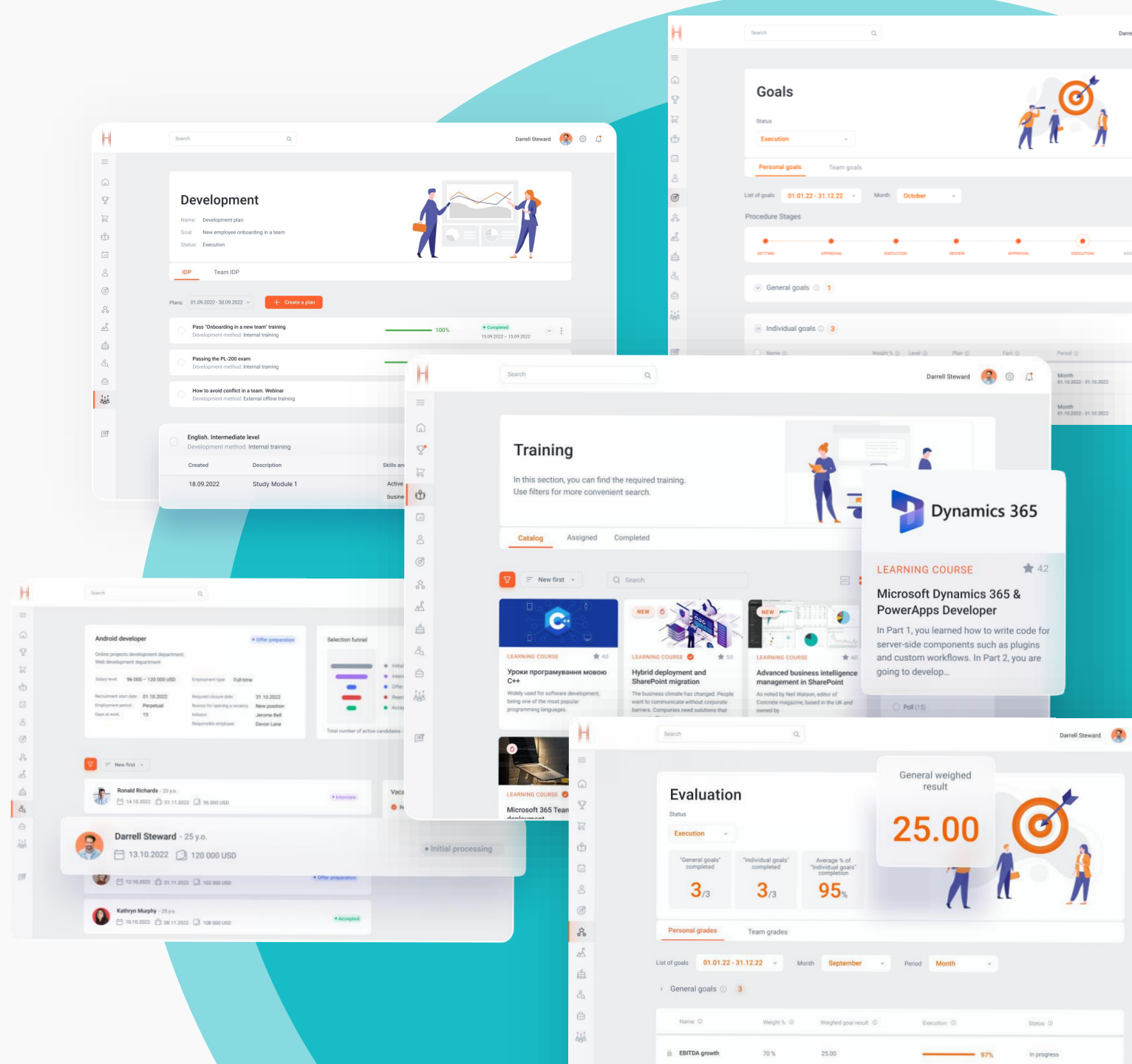


SMART HCM & LMS

A comprehensive solution
for building a modern
HR ecosystem

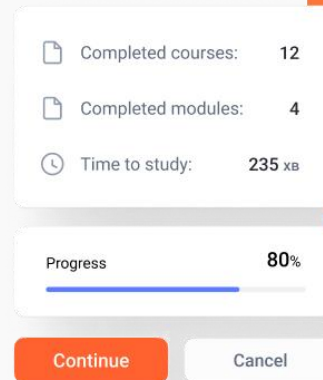


SMART HCM & LMS

The SMART HCM & LMS system combines Microsoft Dynamics 365 services, modern reporting tools, and a range of integrations to cover the entire HR task cycle - from talent search to development.

The SMART HCM & LMS system automates HR processes helping to build a strong team by providing each employee with the necessary attention and growth opportunities.

Facilitates the enhancement of loyalty, engagement, and reinforcement of the company's HR brand.



The system helps:



Establish robust team &
Elevate your HR brand



Provide necessary attention and
care to each employee



Support employee
loyalty



Increase
team effectiveness



Reduce risk of
staff outflow

Customer Profile



Stakeholders

HR

Automation of internal HR processes

T&D

Management of the corporate educational center

SALE

Training of customers & partners



Company type

- Large and/or growing companies
- Medium-sized and large business (200+ employees)
- International companies or companies with offices throughout the country
- Companies with high staff turnover
- Companies that have products or services, that require special training
- Organizations interested in automation and structuring of HR processes

Opportunities overview



Challenges:

- The cost of recruiting a new employee exceeds the cost of retaining them
- Company bears losses while searching for a replacement
- Understanding the real reasons of employees loss
- Necessity in the employee's performance history
- Lack of a single employee data base
- Lack of modern tools for training, engagement and performance evaluation

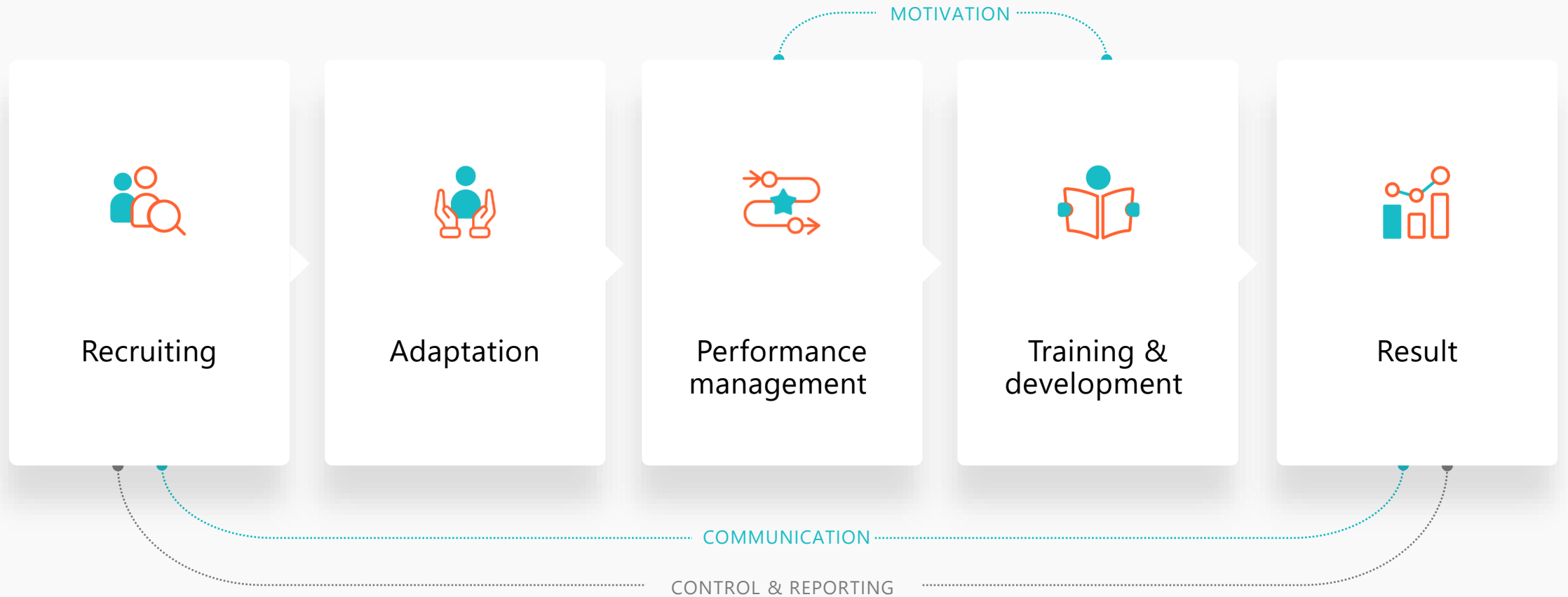


Results:

- Optimized personnel management processes
- Increasing employee engagement
- Reduction of the time needed for employee assessment
- Speeding up the learning process
- Regular feedback
- Decrease in staff turnover
- The possibility of predictive influence on employee flow out

SMART HCM & LMS

Employee journey



Full-cycle HR ecosystem

SMART HCM & LMS

Recruitment

Onboarding

Gamification
& Chat-bot

Skills and competences
development

Powered by:

Microsoft Dynamics 365 CE
Microsoft Power Platform
Microsoft Power BI
Microsoft Azure
Microsoft 365
Microsoft Teams

SMART Payroll

Powered by:

Microsoft Dynamics 365 BC
Microsoft Dynamics 365 FO

Persons and employees

Labor contracts

Positions

Absence orders

Payroll and salary
calculations

Communication & Collaboration

Teams

Microsoft 365

Power Virtual Agent

SharePoint

SmartPoint Intranet

News

Organizational structure

Video & Photo gallery

Event calendar

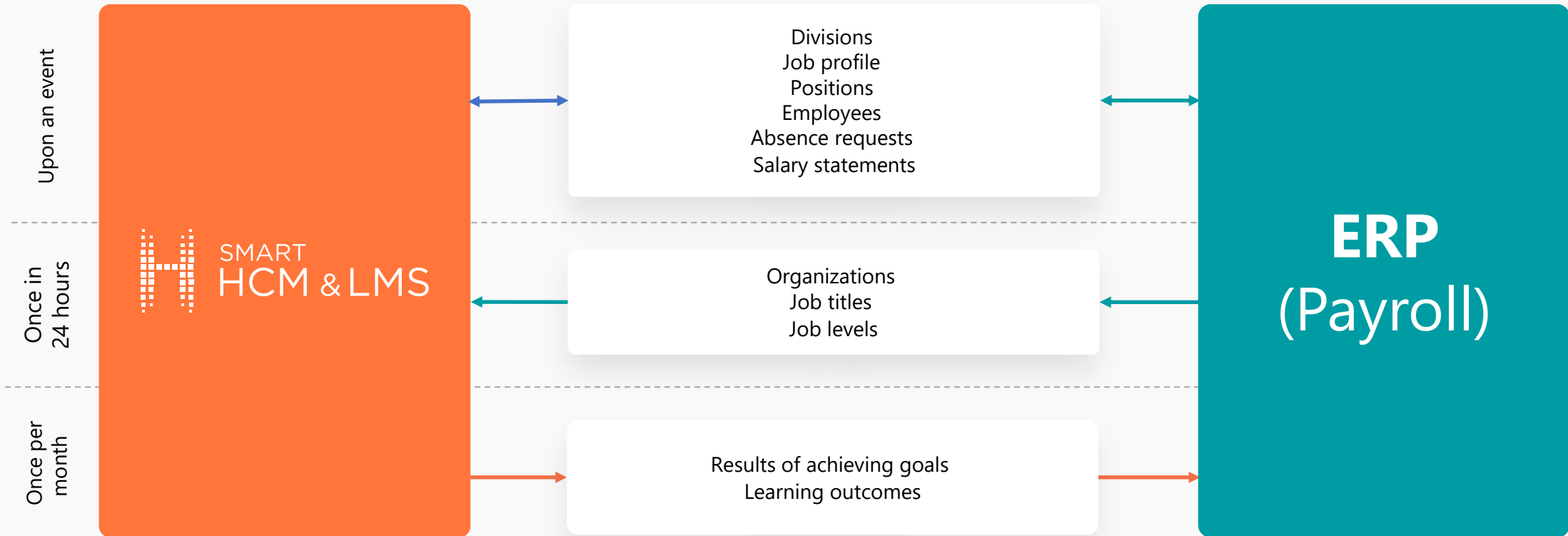
Applications
service desk

Knowledge base

Powered by:

