

TALENT MANAGEMENT

more than just a tick in a box.



Introduction

Organisations worldwide have been trying to crack the code to great talent management for years. The traditional approach with the dreaded annual appraisal as its cornerstone isn't exactly the most value-adding business process out there.

HR and executive teams struggle to get insight into the talent of their organisation off the back of clunky HR software, and find it difficult to attract key talent. At the same time, managers and their teams often miss the proper structure and support to turn backwards looking performance management into a process focussed on developing performance for the future, and growing in their career.

This is what our founders Tim, Gilles and Philip set out to change in 2015 when they founded Intuo. After growing independently for some years, they found a great ally in Unit4 to expand globally, and Intuo was acquired. It has only been onwards and upwards since then.

In this leaflet, you'll find information on our vision and mission, our product offering, how we make our customers successful and our approach to IT & Legal.



2015

Gilles, Tim & Philip establish intuo

2016

Let's bring business angels onboard

2017

Moving into new markets
NL and UK

2018

Welcoming our
100th customer



2019

Time to celebrate:
Intuo gets acquired
by Unit4 and our
50th colleague joins us



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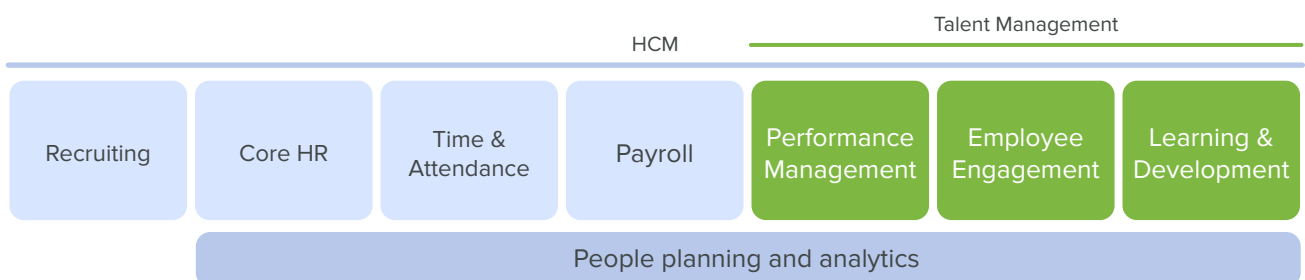
“There are only 2 levers an organization can pull – money and people.”

Mike Ettling

At Unit4, we are in business for people. That's why we put great focus on our Talent Management offering. Talent management is often still seen as a tick box exercise, the equivalent as requesting holidays. In reality, this is the complete opposite. **To have a competitive advantage, you need to focus on providing value for your people by offering a great hire to retire experience.** Many organizations are missing out on the value of performance, engagement and development practices because they are too process driven.

Unit4 Talent Management has a big impact on decision making, performance and profitability across your organization. Together with our Human Capital Management offering, **we provide one streamlined solution (point solution and 360 solution) with a single shared version of the truth for HR, payroll and finance.** All the data is safely centralized and makes it easier for you to make strategic decisions. Whereas HR can rely on a **single source of truth**, managers and employees can use an engaging solution. There is no lengthy implementation period or micro customization. We use the market's best practices, we invite you to follow our vision and we promise a quick time to value. **The platform works for you, not the other way around.**

Unit4 Talent Management as part of the bigger HCM picture:



Unit4 Talent Management integrates perfectly with:



Unit4 HCM



Unit4 ERP



Unit4 FP&A

How Unit4 Talent Management compares

Forrester, one of the most influential research and advisory firms in the world, included Unit4's HCM suite as a strong performer in its Cloud Human Capital suites review (Q2 2020): The 11 providers that matter, and how they stack up.

This is what they had to say:

Unit4 is reemerging with an industry-specific, people experience focus.

FORRESTER®

Unit4 HCM debuts in the Fosway 9-grid for Cloud HR

Over the past 23+ years, the Fosway Group has been conducting a series of independent analysis of leading vendors and trends in the HR and learning market. This year (2020), we are pleased to announce Unit4 HCM' debut in the 2020 edition of the Fosway 9-grid for Cloud HR as a "core challenger".

