

# HRSMART

**Smarter decisions in human capital management**



INSIGHTS & DATA

**People matter, results count.**

Workforce management, performance management, attrition management and social sentiments are key organizational HR challenges.

Capgemini's HRSMART solution helps organizations better manage human capital and drive business execution, providing a range of department-specific insights.

## The challenges for international HR

Organizations continue to build comparative advantage and expand their footprint by setting up offices, service delivery centers, and manufacturing hubs across international locations. Some of the significant challenges that arise due to this are managing employee movement across geographies and complex practices for people management.

Other challenges include identifying, retaining, and rewarding good talent, and developing the next generation of corporate leaders. It has also become necessary to create and maintain a corporate culture that attracts the best employees, and management of a workforce that is increasingly diverse. All of this needs to be carried out while improving resource utilization which impacts the bottom line.

HR departments need to adopt a proactive strategy, which will help them foresee events and take appropriate actions for improved workforce management.

### Key HR issues to resolve to achieve improved workforce management

- *How to reduce attrition and increase retention*
- *What are the top attrition trends*
- *What are the cost saving opportunities*
- *What are the employee ethnicity report counts*
- *What are the employment movements across bands, by diversity*
- *What are the positive and negative social sentiment percentages*
- *What is the gender diversity count*
- *What are the current SLA adherence percentages for recruitment?*

## Capgemini's HRSMART solution

Our HRSMART solution helps enterprises better manage human capital and drive business execution, with strategic solutions that are comprehensive, flexible, and efficient. Our solution provides better tracking and management of human capital, and efficient workforce and performance management, both of which are critical to the overall functioning of an organization.

The solution leverages a well-defined modular structure, covering enterprise employee areas such as compensation and benefits, compliance, payroll, performance management, recruitment, training, and workforce administration.

With an intuitive GUI and ease of configuration, HRSMART offers over 400 industry standard KPIs and more than 100 dashboards for multiple industry verticals, providing a range of department-specific insights.

Furthermore, HRSMART's big data capability helps processing of unstructured data from social media, including social sentiments and history, and enables predictive analysis in areas of likely attrition and the probability of potential employees joining an organization.

### HRSMART provides comprehensive end-to-end analysis of employee life-cycle data

Our solution offers well-defined dashboards across the employee lifecycle, as illustrated in Figure 1.

- Workforce administration: Indicators such as headcount, hires, terminations, employment type, age groups, working hours, etc.
- Attrition management: Social sentiment percentages of positive, negative, and neutral responses; attrition trends, probability and reasons
- Compensation and benefits: Incentives eligibility, compensation ratio, health plan cost, pension cost factor, stock incentives eligibility, etc.
- Compliance: Gender equality count, Occupational Safety and Health Administration (OSHA) injury report, veteran details, and labor hours
- Payroll: Total gross compensation, grade change count, average annual base salaries, etc.
- Performance management: Revenue breakdown, actual vs. target revenues, etc.
- Recruitment: Country aligned distribution of hires, hiring trends, cost analysis, etc.
- Training and Development: Planned vs. actual training sessions, training cost spending across regions, courses and certifications, trainer details, etc.

Figure 1: HRSMART solution provides end-to-end coverage of the employee lifecycle