Microsoft SharePoint
Microsoft Power Platform
Microsoft 365

SMART HCM & LMS Universal API



Information is exchanged using the Web Services REST protocol

Supported methods: POST, GET
Possible triggers: Create, Update, Delete

SMART HCM & LMS

Functional Modules



Recruiting



Onboarding



Employee assessment



Goal setting



Skills & Competence
Development



E-learning



Gamification



Individual
development plans



Event organization



Advanced HR analytics



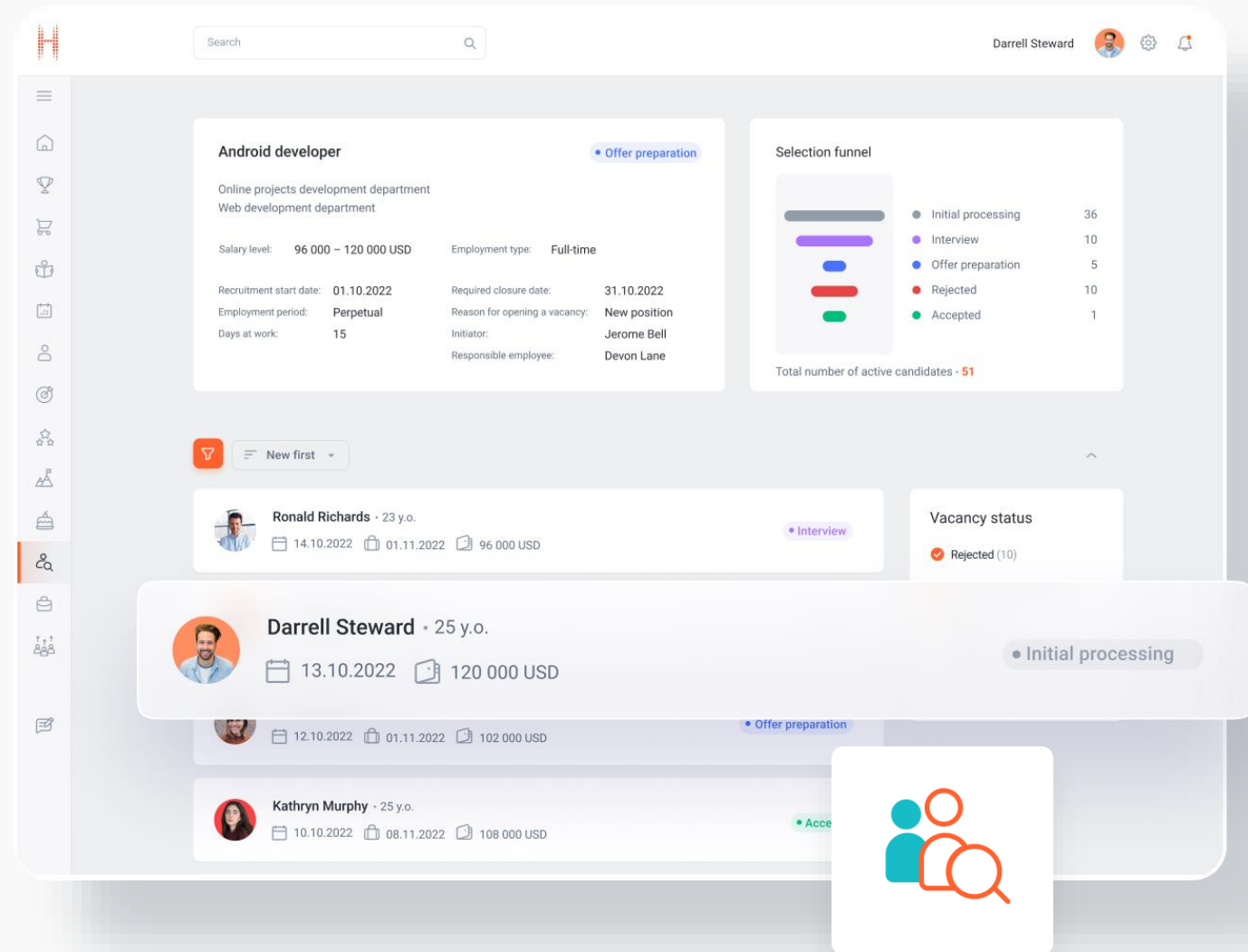
Self-service portal



Manager's portal

Recruiting

- Integration with job websites allows to upload vacancies and receive responses
- Vacancies and responses management
- Database of potential candidates
- 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
- Full communication history after a candidate becomes an employee
- Customizable notification templates and retention of communication history with the candidate
- Resume parsing
- Attracting candidates through a chatbot
- Marketing HR-activities and employee engagement



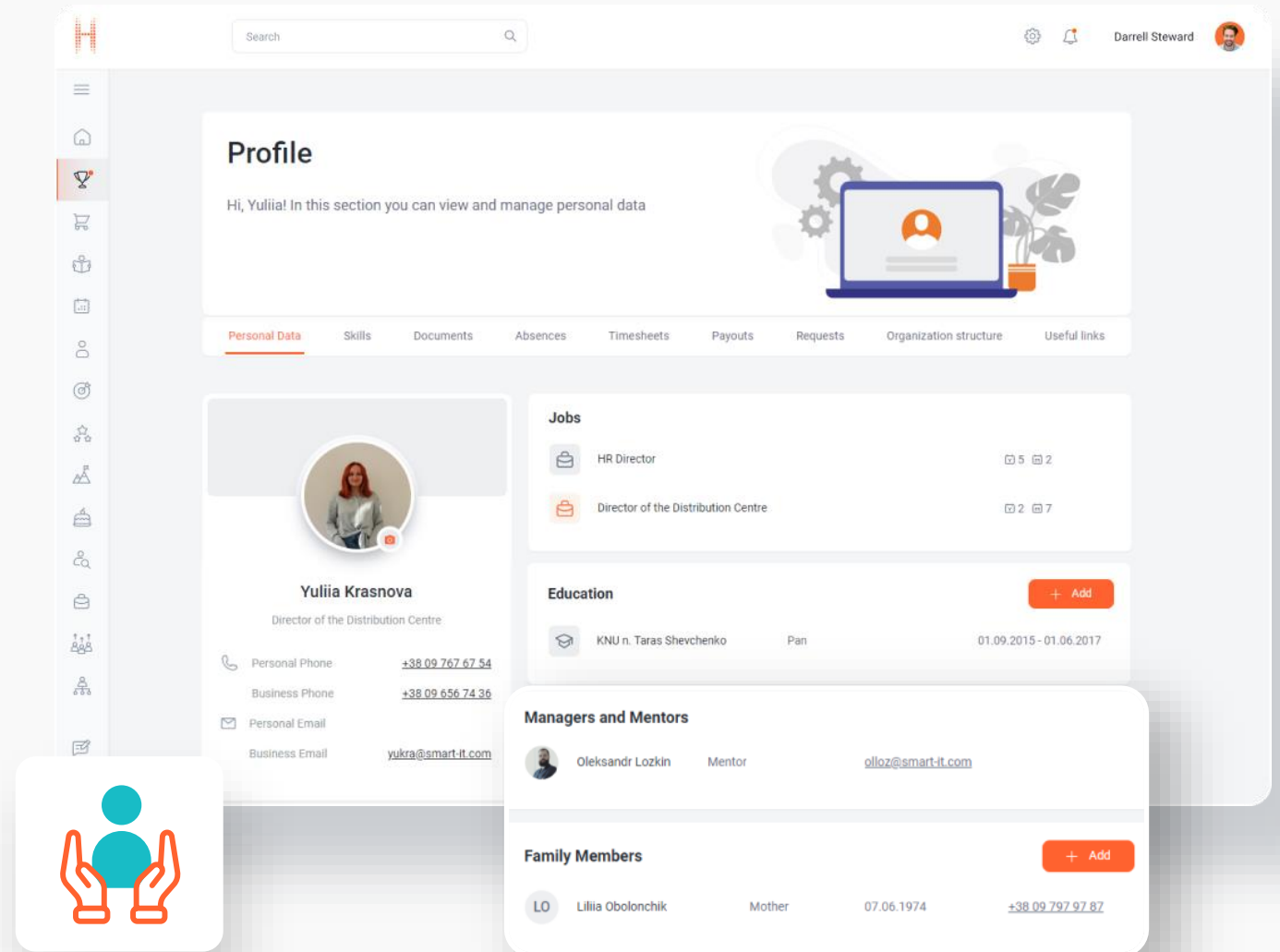
Onboarding

- Automatic onboarding plan assignment and execution control
- Learning progress monitoring by tutor
- Online testing
- Start of pre-boarding process
- Possibility of adaptation through messengers Viber, Teams, Facebook, Telegram
- Access to the mandatory list of tasks during the adaptation period
- Regular feedback

The screenshot displays the SMART business onboarding interface. At the top right, the user's name 'Darrell Steward' is visible. A search bar is located at the top center. Below the search bar, there is a progress bar showing 33% completion. To the right of the progress bar, there are statistics: 'Days left: 4', 'Completed courses: 0 / 3', 'Completed modules: 4 / 11', and 'Time to study (min): 375'. A green 'CONTINUE' button is positioned below the progress bar. The main content area features a 'Welcome to SMART business' message, followed by a list of tasks with progress indicators: 'Tasks on the first day' (100%), 'SMART Guide' (75%), 'Introduction' (100%), 'Enter your personal data' (100% SUCCESS), and another 'SMART Guide' (75%). A central icon of hands holding a person is overlaid on the bottom right of the screenshot.