Unit4 HCM debuts in the Fosway 9-grid for Cloud HR as core challenger



UNIT 4

Performance

Make performance management more than just a tick-box exercise



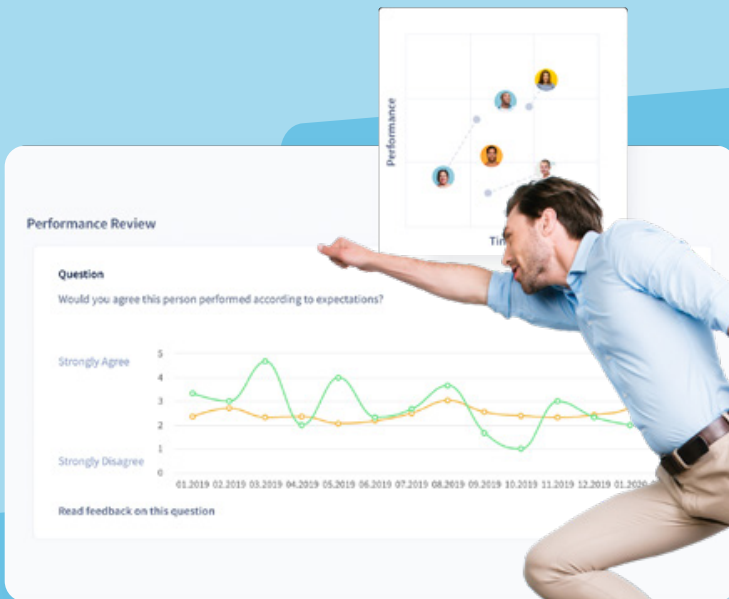
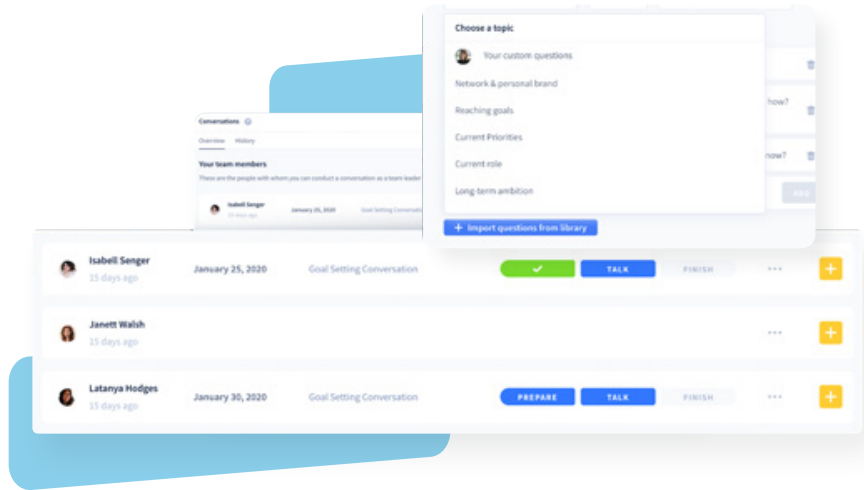
- ✓ Objectives & key results
- ✓ Conversations
- ✓ Feedback & Praise
- ✓ Email reminders
- ✓ Talent Reviews
- ✓ Progress management on objectives
- ✓ Conversation templates
- ✓ Manage objective visibility
- ✓ Rate objectives
- ✓ Activity history
- ✓ Mobile app
- ✓ Performance snapshots
- ✓ Skill tagging
- ✓ Compliance
- ✓ Manage conversation cycles
- ✓ Feedback templates

What's in it for HR Leaders

Conversations

Manage your organisation's review cycle, and make every manager a great coach

Ensure the right type of conversations happens at the right time for the right people. By pulling all relevant performance and development data into the picture, and combining it with a library of coaching topics and questions, managers and their teams will always have qualitative one-on-ones.



People Analytics

Visualise performance progress

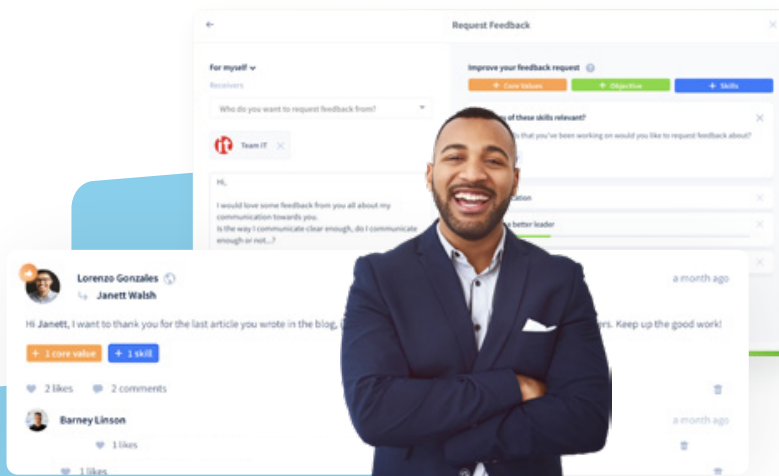
Create clarity and track performance trends within and across teams to spot deviations and take timely actions.

