



# STAR-INFO

Newsletter for Sage HRMS

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Did You Know?

## Headline News

Sage has announced an all-new collaborative meet-up at Sage Summit—Sage City.

Sage City promises to reinvent live conference networking and provide a new take on how we make connections. By combining all the best aspects of networking such as structured topics, small groups, social media tools, Sage City provides a radically different and fun way to expand your professional circle. [Click here](#) to learn more.

## The Evolution Of Human Resources

### Using Metrics To Become A Strategic Partner In Your Organization

**W**hat role does Human Resources play in your organization? Is it mainly an administrative function for hiring and paying personnel? Or does your HR team engage with management in analyzing information and developing strategy as is the current business trend? In this article we discuss the evolution of Human Resources (HR) from process administrator to strategic partner, and the importance of technology in this transformation.

#### The Value Of People

Some organizations view employees as a necessary business expense, but successful, forward-thinking companies view their employees as revenue-generating assets. Businesses in the top 10 percent in profitability rank high in the following areas:

- » Percentage of workforce eligible for incentive pay (pay for performance)
- » Percentage of jobs filled from within
- » Presence of formal HR plans including professional training programs aligned with business strategies
- » Percentage of HR budget spent on outsourced activities

These companies also have a strong focus on communicating the organization's financial information, customer satisfaction ratings, and key business process measurements to their entire organization. As a result, on average employee turnover is 14 percent lower, sales per employee is 24 percent higher, and the market-to-book value of the



organizations is 27 percent higher than businesses outside the top 10 percent.

The fact is, a company is only as good as its workforce. We are used to talking about a company as if the organization itself is a person, but an organization does not generate ideas, does not give service, and by itself is neither efficient nor productive. People make all of those things happen. And who in the organization are trained and skilled in understanding the value of people? Human Resource Professionals.

#### What Your CEO Needs To Know

HR professionals must excel in the skills of managing people. But to get the attention of executive management, and participate as a strategic partner, they also need analytical and reporting skills in their tool set. The ability to

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## The Evolution Of Human Resources

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quantify the results of HR activities is essential in helping executive management to see employees as a revenue-generating asset.

But how do you gain the attention of executive management? According to CEO Business Outlook magazine, what is most on the minds of executives in the current business climate are:

- » Government agenda and how it affects business
- » Consumer demand for products or services
- » Competitors
- » Profit margins
- » Rising healthcare costs
- » Employee morale

To get the attention of executive management, you need a way demonstrate cause and effect of HR activities—how they translate to the bottom line. You must understand your organization's goals, align HR goals with the goals, and then determine the most effective measures.

### HR Metrics

Organizational strategies vary, and the types of reports and metrics needed to align HR with your business's goals will vary as well. Let's take a look at the most common metrics an HR department can track and provide to the rest of the management team: staffing, benefits, and compensation.

#### Staffing Metrics

Hiring is not just about how many new bodies you put in chairs. It is about finding qualified applicants with the skills and ability your organization needs. As we mentioned earlier, successful companies tend to promote from within more frequently. By doing this they are leveraging the money they have already invested in their people, and new hires can be mainly at the entry level. Some good metrics to track are: percentage of requisitions filled from within, the number of days to fill

an open position, and the average tenure of an employee in your organization. If you don't already administer an Employee Satisfaction Survey or Employee Exit Interviews, this would be a good time to start. These tools can help you understand the underlying reasons behind your statistics.

#### Benefits Metrics

Typical benefits metrics you might track are:

- » Cost of benefits per employee
- » Percent of HR budget spent on outsourcing benefit administration
- » Percentage of benefits used by employees

Tracking how these numbers change over time, and against industry standards, allows HR to demonstrate to the rest of the organization how HR contributes to operational excellence and profitability.

#### Compensation Metrics

As we saw earlier, successful companies keep their employees informed about the organization's strategic goals, and then tie pay to performance against those goals. You can quantify the percentage of your workforce whose merit pay is tied to performance, the percentage of workers eligible for incentive pay, and the percent of difference in pay between low performers and outstanding performers.