Onboarding: working with the employee base

- Employee profiles
- Management of job profiles
- Indication of administrative and functional managers and mentors
- Visualization of corporate structure, management of horizontal and vertical hierarchy
- Management of contracts, insurance policies and manuals for each employee
- Flexible tools for filtering and visualizing an employee's profile
- Recording progress in work and projects
- Inventory accounting
- Management of employee absences



Individual development plans

- Creation of development plan templates for various job profiles
- Determination of methods for the development of employees in the company
- Quick creation and assignment of a development plan by an employee or manager
- Organization and control of the development plan process for each employee
- Tracking of statuses, progress and deadlines of planned activities
- Creation of development plans for various purposes (adaptation of a new employee, development within the framework of the "Talent pool" project, transition to a new position)

Development

Name: Development plan
Goal: New employee onboarding in a team
Status: Execution

IDP | Team IDP

Plans: 01.09.2022 - 30.09.2022 + Create a plan

- Pass "Onboarding in a new team" training
Development method: Internal training 100% Completed 15.09.2022 - 15.09.2022
- Passing the PL-200 exam
Development method: Internal training 100% Completed 19.09.2022 - 19.09.2022
- How to avoid conflict in a team. Webinar
Development method: External offline training Not started 19.09.2022 - 25.09.2022
- English. Intermediate level**
Development method: Internal training 40% In progress 20.09.2022 - 21.09.2022

Created	Description	Skills and competencies
18.09.2022	Study Module 1	Active listening Active sales Negotiations business correspondence spoken English

Employee assessment

Assessment procedures: 90°, 270°, 360°

- key performance indicators
- competencies and skills
- feedback, questionnaires, survey.

Creation of evaluation forms in accordance with rules and requirements:

- direct supervisor
- functional manager mentor
- colleague, employee

	Self-assessment	Marvin McKinney, Administrative manager	Jerome Bell, Administrative +1
Leadership - 3,6			
Sets a clear vector for the team	4	4	3
Is a role model regarding corporate values, relationships ethics.	4	4	3
Management - 3,3			
Initiates changes in line with the strategy	3	4	3
Makes strategic decisions on changes	3	4	3
Shapes the change culture	3	4	3
Interaction - 4			
	4	4	4

Weighed goal result	Execution	Status
25.00	97%	In progress
25.00	101%	Completed



Goal setting

- Determination of KPIs of an employee
- Procedure for approval of KPIs
- KPIs Monitoring
- Guide to KPIs categories
- Evaluation of KPIs, calculation of average labor productivity, taking into account the coefficient of significance
- KPIs in real time

Name	Weight %	Level	Plan	Fact	Period	Goal status
Project plan execution	25.00	Personal	40	0	Month	Evaluation
Recruiting automation in SMART HCM & LMS	30.00	Position	60	0		Evaluation

Skills & Competencies Management

- Manual of skills and competencies
- Division into categories
- Compilation of general and individual assessment scales
- Relationship of skills with job profiles, vacancies, reviews, candidates, projects and trained employees
- Adding skills and independent employee evaluation

Skills and competencies assessment 2022

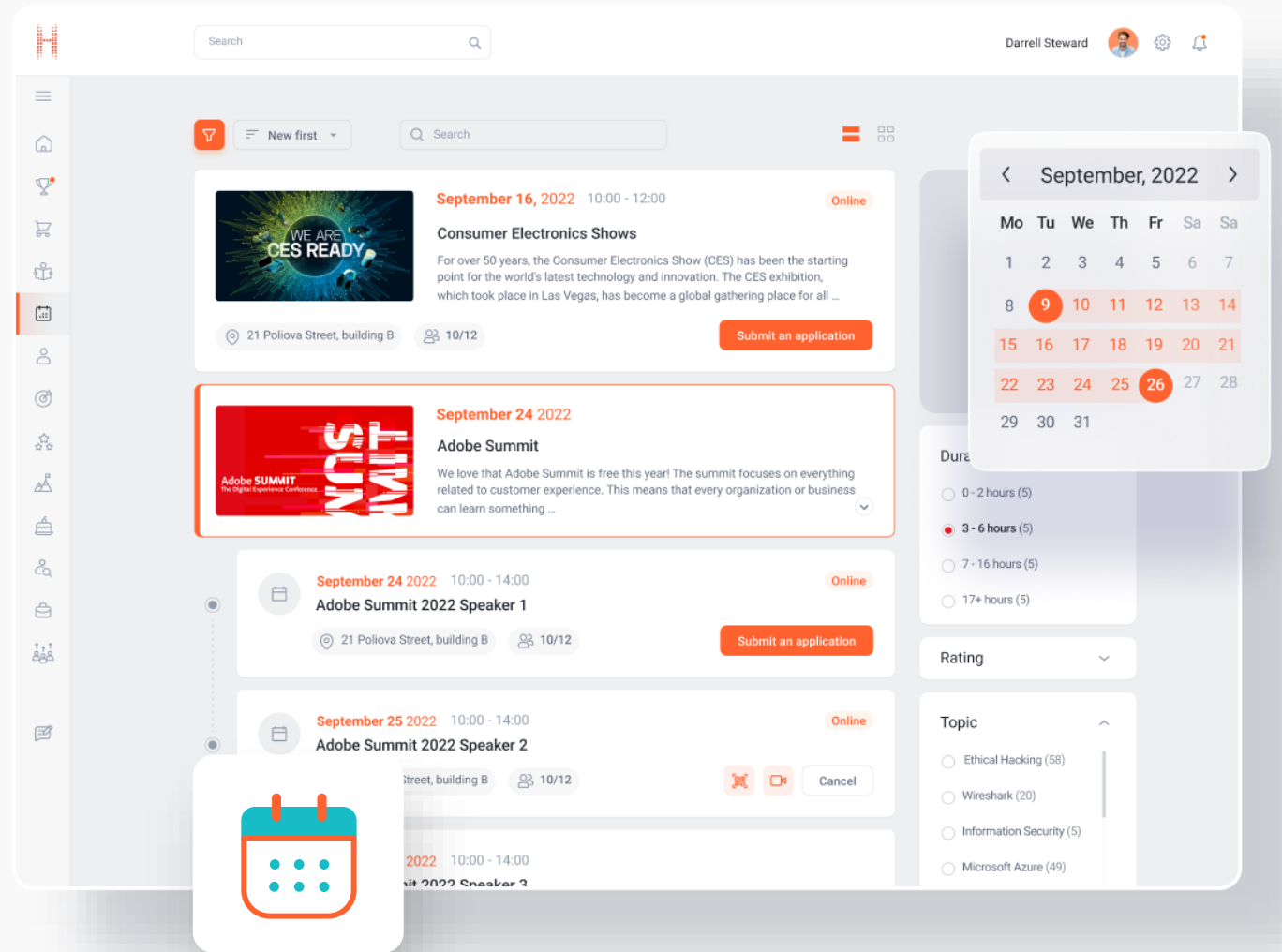
Yuliia Krasnova
Director HR
Human Resources Department SMART business

Type	Skill	Level	Comment
Leadership	Delegation	Needs assessment	<p>Advanced You can perform the actions associated with this skill without assistance. You are certainly recognized within your immediate organization as "a person to ask" when difficult questions arise regarding this skill.</p> <p>Expert You are known as an expert in this area. You can provide guidance, troubleshoot and answer questions related to this area of expertise and the field where the skill is used.</p> <p>Fundamental Awareness You have a common knowledge or an understanding of basic techniques and concepts.</p> <p>Intermediate You are able to successfully complete tasks in this competency as requested. Help from an expert may be required from time to time, but you can usually perform the skill independently.</p> <p>Not Applicable You are not required to apply or demonstrate this competency. This competency is not applicable to your position.</p>



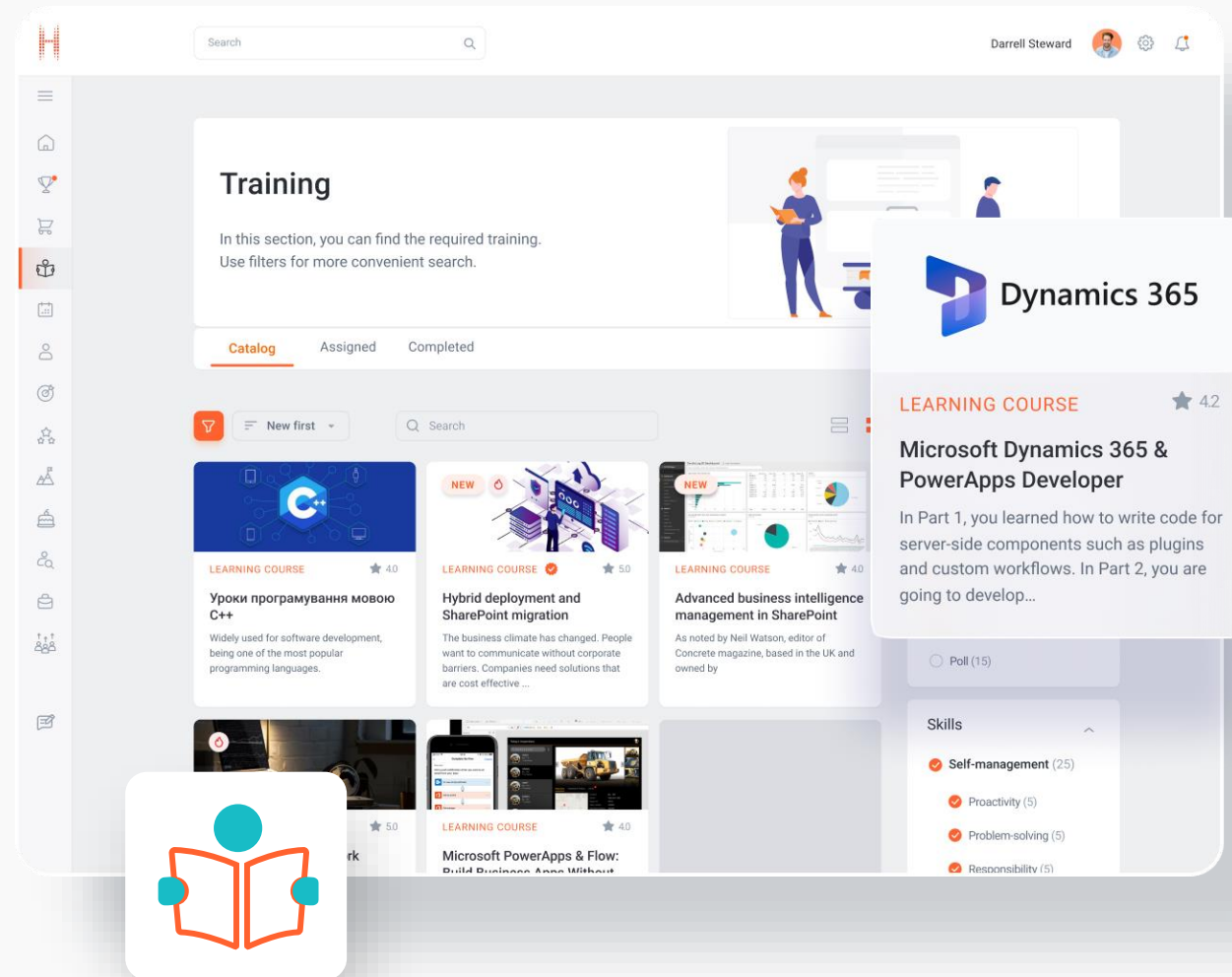
Event organization

- List of corporate events
- Management of event participants:
 - waiting list, registration
 - rejection of applications for participation, presence
 - collecting feedback through questionnaires
- Distribution of roles for events:
 - Organizer
 - Participant
 - Participant
 - Responsible person
- Event plan creation
- Automated notifications via mail or chatbot