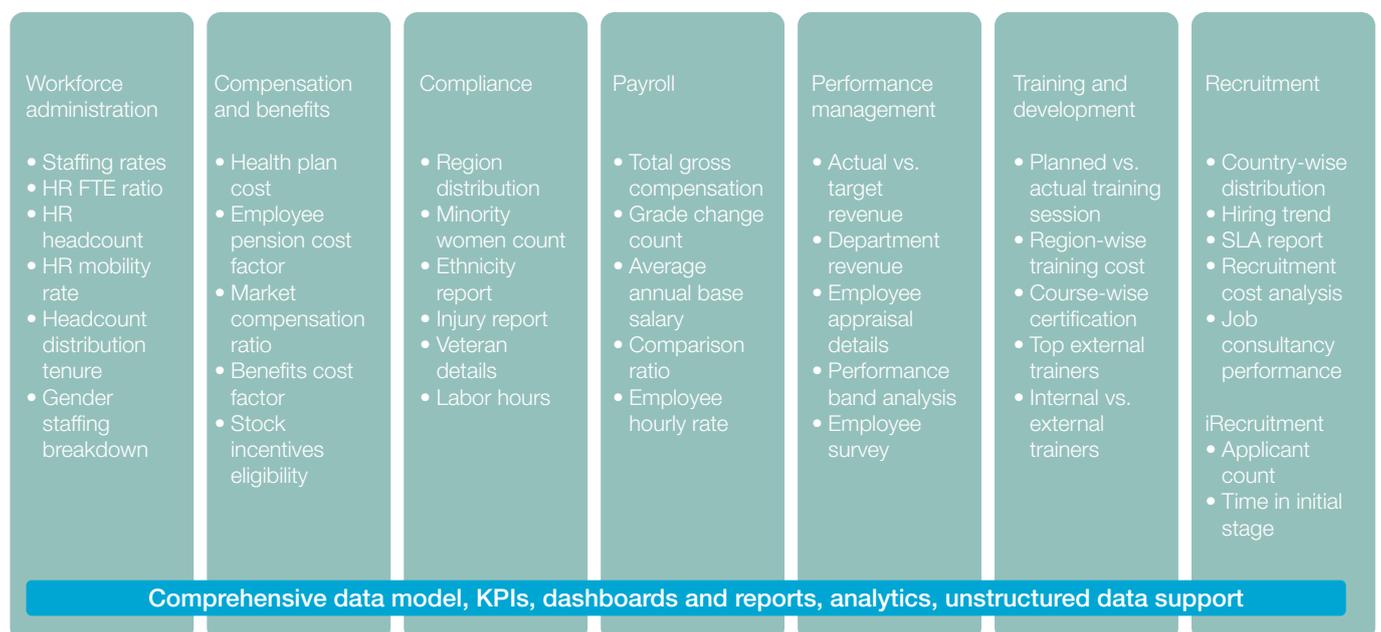


Figure 2: Example dashboard providing a Workforce Summary

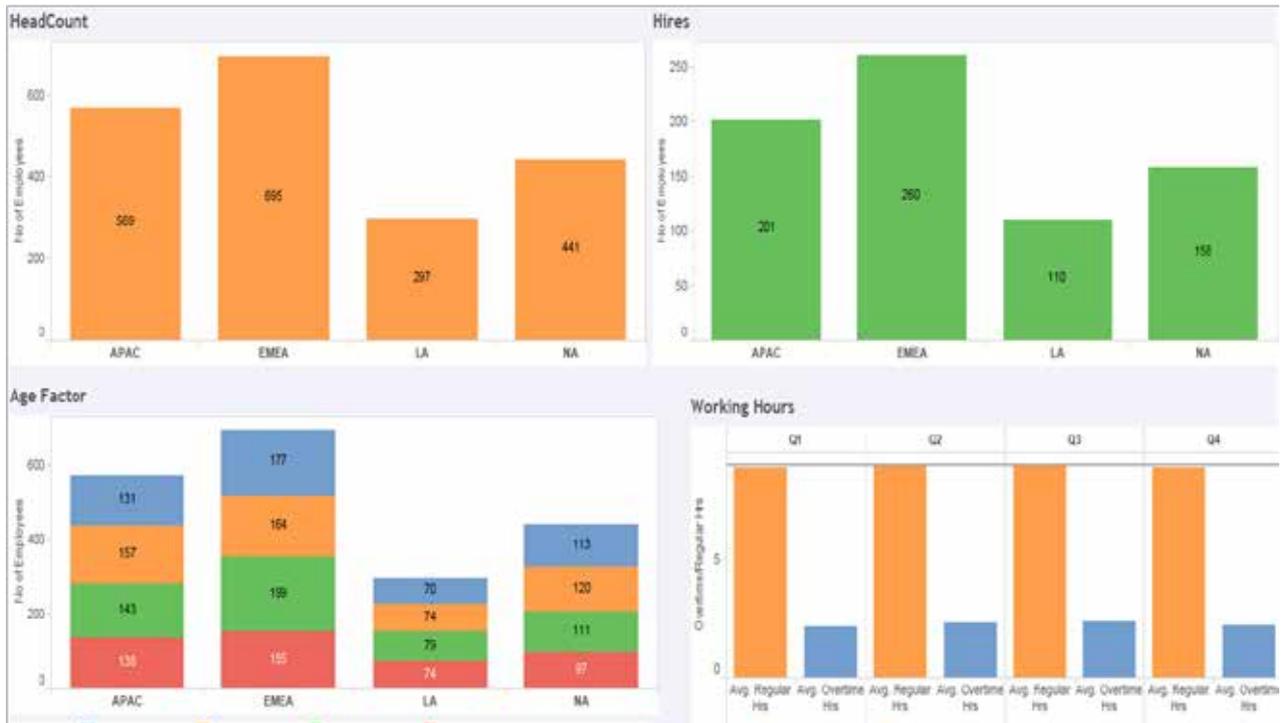


Figure 3: Example dashboard providing a Learning Management Summary



**The Workforce Summary Dashboard** provides an overview of total employee headcount, new hires, terminations, and data including age of employees, working hours, and utilization levels of workforce categorized by contract, corporate, FTE, and PTE, as illustrated in Figure 2. The dashboard allows for detailed analysis for a specific business unit, job and employee type, and to access and view relevant employee details and distribution by various KPIs.

**The Learning Management Dashboard**, part of the Learning and Development component provides information of planned vs. actual training, regional cost spending on training, course certifications, and external and internal trainer details; see Figure 3. It delivers analysis based on year, region, department and job type. For example, when a user filters by department and job type, all learning information for the selected filter type is displayed.

## How our solution works

The data source layer extracts both structured and unstructured data from multiple sources into a centralized repository. Data integration and storage covers all sources of data at the most granular level and ETL jobs take care of data loading from disparate sources into the data warehouse.

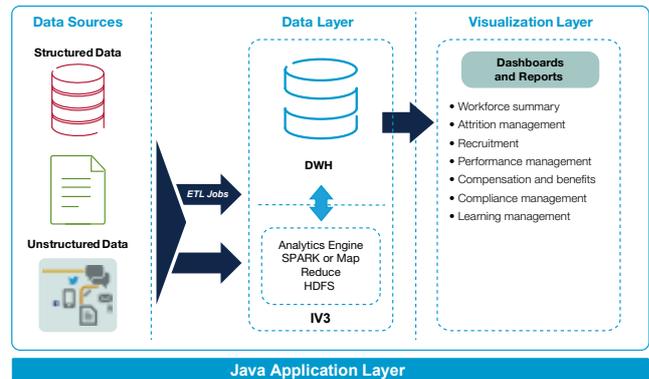
Data exchange takes place between the warehouse and Capgemini's IV3 platform, with data being fed into analytical models and output being fed back into the warehouse for reporting.

The dashboard visualization layer provides an exhaustive list of reports and dashboards that cater to different customer subject areas and can be accessed through a robust application layer, as illustrated in Figure 4.

Our solution is tool-agnostic and uses scalable architecture, and so can be easily customized for any system. With a customized rich layer of visualization and user navigation of reports and dashboards, it enables easy user interpretation and ability to handle multiple source file formats such as .xls, .csv, .xml, etc.