What's in it for Managers & their teams

Feedback & Praise

Enable growth through constructive and continuous feedback

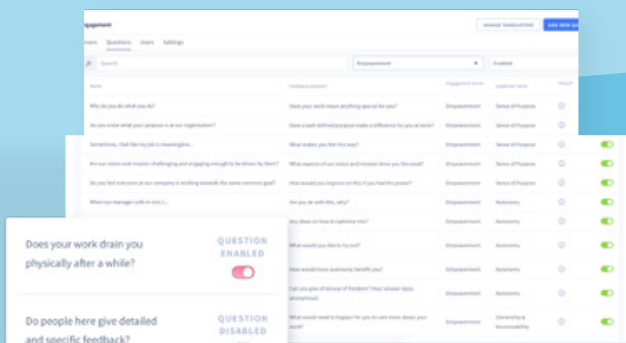
Celebrate great work and help identify areas of improvement through constructive and continuous feedback and praise.



Objectives

Create clarity and alignment across the organisation using OKRs





Keep track of objectives and key results on an organisational, team and individual level to create clarity on priorities.



Challenge:

Keyrus used to have an appraisal system based on a yearly meeting to follow up with their consultants. HR worked as an intermediary between managers and their teams. Even though Keyrus had a reasonable retention rate, the system was not good enough because it did not encourage people to develop their careers. The team felt they had to change their approach to cater to the different generations in their organisation. The first step in this change was to create a satisfaction survey where they uncovered some issues, such as employees wanting to have closer contact with their managers.

Solution:

-  HR's role has changed from being an intermediary to becoming a strategic partner in their process. No longer sitting in on appraisal conversations, their focus lies more on coaching managers on leadership.
-  Engagement surveys are sent out every 2 weeks to measure the organisation's pulse.
-  Quarterly conversations focused on personal development and career perspective.
-  Frequent management reporting to take actions based on data.

Impact:

With Unit4 Talent Management, Keyrus was able to align its employees' goals with their organisational strategy, which resulted in an increased understanding of team goals by 20%. Due to continuous conversations, it's easier for managers to detect problems and respond to them faster. This has resulted in an engagement increase of 6% in one year. They've also seen an improvement of 32% in employee retention in their data science team due to a new culture that aims to improve each employee's career path.

“92% of the Unit4 Talent Management users within Europabank use the platform to have conversations”

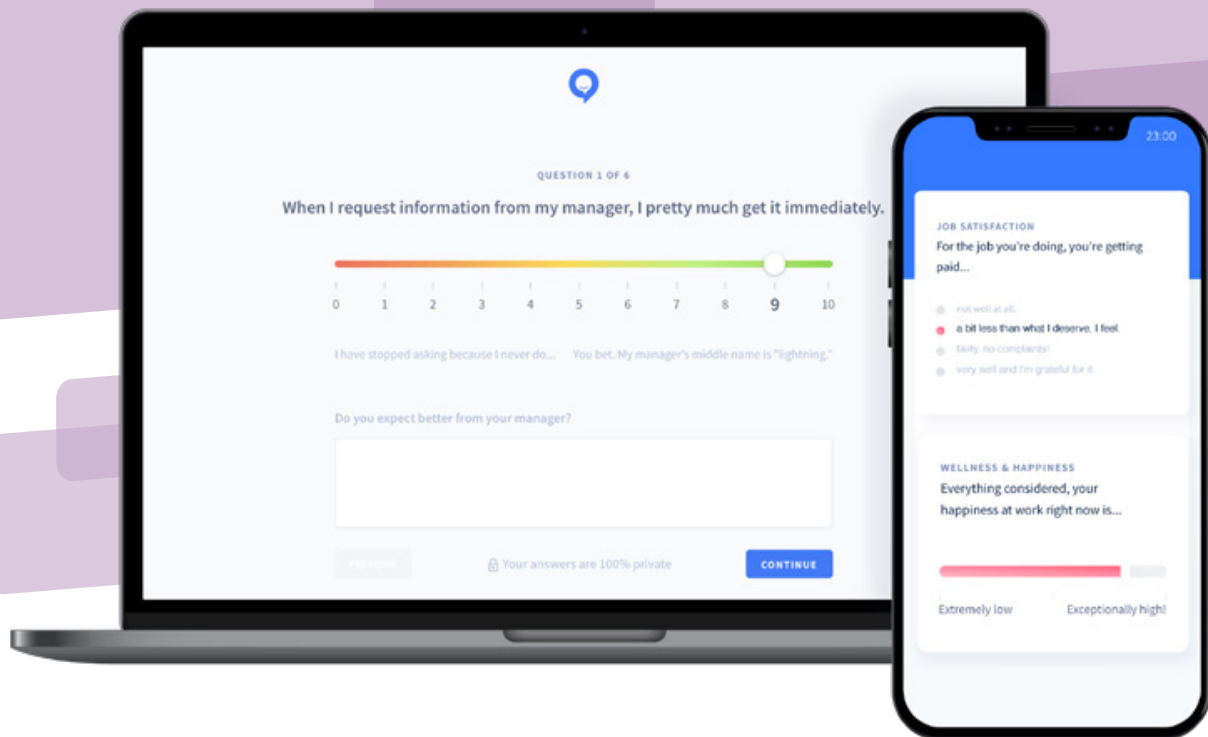
Thomas De Meyer - CHRO at Europabank



UNIT 4

Engagement

Stay on top of your employees' engagement using frequent engagement pulse surveys.