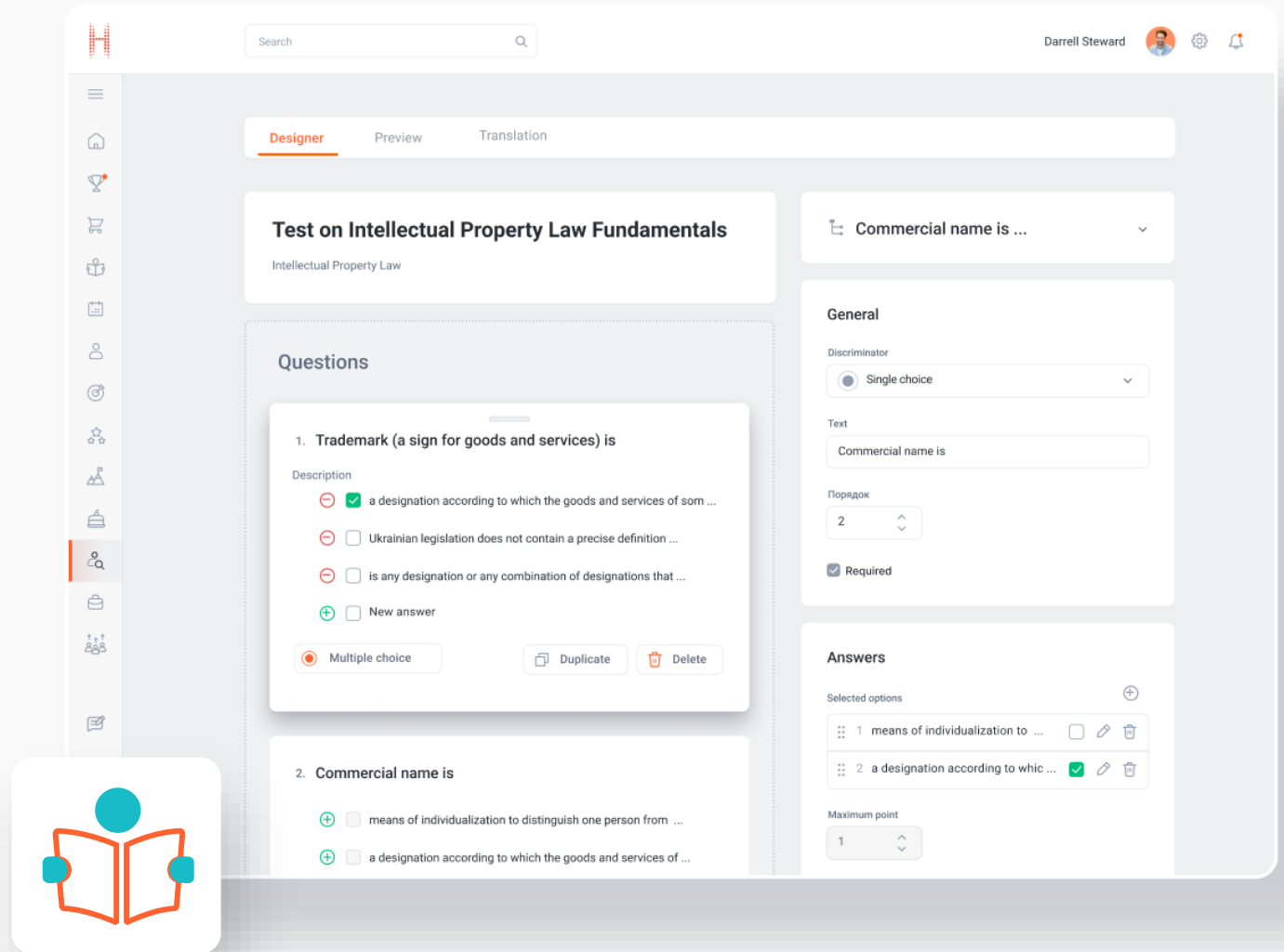
E-learning

- Individual learning plans
- Various material formats :
 - SCORM 1.2
 - Video
 - YouTube
 - Office Stream
 - Audio
 - Pdf
- Access via mobile device
- 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