The solution provides big data handling capability with fast response times, and the capability to process multiple spend data sets, meeting the ad-hoc needs of HR departments. It ensures 100% data lineage between data models and reports, and can be implemented in an accelerated period of just weeks.

**Figure 4: HRSMART architecture – from data to reporting**



## Benefits delivered

We leverage an in-depth understanding of human resource management across organizations along with strong technical and domain expertise to offer the following benefits to clients:

- Improved strategic HR focus through better analysis of evolving metrics such as headcount, diversity, and attrition
- Unified view of enterprise employee data for informed decision-making
- Significant improvement in quality and diversity of employees hired
- Improved employee productivity through better tracking of training and certification
- Simplified and accurate compliance reporting
- Reliable foundation for advanced analytics and data mining for predicting attrition, saving recruitment costs
- Accelerated implementation in weeks, through use of a standard data model.

## Find out more

In the current dynamic workforce environment, an in-depth understanding of human resource management will improve decision-making and drive business execution.

Contact our SMART Solutions team to see how our HR analytics capability can help maximize your investment in your insights journey, and improve your workforce management.

## SMART Solutions team

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## Capgemini Insights & Data

In a world of connected people and connected things, organizations need a better view of what's happening on the outside and a faster view of what's happening on the inside. Data must be the foundation of every decision, but more data simply creates more questions. With over 11,000 professionals across 40 countries, Capgemini's Insights & Data global practice can help you find the answers, by combining technology excellence, data science and business expertise. Together we leverage the new data landscape to create deep insights where it matters most - at the point of action.

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Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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