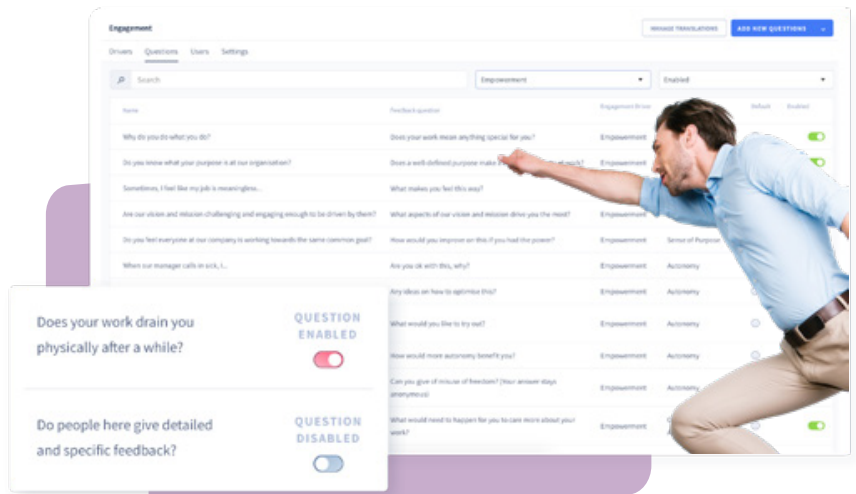
- ✓ Engagement surveys
- ✓ Industry benchmark
- ✓ Engagement heatmap
- ✓ Suggested actions
- ✓ Engagement question library
- ✓ Engagement drivers
- ✓ Manage interval cycles
- ✓ Mobile app
- ✓ Anonymous replies
- ✓ Evolution tracking

What's in it for HR Leaders

Engagement Pulses

Build surveys using our library of questions, or create your own

By using our industry-standard engagement drivers and questions (or by customising them to your own wishes), sending out a quality pulse survey becomes child's play and takes only 5 minutes.



People Analytics

Easily report on engagement data and spot trends

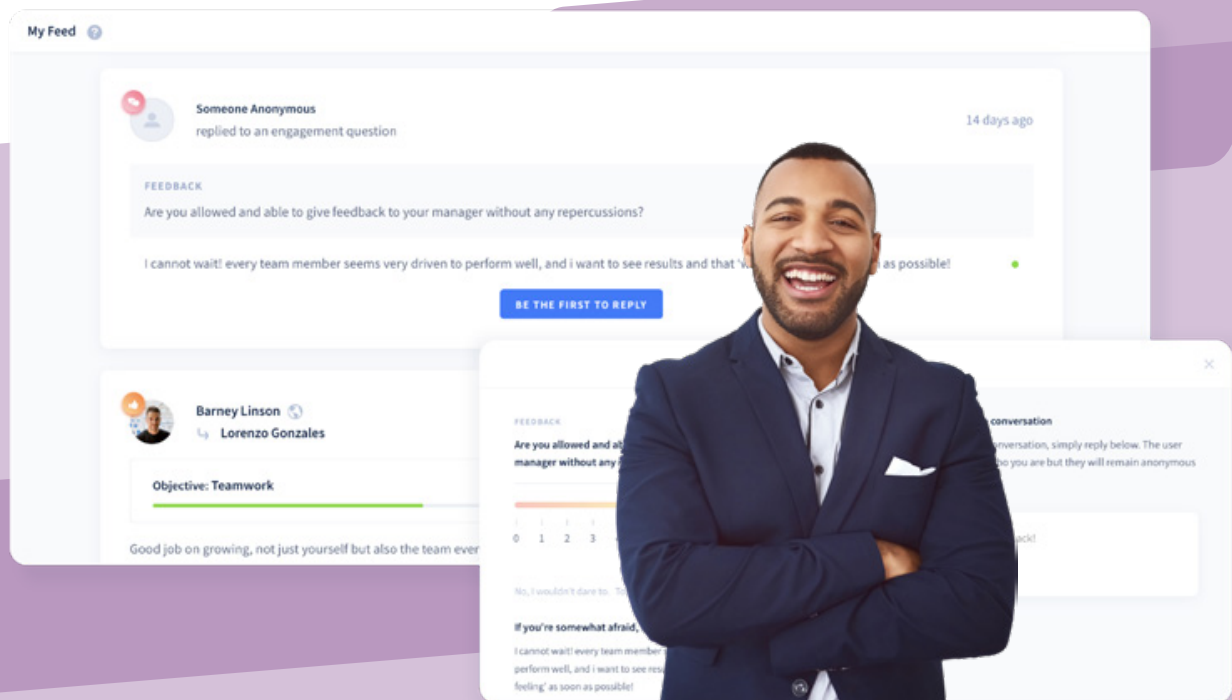
Track the evolution of different engagement drivers, benchmark against industry standards, spot trends over time or across demographic attributes in the business. A surefire way to measure the impact of your engagement strategy.