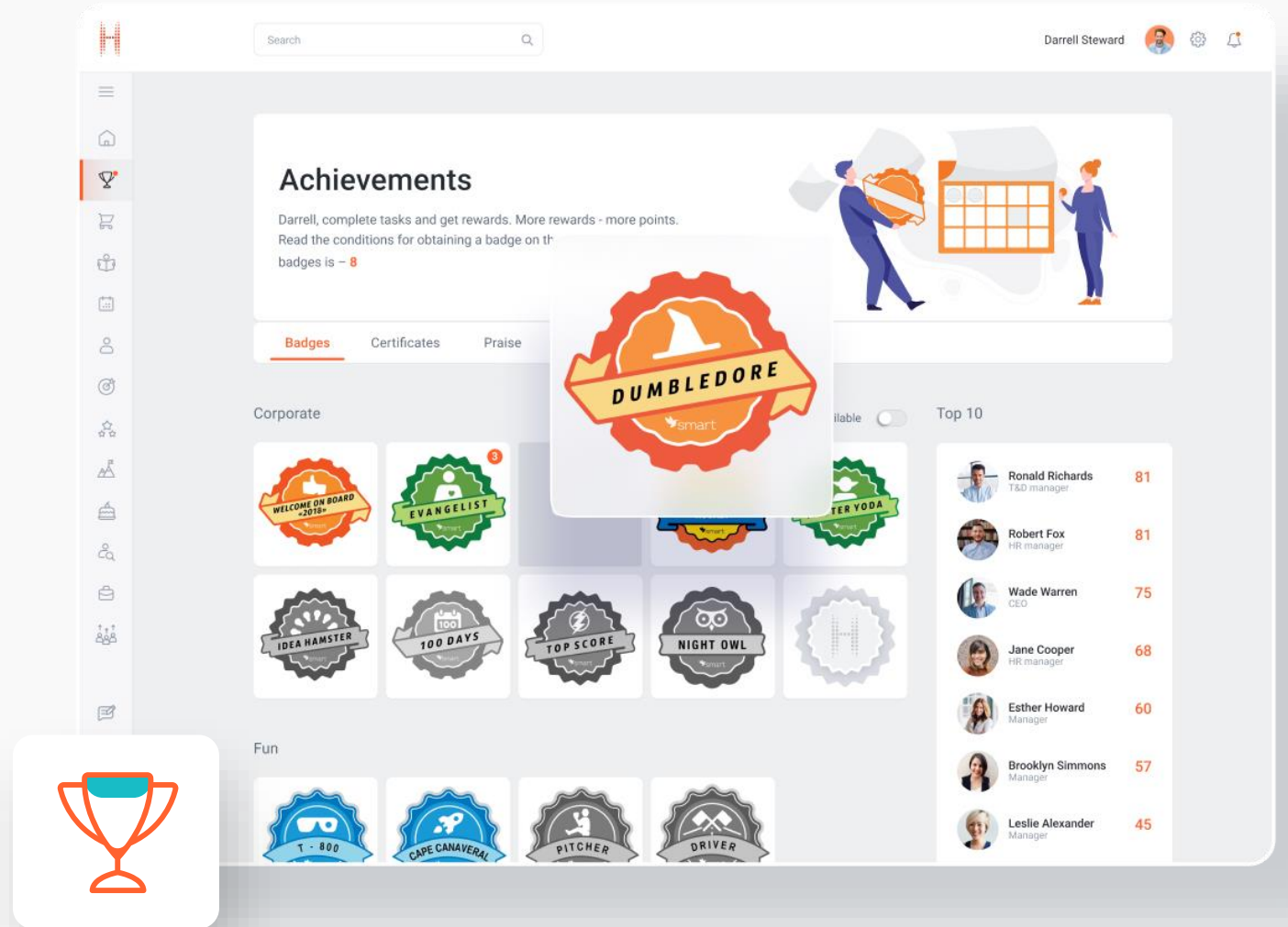
E-learning: online testing

- 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



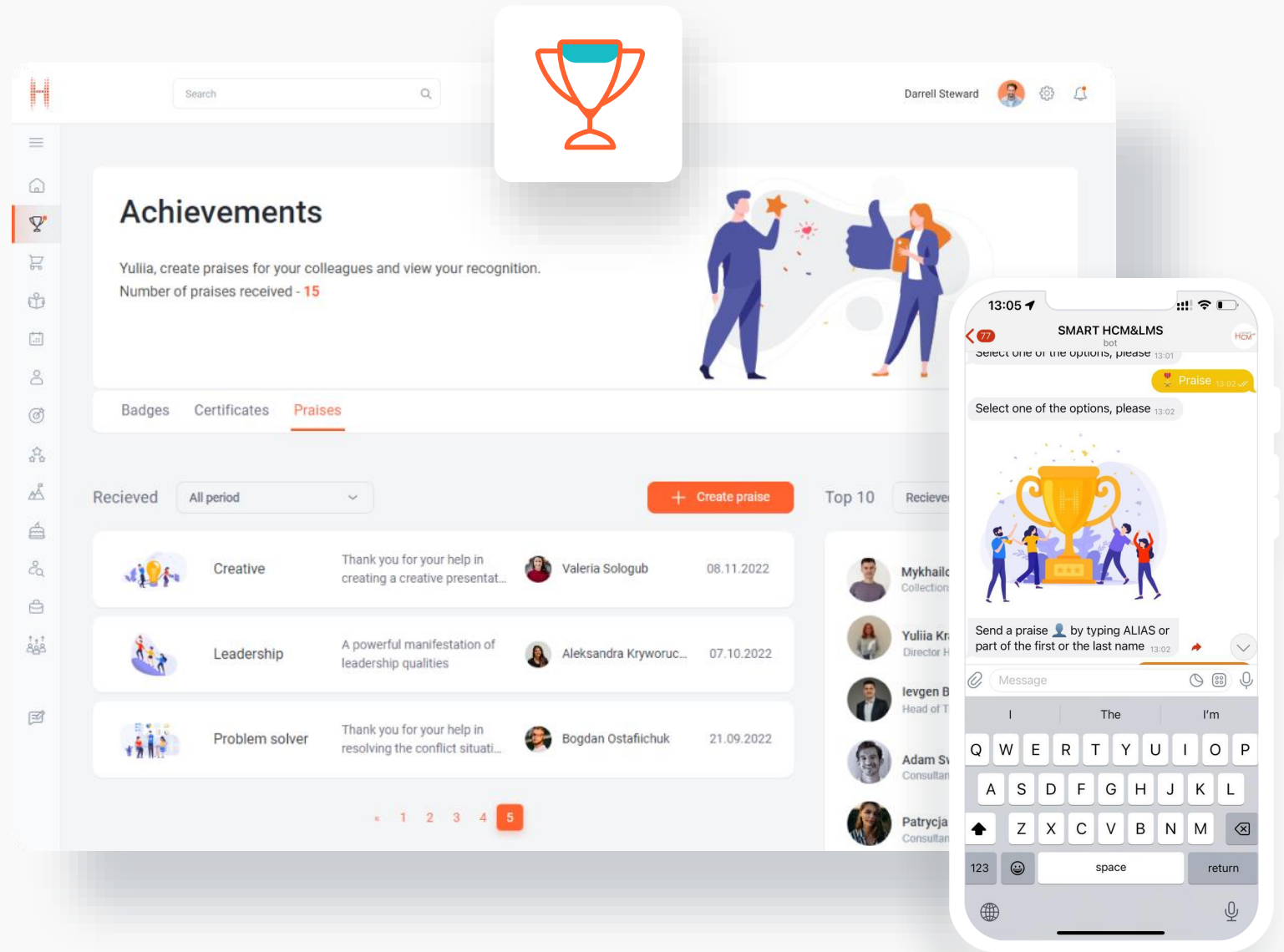
Gamification

- 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 basic of conditions and rules
- History of badges receptions
- Flexible system of badges and their categories presentation and management
- Display of ratings



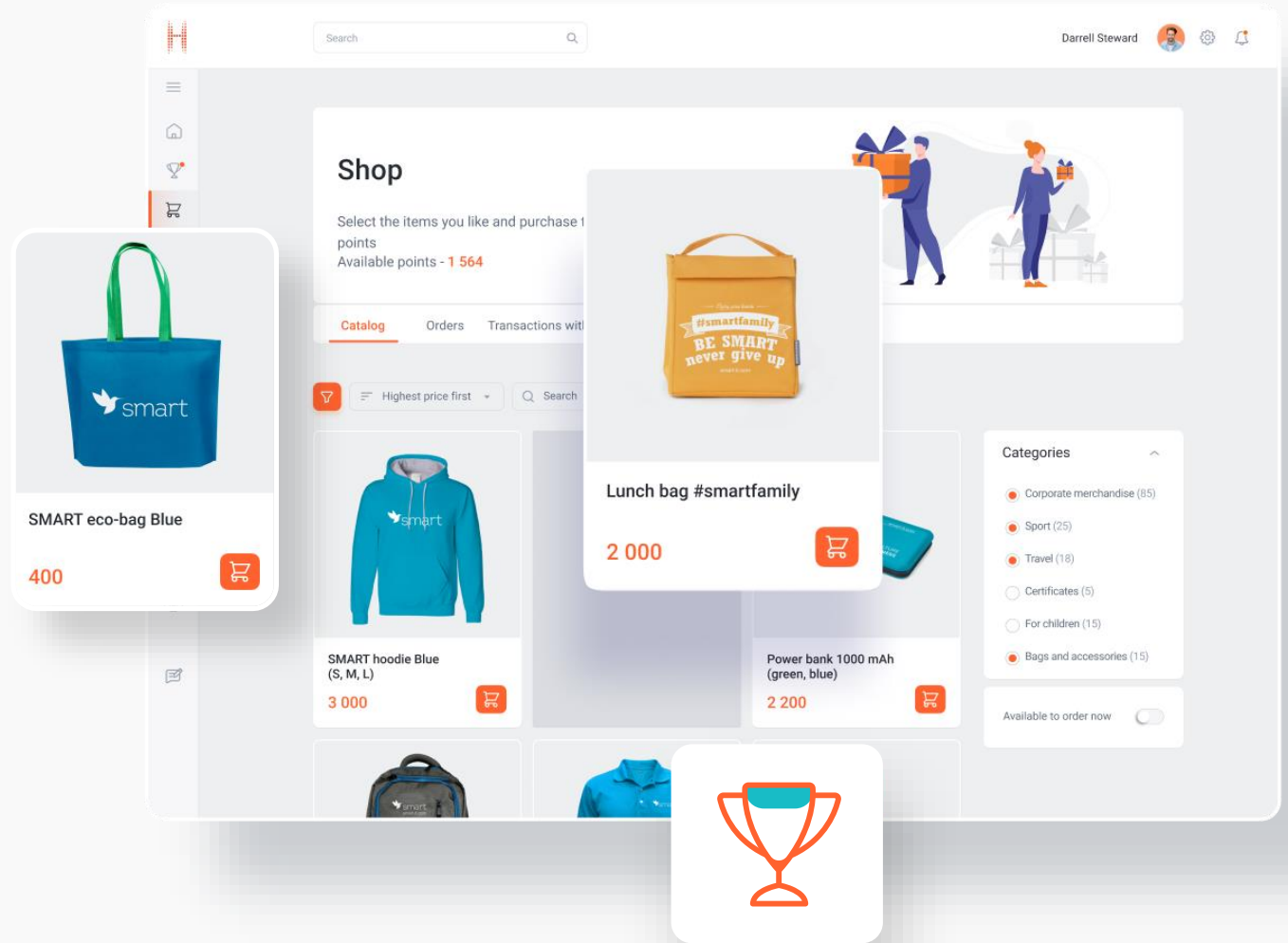
Gamification: praise

- Creating and sending praise among colleagues
- Personalization of praise (change of description, choice of category)
- Creation and editing of praise categories by the administrator.
- Saving the history of production/direction of praise
- Flexible system of praise delivery and management
- Three options for sending praise:
 - from the self-service portal;
 - from Chatbot; from the Administrator
- Visualization of ratings



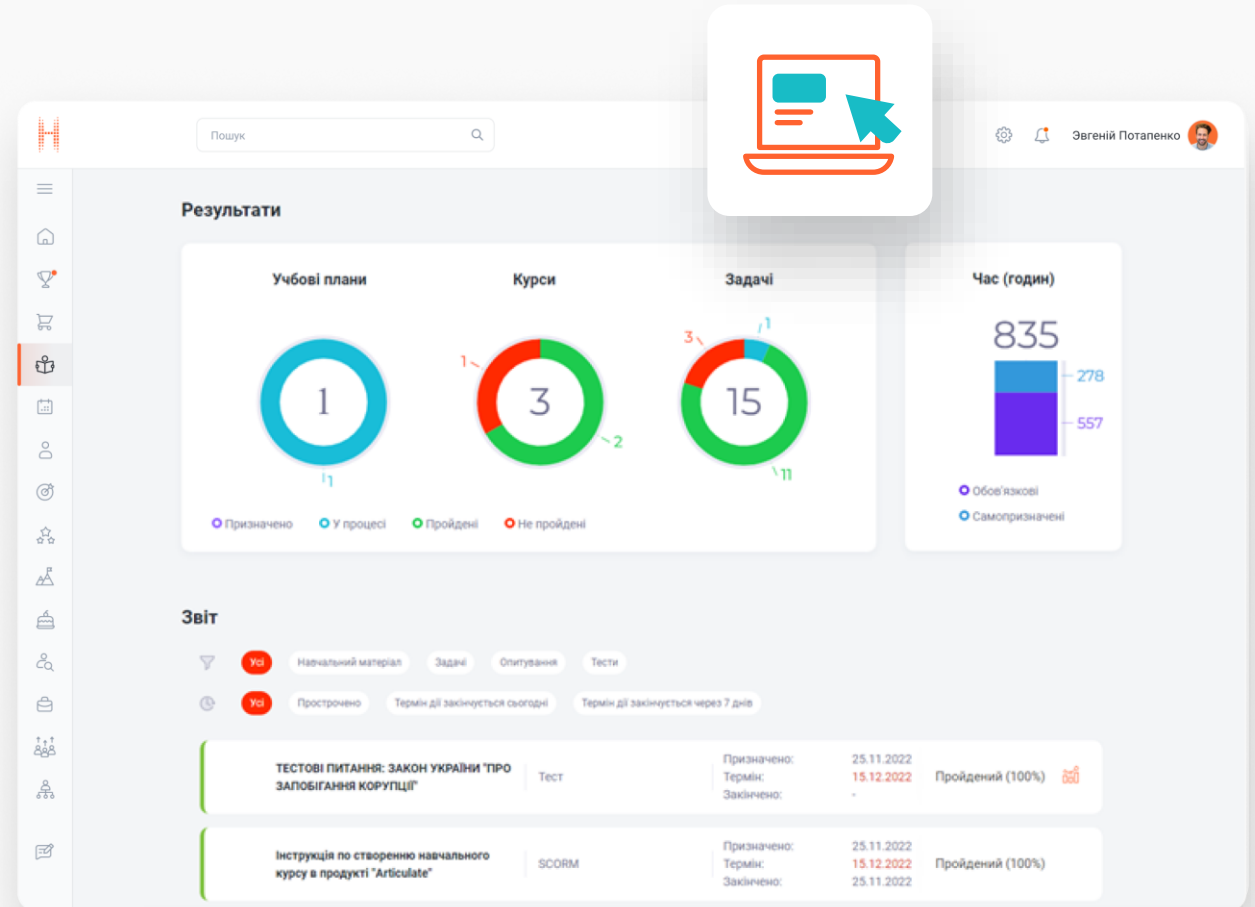
Gamification: store

- Filling the store with the company's branded goods with the possibility of points for items
- Product page with a detailed description and images from various angles
- Ready accrual/deduction points system
- Tab with employee orders to track the status (shopping cart).
- "Balance" tab to display history of accrual and withdrawal of points



