Implementing an Automated
Employee Performance Management Solution

So you are evaluating Internet-driven solutions to centralize and automate your company's employee performance management (EPM) program? You are in good company. Automated EPM solutions are being implemented by companies at an unprecedented rate. In the white paper entitled "*The Future is Now for Talent Management*" (June 2006), the Yankee Group HR Technology Research Director, Jason Corsello writes, "Yankee Group forecasts the growth of talent management applications will nearly double by 2009 . . . over 2300 companies worldwide adopted some form of talent management technology in 2005."

For many companies the most worrisome consideration for implementing an automated EPM system is the dread of managing a time consuming and complex process. From senior management skeptical that the new program will justify the cost, to co-workers concerned about finding time to learn something new, and overburdened IT and HR professionals dreading a time consuming and potentially problematic rollout, the uncertainties are enough to test the mettle of the most seasoned professional. After all, the old system may be completely ineffective, wasted scores of staff hours, and provided no tangible feedback or performance measurement data, but it never went down and everyone was used to it.

So what's stopping you?

Most likely it is the belief that implementing an automated system will be expensive, technically complex, and consume massive amounts of time and effort.

The cost justifications for automating your EPM program are solid and proven. Secure, remote-hosted web-based technology has allowed powerful and advanced systems to be affordable for even the smallest organization. Significant bottom-line benefits include operational and administrative time savings, predictable pricing, productivity aligned with company objectives, and increased employee retention, rapid ROI, centralized data storage, and strategic analysis.

Most on-demand EPM solutions, such as Performance Pro, require little or no IT resources or support since they run over the Internet and the application, hardware, and data reside externally with the host service provider. As long as each employee requiring access to the system has a computer with Internet access, all IT requirements—including security, maintenance, hosting, storage, support, and upgrades—are the responsibility of the host service provider.

While it is true that any new system implementation, especially one as strategically and tactically important as EPM will require planning and project management to complete successfully, the actual amount of time and effort required to implement a solution like Performance Pro is considerably less than most HR executives and administrators realize—typically 1 to 3 weeks.

The main variable to seriously consider is between implementing a solution that runs off your internal company Intranet or a system, such as Performance Pro that operates via secure Internet connection to a remote hosted facility. Intranet implementations/installations are inherently more complex and require more time due to the need for onsite system configuration, testing and administrator training. For more detailed information about comparing the benefits of a remote-hosted Internet deployment with an internal intranet system, contact HRN and request to be provided our white paper entitled "*Internet vs. intranet—which is more secure and cost-effective for your EPM implementation?*"

Where do you start and what do you need to do?

Implementation processes may vary from online EPM solution providers but most follow a similar pattern of steps. In the case of Performance Pro, each client is assigned a dedicated, friendly, and knowledgeable customer support representative to assist in any way throughout the process and assure the implementation takes place on time. At no time is a valued Performance Pro client expected to undertake any administrative function or complete any aspect of set up and implementation on their own. HRN is committed to every client's complete satisfaction through product, service and support

HRN Management Group
802 E. Winchester Street, Suite 200
Salt Lake City, UT 84107

info@hrnonline.com
www.hrnonline.com
(800) 940-7522

excellence. To back up that commitment, HRN includes basic customer support at no additional cost. This is a key differentiator from competing products

The basic procedural action steps required to set up your Internet-driven EPM system are somewhat similar regardless of the solution provider. The difference is in the amount of pre-loaded content and level of support and assistance offered by your vendor. HRN understands this. That is why we provide a detailed and customized implementation roadmap shortly after system activation to each of our new clients.

A basic implementation roadmap is shown below and outlines the main steps in the process. An actual client roadmap would have scheduled completion dates assigned to each action step.

Action Step		Details	Responsible Party
1.	System Setup	Within 24 hours of purchase HRN Customer Support Representative (CSR) activates system and e-mails Performance Pro import spreadsheet to client (if applicable)	HRN
2.	Job Title Submission	Client provides HRN with all employee job/position titles	Client
3.	Job Title Match	CSR enters positions into Performance Pro	HRN
4.	Job Title and Report Training	CSR reviews position and factor customization features and demos reports with client	HRN / Client
5.	Job Title Review	Client reviews and makes applicable changes and additions to position and factor configurations (if applicable)	Client
6.	Import file	Client populates import spreadsheet and returns to HRN	Client
7.	Data Import	CSR reviews import spreadsheet and imports data into Performance Pro	HRN
8.	Data Review	Client reviews and enters applicable changes and additions	Client
9.	Training Prep	Ensure training materials are available for participants	Client
10.	Training	Conduct online training session(s)*	HRN

* A variety of training options are available including both onsite and online.

Most effective indicator of success—word of mouth

The most effective indicator of a successful system implementation is through word of mouth. Typically appraisers and managers are leery of any new system—especially one that measures and reports performance. If the system you implement is indeed easy to lean and use with powerful and time saving administrative functions; such as Performance Pro, appraisers and HR administrators alike will applaud how much time they save and how easily and fairly performance is evaluated—they won't be able to wait to tell their peers. Employees immediately grasp the benefit because the rating structure eliminates subjectivity and clearly defines the requirements of success. By performing self-evaluations each employee becomes involved in the process and rates their performance against the exact same criteria as their manager creating a much more productive and meaningful performance management program.

HRN Management Group
802 E. Winchester Street, Suite 200
Salt Lake City, UT 84107

info@hrnonline.com
www.hrnonline.com
(800) 940-7522

Page 2

About Performance Pro

Performance Pro is an online, automated, and customizable, employee performance appraisal system designed by HR professionals for companies requiring a flexible and easy to use employee development and evaluation tool.

Over 435 companies trust their employee performance management program to Performance Pro. Performance Pro clients range in size from 10 to 6000 employees in a wide variety of industries including financial services, public sector, government, technology, manufacturing, education, hospitality, insurance, legal, pharmaceutical and many more.

Performance Pro is developed to provide all the features and tools most any company requires to effectively develop, motivate, and retain their valued staff resources. Features include appraisal routing, cascading goals, weighted performance factors, e-mail notification, manager comment coaching and resources, optional multi-appraiser module, and much more.

The Performance Pro pricing model is straight forward with no added costs for content, maintenance, hosting, or support. Everything is included in one affordable cost based simply on the number of employees in an organization.

Companies interested in learning more about automated employee performance management may obtain a free 30-day trial account or attend an online product demonstration by visiting www.hrnonline.com.

HRN Management Group
802 E. Winchester Street, Suite 200
Salt Lake City, UT 84107

info@hrnonline.com
www.hrnonline.com
(800) 940-7522
Page 3