What's in it for Managers & their teams

Engagement Pulses

Offer teams a platform to voice opinions and suggestions






Surveys gather quantitative data, but also allow employees to comment on questions anonymously. Admins and team leaders can reply to comments to gather more input to improve the employee experience.



Challenge:

At DPD, employee engagement was an issue. The management, managers and HR didn't know what was going on in the organisation, meaning that they couldn't actively act on issues and frustrations. People were also reluctant to engage in the performance management dialogue. They do it because they had to. They saw it as something added on top of their regular work rather than being their compass and map within their teams. What started the change at DPD was showing vulnerability from the top, going to the people and really listening to them.

Solution:

-  To make their employees familiar with the new HR processes, they rolled-out step by step.
-  DPD started with engagement pulses to make sure they knew how people felt about the changes and culture. They adapted some of the engagement questions to the DPD DNA.
-  Then, they digitised their current performance cycle in Unit4 Talent Management.
-  Their ultimate goal is to have an ongoing conversation between managers and their people.
-  Ideally, they want to move to quarterly conversations and objectives, depending on their employees' needs.

Impact:

DPD expects Unit4 Talent Management to connect their people more easily and give them an extra voice for feedback. DPD's ultimate view is that whatever they do, it has to fit in the bigger goal: caring about people and sharing. For them, these two things are found in the Unit4 Talent Management application. They find it straightforward, easily accessible and cuts through complexity. That's why they truly believe Unit4 Talent Management will help DPD listen to their people on a constant basis and get engagement levels up.

“Unit4 Talent Management’s transparency is giving HR a lot of insights and uncovers issues we didn’t know we had”