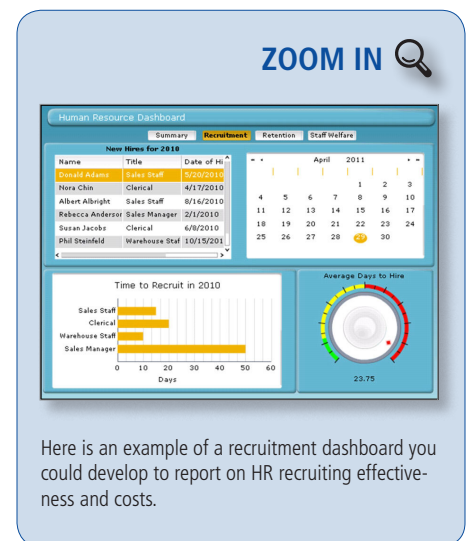
### Sage HRMS

Because your Sage HRMS database contains all the present and historic information about active and non-active employees of the organization, you have the information you need to produce all the metrics discussed here. This data can be translated into high efficiency for your organization.

With Sage HRMS you have the ability to dynamically share information with executives, managers, and others both inside and

outside your organization, so leaders receive accurate information securely, when and where they want it.

From on-demand information sharing to process automation and real-time business alerts, Sage HRMS is designed to support executive analysis and decision-making, and



helps you elevate the level of service your HR department provides. Easy-to-use reporting tools allow you to deliver crucial process analytics and decision support to your organization's management team.

Using Sage HRMS you can analyze and report on your employee information more effectively with a set of powerful tools. Give us a call for assistance developing the reporting and analysis your organization needs. ✨

# Dashboard Design For Sage HRMS

In our cover story we talked about the value that HR can add to the organization by providing key metrics to executive management. SAP Crystal Dashboard Design® for Sage HRMS, an add-on for Sage HRMS, is an easy-to-use tool you can use to professionally present your metrics to support decision-making across the organization.

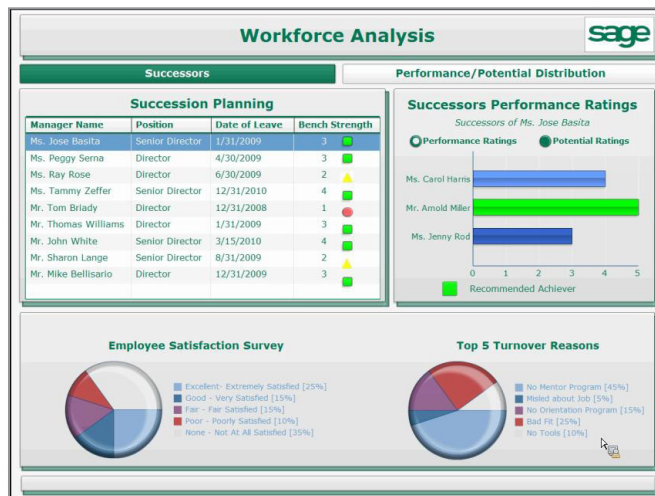
## Your Expanding Role

While dashboard design is not something you may view as an HR responsibility, you as an HR professional know best what information is stored in your database and how you would like to summarize and present it to management at all levels. Think about all the stages in an employee life cycle: recruiting, onboarding, policy communication, compensation, benefits, payroll, leave, training, performance evaluation, career development, promotion, and retirement.

Every one of these activities adds information to your Sage HRMS database that can help you and your management team understand what is going on in the business. SAP Crystal Dashboard Design leverages the built-in Crystal Reports® in your Sage HRMS system to allow you to easily transform your data into accessible and easy-to-understand dashboards. And best of all, these dashboards refresh automatically from live data, provide interactive drill-down to the details behind the charts, and require no additional servers or other hardware to run.

## Effective Presentation Of Business Information

Spreadsheets with their rows and columns of numbers can take time to read and interpret. And while you can often create charts and graphs to give a more visual, easy-to-understand view of the data, charts are static. The entire report must be rerun each time



you want to update your charts. The dashboards created in SAP Crystal Dashboard Design are dynamic and provides aggregated information that you drill into.