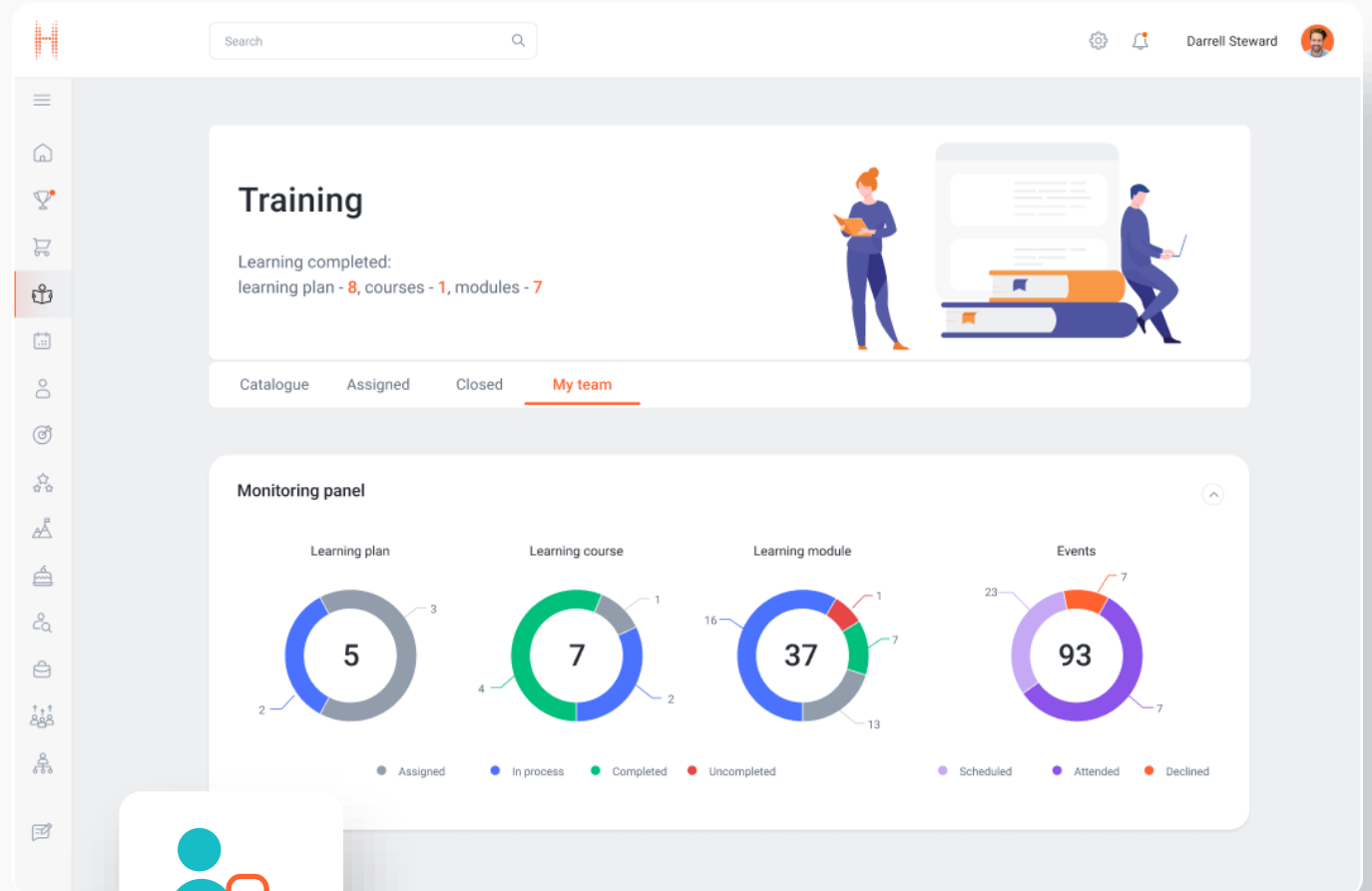
Self-service portal

- 24/7 access
- Ability to work from mobile devices (iOS, Android).
- Support for six interface languages and personal settings
- Formation and completion of an individual development and adaptation plan
- Activity progress tracking (testing, surveys, assessment, activities, etc.).
- Permanent access to the catalog of training and events.
- Maintaining an employee profile (personal data, positions held, managers and their contacts, self-assessment of skills, organizational structure)
- Access to salary payment documents and time sheets
- Application for training, calling, dismissal
- Management and review of professional achievements (badges, acknowledgments, certificates).
- View colleagues' birthdays



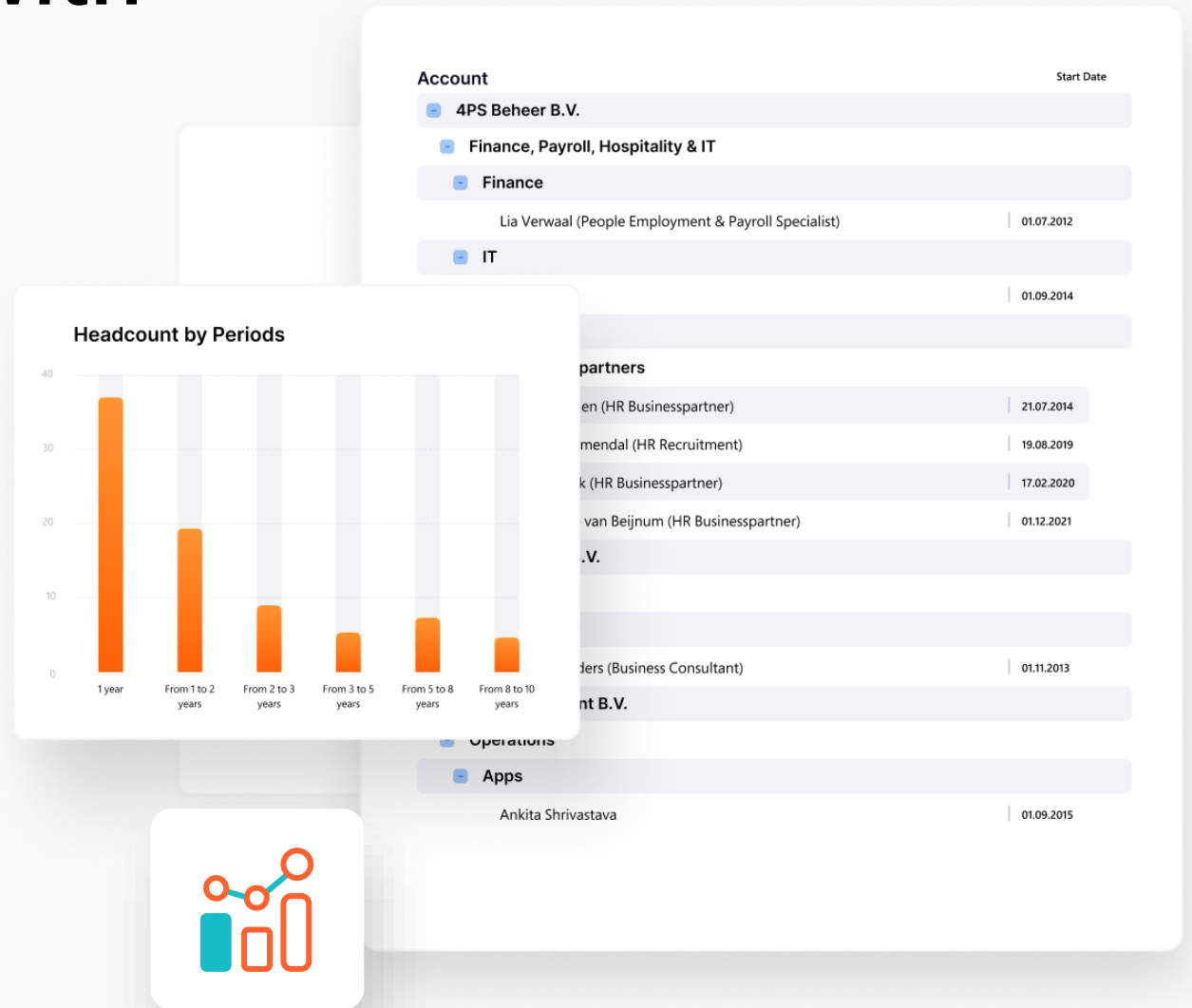
Manager's portal

- Creation, approval and monitoring of individual development plans for subordinates
- Setting, coordinating, and monitoring subordinates' goals
- Visualization of reporting on the performance/performance of activities by subordinates (training, testing, surveys, evaluations, measures)
- Quick creation of applications based on positions
- Acquaintance with information about the candidate and related documents
- Ability to provide feedback and view feedback from recruiting team regarding candidates
- Training programs created for subordinates



Advanced HR analytics with Power BI

- Cloud service of business analytics, which provides a single representation of individual business data
- Convenient and quick customization of reports
- Data display in real time
- A wide list of data connection sources:
 - SMART HCM & LMS;
 - Payroll (ERP);
 - Excel;
 - MS SQL, Postgre SQL, Oracle DB and other
- Open standardized REST API interfaces for integration
- The possibility of detailing and filtering together on the scoreboard



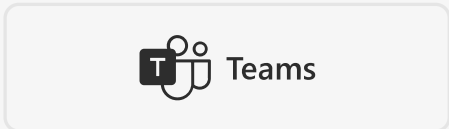
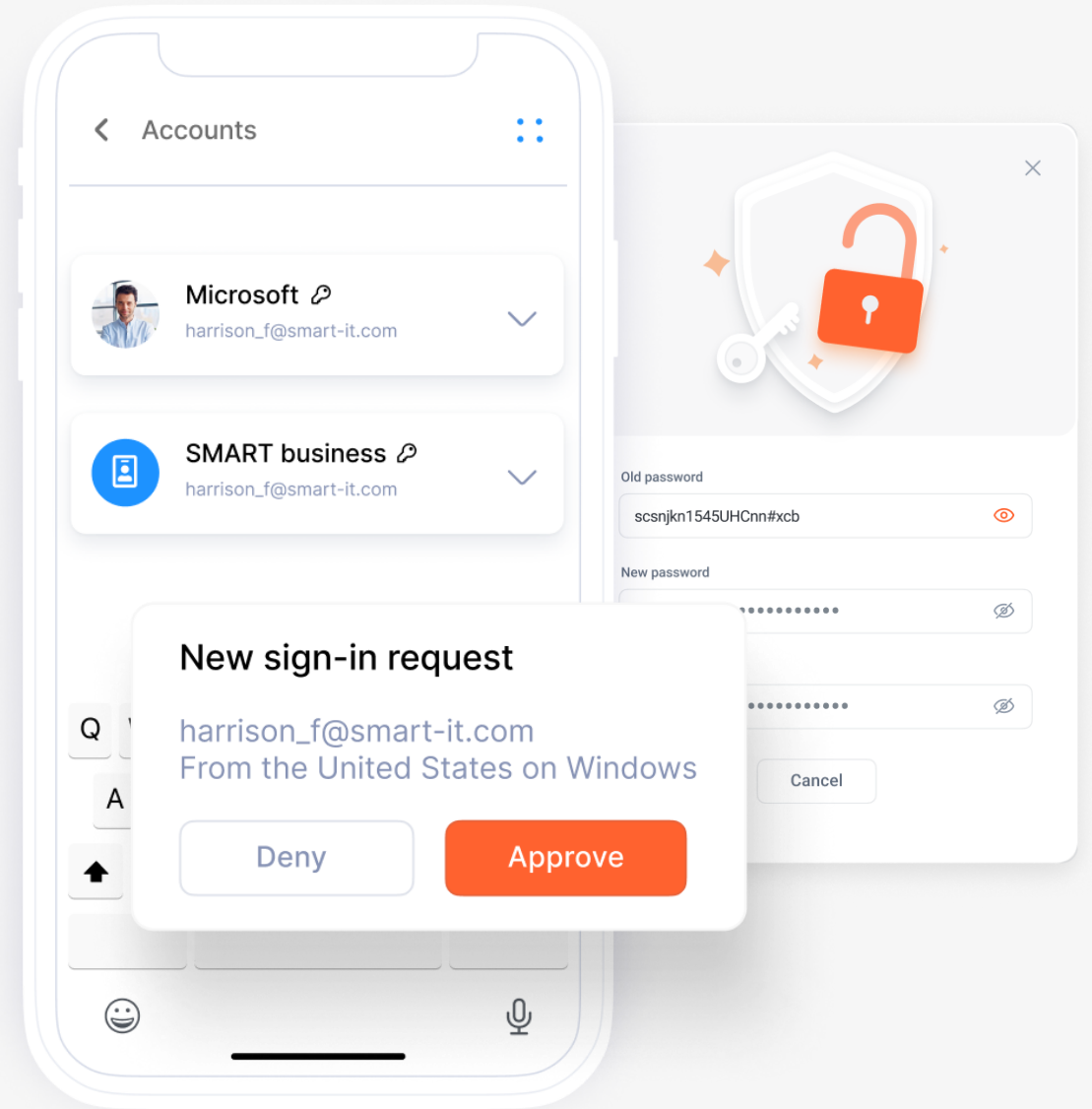
SMART HCM & LMS