Wendy De Pooter - L&D Manager at USG People

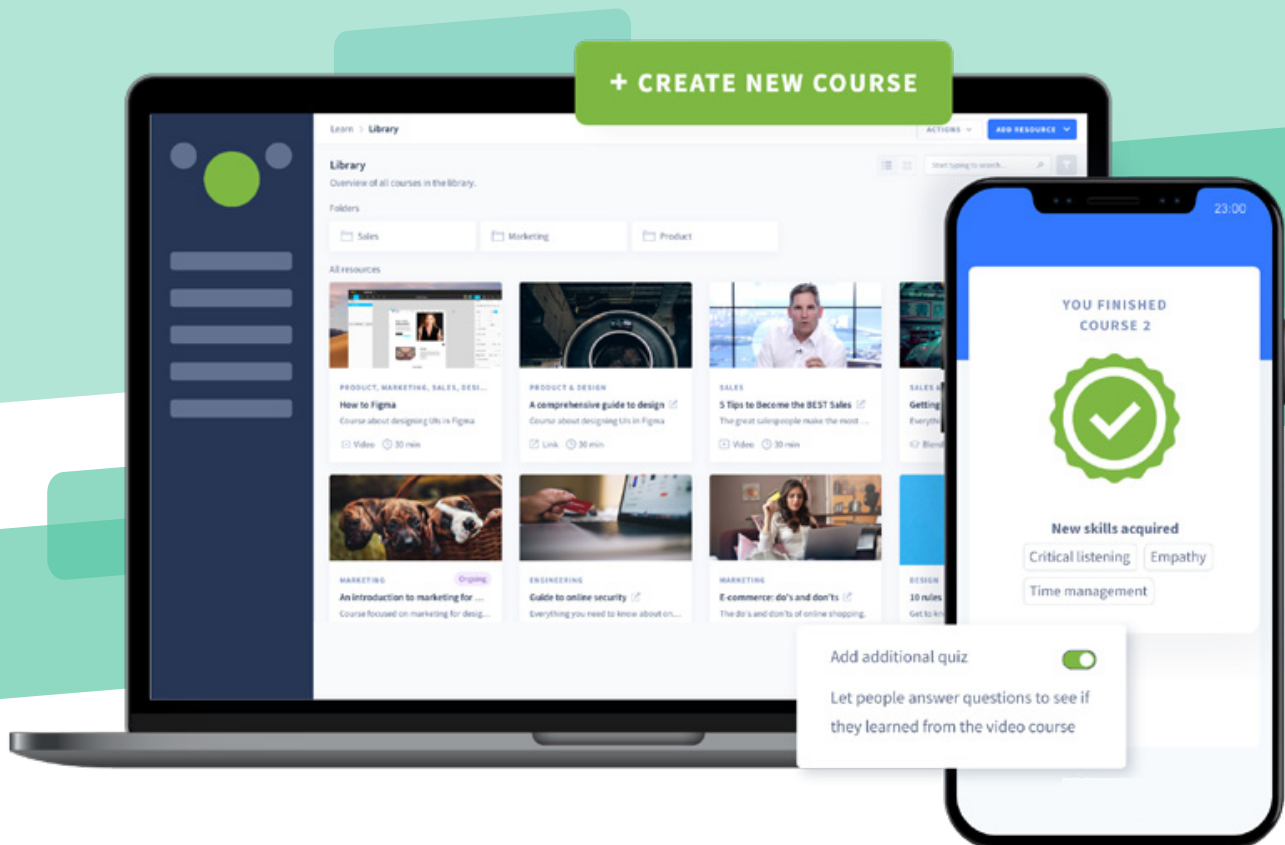
loopMe

Duvel

UNIT 4

Learning

Simplify onboarding, training & compliance



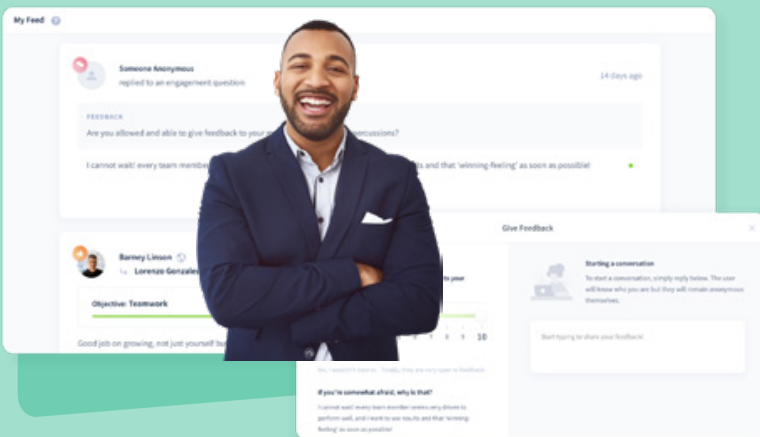
- ✓ Learning Management System
- ✓ Online learning
- ✓ Upload videos
- ✓ Course Analytics
- ✓ Build & manage courses
- ✓ Certification
- ✓ Office/classroom training
- ✓ SCORM
- ✓ Blended learning
- ✓ Skill tags
- ✓ Office 365 embed

What's in it for HR Leaders

People Analytics

Track course completion, acquired skills, and granted certificates

Our platform automatically reminds people to complete courses. Stay on top of training and nudge where necessary with our manager overviews. Log and keep track of employees' obtained certificates through formal internal or external training.



Learning

Manage external learning requests

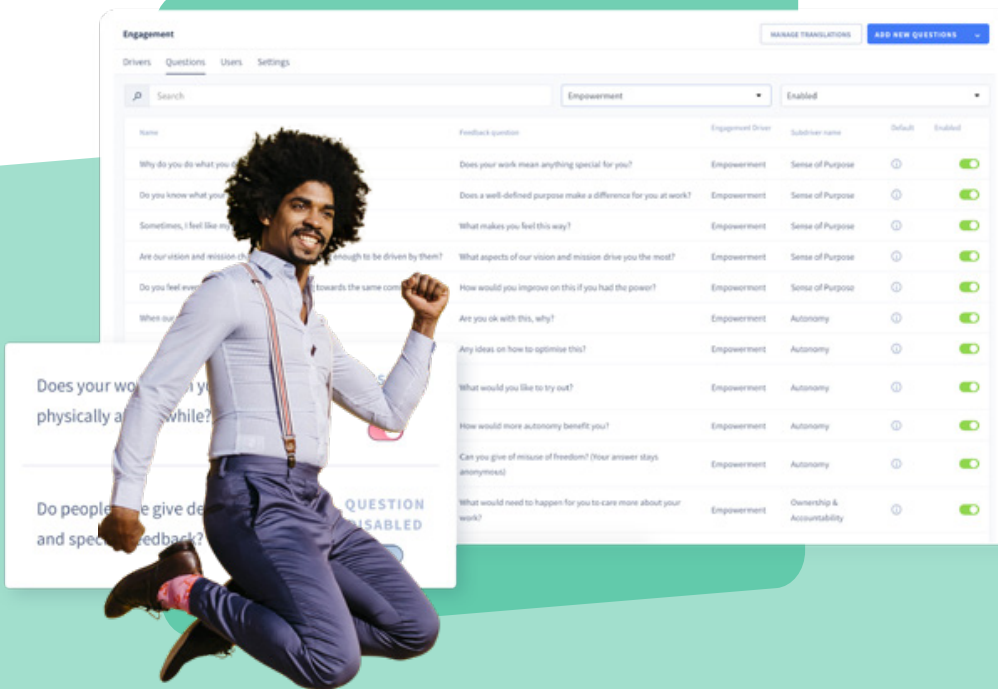
Deny or approve external training taking budgets, training content and job position into account.