## HRMS Dashboard Content

You can create any number of dashboards from the hundreds of pre-built components and samples included. You quickly will be analyzing employee performance and productivity while aligning HR with corporate strategy. A picture is worth a thousand words, especially when it comes to dashboards.

The Workforce Analysis Dashboard shown above is a good example. Several types of related content using different types of charts and graphs are displayed on one dashboard for convenient access. Some of the charts are interactive. For example, the red spot with low strength on the success planning chart is telling you there is something that needs attention. You can drill down on it to see the details.

The lower half of this dashboard displays two pie charts: Employee Satisfaction Survey results and Top 5 Turnover Reasons. You can use this data to identify things your organization can do to increase employee satisfaction and reduce turnover.

Another dashboard you might find useful

is an HR summary dashboard that includes a pie chart of headcount distribution by location, department, or tenure with the organization and the reasons for leaving pie chart. It might include a bar chart of monthly recruiting or benefits costs with a comparison line showing the industry standard. By showing your organization's decision makers the rising costs of recruiting you may be able to persuade them to address employee sat-

isfaction issues.

Yet another chart could include performance ratings of all employees as a bar chart. You can drill into it to see who had low ratings and take action to start a development plan for low performers.

## Getting Started

Getting started is easy; there are several samples and hundreds of pre-built components that are readily customizable. You can develop themes and palettes to match your corporate look. Your dashboards can be placed in your Sage ESS Web portal, and/or plugged into Microsoft® PowerPoint® to be presented at an executive meeting.

From your PowerPoint presentation or a PDF file, you can drill down on a real-time basis to source data when connected to your network. You even can connect to other data to tie in budgets from the financial system.

We are here to help you get started creating effective dashboards for both your HR team and management across your organization, please give us a call. ★



## IN THE SPOTLIGHT:

### Did You Know?

In this story we provide a tip for adding a custom view to Sage Employee Self Service (Sage ESS), and relay some product delivery news from Sage.

#### Customize Sage Employee Self Service With A Custom View

Did you know you can add your existing custom view in View Builder to your Sage ESS navigation bar so that your managers or employees will have instant access to up-to-date information? Here are the steps.

1. Go into View Builder and create a view of the information that you would like to make accessible to your employees or managers.
2. On the Edit View page, choose *Copy to Clipboard*.
3. Log on to Sage ESS as a System Administrator.
4. Navigate to Custom Content/Create Web Links, and choose *New* in the upper-right corner.
5. Paste the URL into the URL field, then add a name and description and select *Save*.
6. Select *Create Custom Menu* under System Administrator in the navigation bar.
7. Highlight the area in the menu where you would like to add your custom view and select the *New* button in the upper-right corner.
8. Choose your view from the *Navigate To* drop-down list, enter a menu name.
9. Choose a Target Window (either within the Sage ESS frame or opening in a new window), and then select *Save*.

10. To complete your custom view, navigate to System Settings/Employer Setup, change the view access to *View* and select *Save*.

Call us if you need any assistance adding custom views to Employee Self Service.

#### Coming Soon: Electronic Delivery Of Software And Updates

As part of the Sage North America initiative to create a common customer experience, Sage HRMS and Sage Abra Suite will begin delivering products electronically.

Both new and existing customers will be able to access a website and download Sage HRMS and Sage Abra Suite, including entitlement data and customer portal information. This delivery will replace the shipment of new releases and upgrades and will allow Sage Employer Solutions to quickly deliver new releases.

The new website is planned to be available to customers this year. Look for more information in upcoming newsletters.

#### Sage Advisor Updates

To ensure product updates are available to you on a timely basis, Sage HRMS and Sage Abra Suite are adding the ability to notify you of upcoming product and tax updates from within the software interface itself. This notification will determine any missing product updates and allow you to directly install the update from Sage HRMS and Sage Abra Suite without the need to search the customer portal for the latest information. The feature will

be delivered later this year for Sage HRMS customers and early next year for Sage Abra Suite customers.

Please give us a call if you have any questions. ✨

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