Integration possibilities



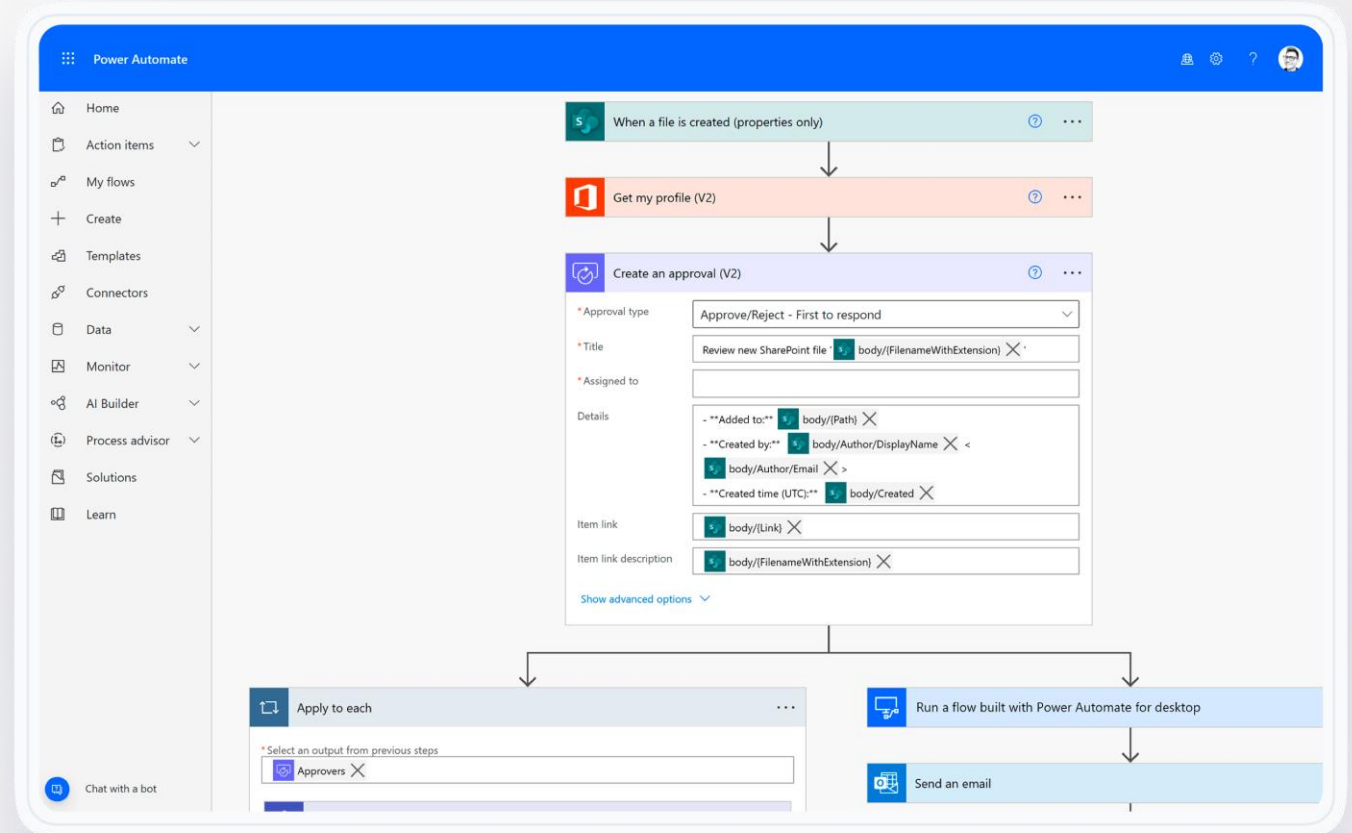
Security of data processing according to Microsoft international standards

The SMART HCM & LMS solution is based on Microsoft technologies, which provides encryption protocols in accordance with industry standards and access management with multifactor authorization.



Low-code technologies and seamless integration

- Adaptation of the user interface to the needs of your company within a short time deadline using low code technologies.
- Creation of necessary analytical reports of any complexity
- Extending custom fields or forms for expanding interface capabilities
- Obtaining data from CRM and ERP systems without the involvement of third-parties thanks to seamless integration

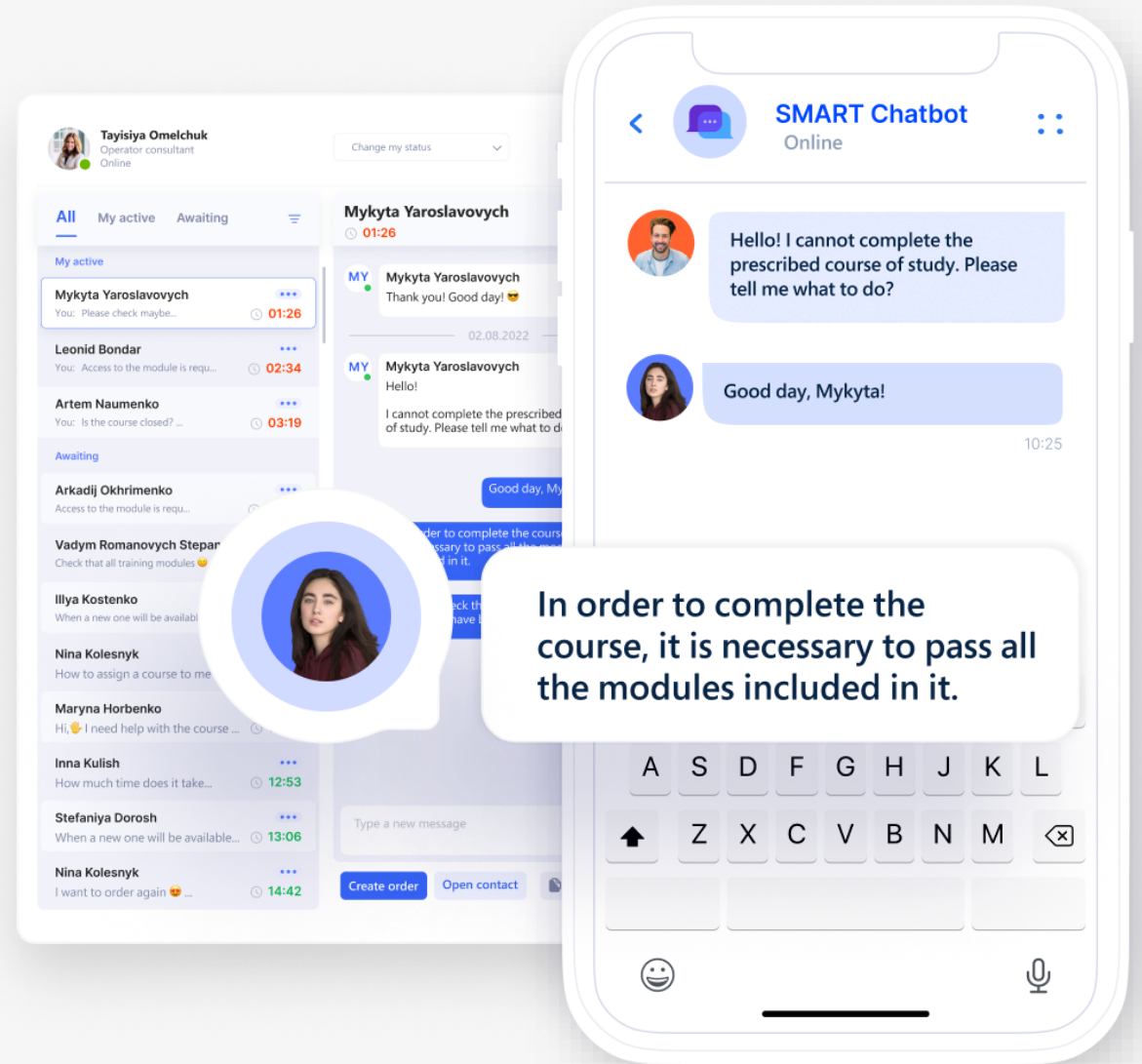


Employee support

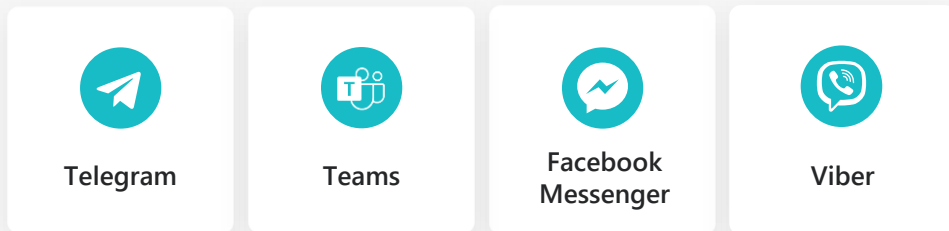
Integration of SMART HCM & LMS with Smart Chatbot allows you to contact HR manager via Telegram, Microsoft Teams, Viber, or Facebook Messenger.

All communication history is automatically stored in the employee card in SMART HCM & LMS for further analysis.

