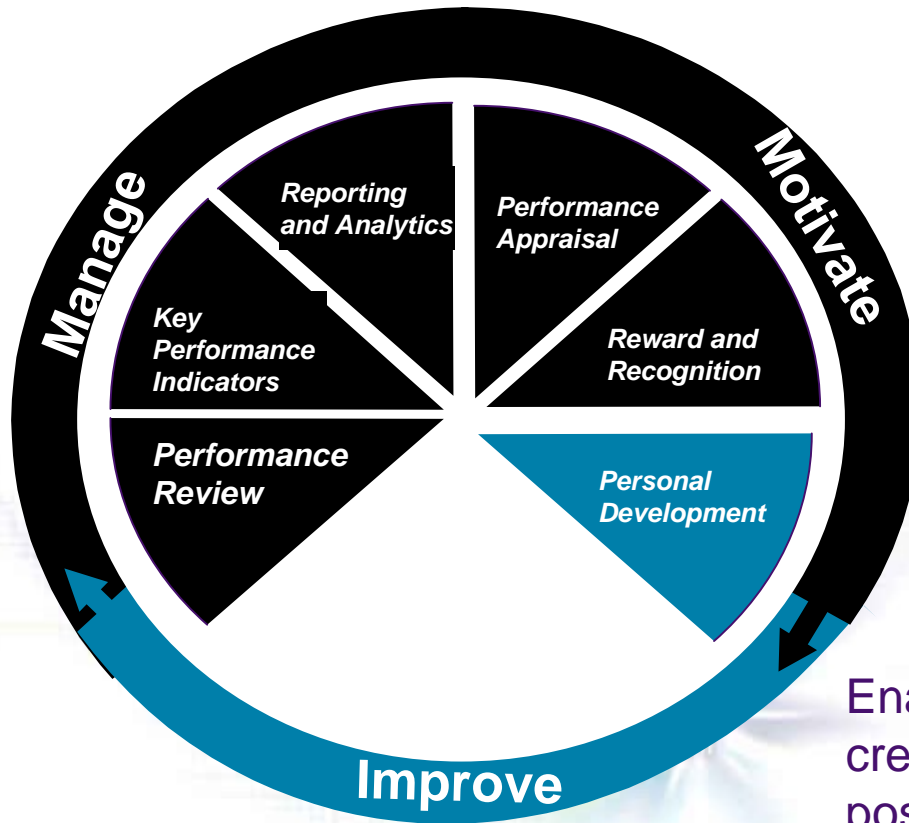
- Appraisal Manager
  - **Factual review** of all aspects of employees performance over a given time frame.
  - Provides the basis for **development action**.
  - **Future focused** to give employees a motivational pathway.
- Reward and Recognition
  - Ties recognition directly to performance.
  - Tangible link and visibility drives motivation



### Lifting to the Next Level of Performance



- Personal Development
- Training
- Competency Review



### □ Personal Development

Automatically **creates a development plan** for each employee based on factual performance results.

Enables **performance directed training**.

Targeted and prioritized to meet **business and employee needs**.

Enables both employees to input comments creating a thread of communication pre and post development.

Uses performance results automatically identify development needs and create a customized development plan for each employee to drive improvement.

**Uses performance and development results to provide definitive proof of the impact on performance**

Enables the impact of training and development to be assessed.

Analyzes impact on actual performance and links to costs and training results.

Provides vital proof enabling training strategy to be factually assessed.



## Competency Review

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Uses a structured and statistical approach to identifying and managing the knowledge, skills, behaviours and attitudes of employees.

**Automatically** creates a **competency assessment record** for each employee based on the core competencies essential to success in their role.

**Competencies are aligned** with and weighed to reflect the business strategy.

Enables **self assessement** as well as peer group and managerial assessement.

Records and **correlates** the results promoting further explanation if employee and **managerial assesment** score differ.

Where assessment scores differ the solution ensures explanations are provided before assessment can be completed.

This **promotes communication** and creates a record of all commentary for future review.

Upon assessment completion the solution calculates all the scores to provide overall results for **competency performance**.

This enables business to perform **skill gap analysis** and take action to close the gaps and lift performance to the next level.



# Thank You

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