What's in it for Managers & their teams

Learning

Achieve great training results with personalised learning

Undertake voluntary and mandatory training when it fits your schedule and at your own pace.



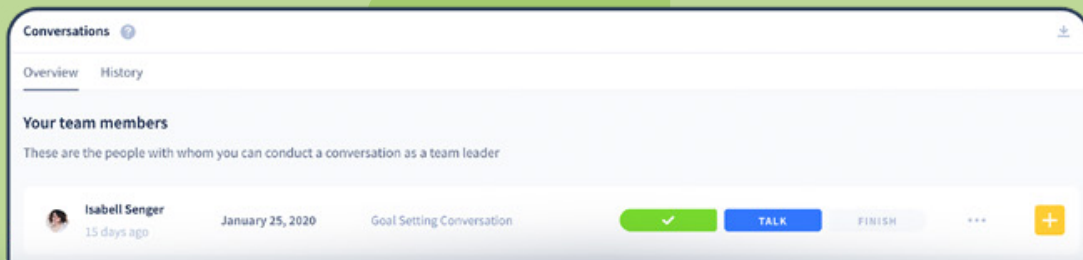
The image shows a man with a large afro, wearing a light blue shirt and dark trousers, jumping joyfully in front of a large tablet. The tablet displays a 'Engagement' survey interface. The interface includes a search bar, a dropdown menu for 'Engagement', and a table of survey questions. The table has columns for Name, Feedback question, Engagement Driver, Sub-area name, Default, and Enabled. The questions are related to engagement drivers like Sense of Purpose, Autonomy, and Ownership & Accountability.

Name	Feedback question	Engagement Driver	Sub-area name	Default	Enabled
Why do you do what you do?	Does your work mean anything special for you?	Empowerment	Sense of Purpose	<input type="radio"/>	<input checked="" type="checkbox"/>
Do you know what your purpose is?	Does a well-defined purpose make a difference for you at work?	Empowerment	Sense of Purpose	<input type="radio"/>	<input checked="" type="checkbox"/>
Sometimes, I feel like my work is just a job.	What makes you feel this way?	Empowerment	Sense of Purpose	<input type="radio"/>	<input checked="" type="checkbox"/>
Are our vision and mission clear enough to be driven by them?	What aspects of our vision and mission drive you the most?	Empowerment	Sense of Purpose	<input type="radio"/>	<input checked="" type="checkbox"/>
Do you feel even a small amount of power towards the same company?	How would you improve on this if you had the power?	Empowerment	Sense of Purpose	<input type="radio"/>	<input checked="" type="checkbox"/>
When our work is not going well, do you feel you have the power to change it?	Are you ok with this, why?	Empowerment	Autonomy	<input type="radio"/>	<input checked="" type="checkbox"/>
Do you feel you have the power to change things?	Any ideas on how to optimise this?	Empowerment	Autonomy	<input type="radio"/>	<input checked="" type="checkbox"/>
Do you feel you have the power to change things?	What would you like to try out?	Empowerment	Autonomy	<input type="radio"/>	<input checked="" type="checkbox"/>
Do you feel you have the power to change things?	How would more autonomy benefit you?	Empowerment	Autonomy	<input type="radio"/>	<input checked="" type="checkbox"/>
Do you feel you have the power to change things?	Can you give or misuse of freedom? (Your answer stays anonymous)	Empowerment	Autonomy	<input type="radio"/>	<input checked="" type="checkbox"/>
Do you feel you have the power to change things?	What would need to happen for you to care more about your work?	Empowerment	Ownership & Accountability	<input type="radio"/>	<input checked="" type="checkbox"/>

UNIT 4

Insights

Maximise your strategic impact on your business with powerful talent data insights



Isabell Senger
15 days ago

January 25, 2020

Goal Setting Conversation



TALK

FINISH



Janett Walsh
15 days ago



Latanya Hodges
15 days ago

January 30, 2020

Goal Setting Conversation

PREPARE

TALK

FINISH



✓ Performance snapshots

✓ Smart suggestions

✓ Engagement Heatmap

✓ Basic dashboarding

✓ Customisable terminology

✓ Export to CSV

✓ Advanced insights

✓ Prevero

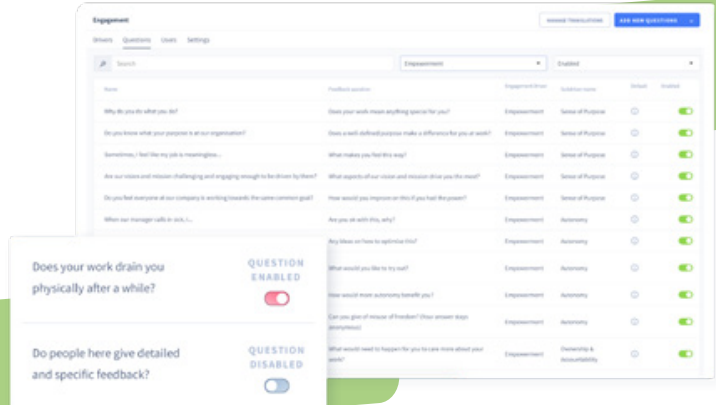
✓ Auto extract skills from
praise and feedback