Employee support and regular feedback

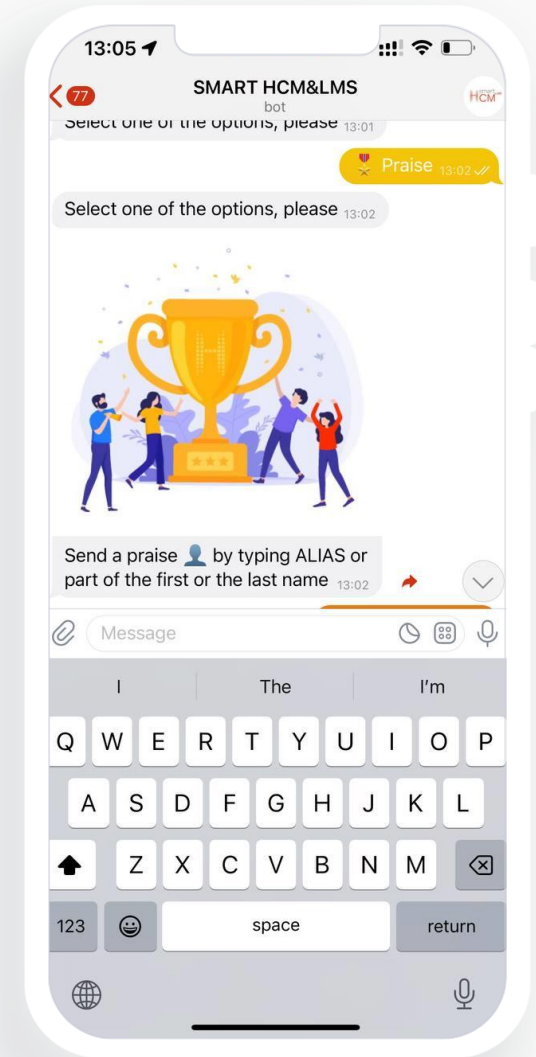
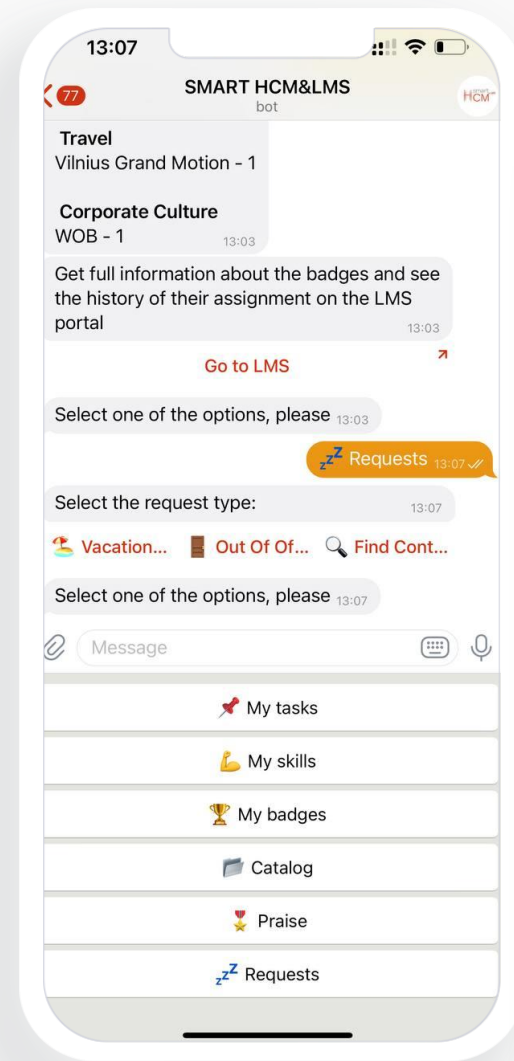


Канали:

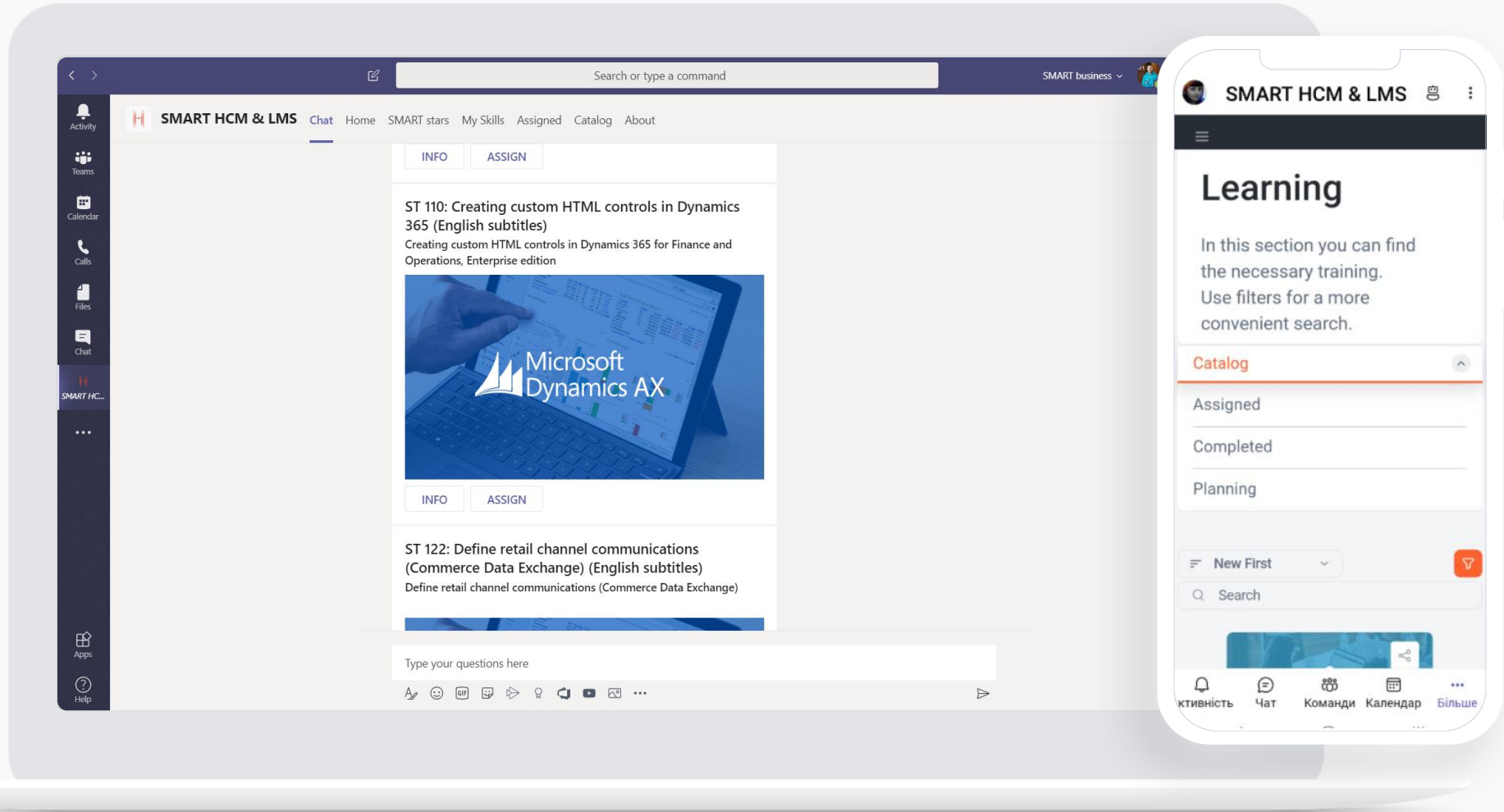


Chat-bot: self-service

- User-friendly interface
- Authorization through Azure AD
- Division of functionality into categories: My tasks, My skills, My achievements, Catalog, Acknowledgments, Requests
- Quick access unfinished tasks view
- Testing and surveys via chatbot
- View of own skill level and professional/corporate achievements
- Access to the catalog of educational courses and planned events
- Receiving and sending praise to colleagues
- Prompt processing of leave, absence
- Receiving system notifications



Integration with Microsoft Teams



SMART HCM & LMS

Possibilities of additional extensions with AI technologies



Possibilities of artificial intelligence



Control of personnel outflow

- Forecasting the risk of employees dismissal
- Questionnaires of employee values
- Analysis of factors influencing the dismissal of employees
- Creation of ideal candidate profile for each position
- Categorization of employees by risk zones based on release factors
- Work load allocation among recruiters for efficient planning of recruitment campaigns



Face recognition

- Easy search for employee photos in all corporate repositories and photo albums
- Identification of employees added to the corporate photo bank
- Publication of found photos in social networks in one click, directly from the application
- Ability to track employee attendance at corporate events, meetings, and trainings without registration forms

Why SMART HCM & LMS?

- Single solution for automating all HR processes
- Microsoft ecosystem automation possibilities
- Solution & development team are certified by Microsoft
- Placement in business applications catalogs AppSource (Microsoft) and Capterra (Gartner).
- Security and fault tolerance
- Flexible customization options
- Built-in AI technologies
- Ready universal API for integrations
- The possibility of hosting in the cloud and on your own servers
- Regular updates and product Road Map
- 14 years of expertise in the automation of HR processes
- Information security certificate ISO/IEC 27001:2013

Microsoft | AppSource

Search AppSource Apps

All Apps Categories Industries Consulting Services Partners

Apps > SMART HCM & LMS

SMART HCM & LMS
by SMART business LLC

Dynamics 365 Marketing Dynamics 365 Sales Dynamics 365 Customer Service Power Automate Power Apps

Preferred solution

★ 5.0 (1 ratings)

Contact me Test drive Save to my list

What's Test Drive? Test Drive duration: 312 hours

You'll need a Dynamics 365 license and admin permissions to install this app.

Overview Plans Ratings + reviews Details + support

SMART HCM & LMS a solution for hiring, managing, learning, developing, and evaluating employees.

SMART HCM & LMS

– a solution for effective human capital management, which combines Dynamics 365 and artificial intelligence technologies for hiring, managing, learning, developing, and evaluating employees.

SMART HCM & LMS

Values



HR brand development



Lowering entry barrier into new HR initiatives



Significant improvement of HR indicators



Data based management decisions



Increased productivity of HR department

TRUSTED BY

Clients SMART HCM & LMS



FaynoMarket

Retail chain

Employees: 1 300+



BDO

Consulting company

Employees: 200+



Darnitsa

Pharmaceutical company

Employees: 1 000+



GMSU

Global messaging service provider

Employees: 300+



SkyUp

Air carrier

Employees: 1 300



Delta medical

Pharmaceutical company

Employees: 500+



International Bank of Azerbaijan

Bank

Employees: 2 500+



Quarter Partners

Investment fund

Employees: 100+



UniBank

Bank

Employees: 1 250+



SMART HCM & LMS

Learn more



TEST SOLUTION



VISIT WEBSITE



SMART business | hr.smart-it.com
pr@smart-it.com | sales@smart-it.com | hr@smart-it.com



2018 Partner of the Year Winner, UA
2019 Partner of the Year Winner, AZ
2020 Partner of the Year Winner, GE
2021 Partner of the Year Winner, AZ, GE
2023 Partner of the Year Winner, AZ, GE



DIGITAL CULTURE OF YOUR BUSINESS

hr.smart-it.com

smart-it.com

intranet.smart-it.com

communication & events
pr@smart-it.com

products & services
sales@smart-it.com

employment & career
hr@smart-it.com

**THANK YOU FOR YOUR
ATTENTION!**

If you have any questions or need
personal consultation, contact
sales@smart-it.com