What's in it for HR Leaders

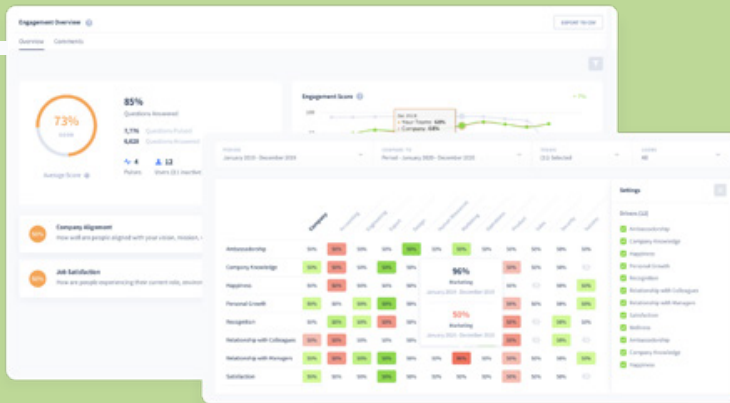
Engagement Heatmaps

Interpret engagement data across the organisation at a glance

Heatmaps show deviating engagement drivers across the business, which acts as input for a highly targeted engagement strategy.



Compliance



Compliance Data

Keep tabs on the adoption of your culture of feedback & growth

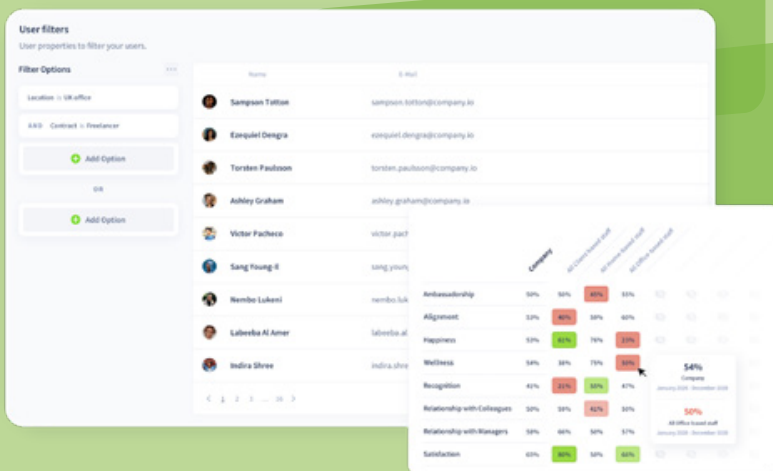
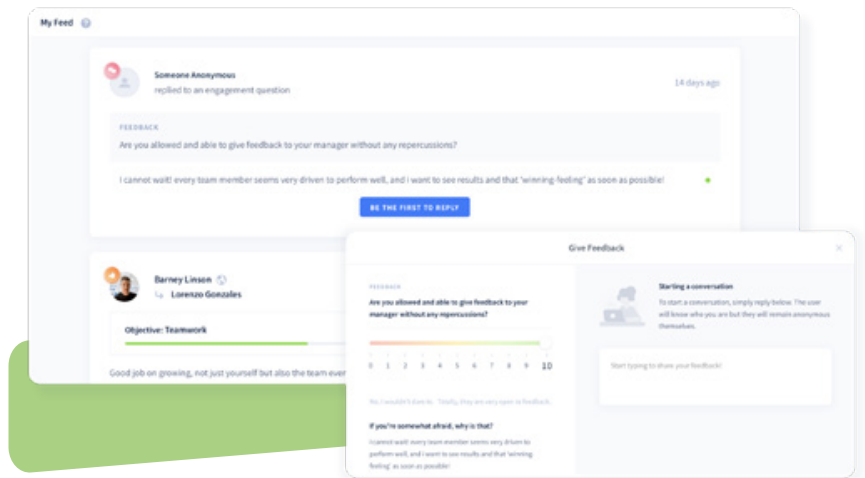
By using the platform's activity data, admins can observe whether teams and individuals are compliant with your formal performance review cycle.

What's in it for Managers & their teams

Performance Grids

Fuel internal mobility and succession planning, identify risk areas for employee churn.

Performance grids enable analyses of different performance aspects alongside each other.



User Groups

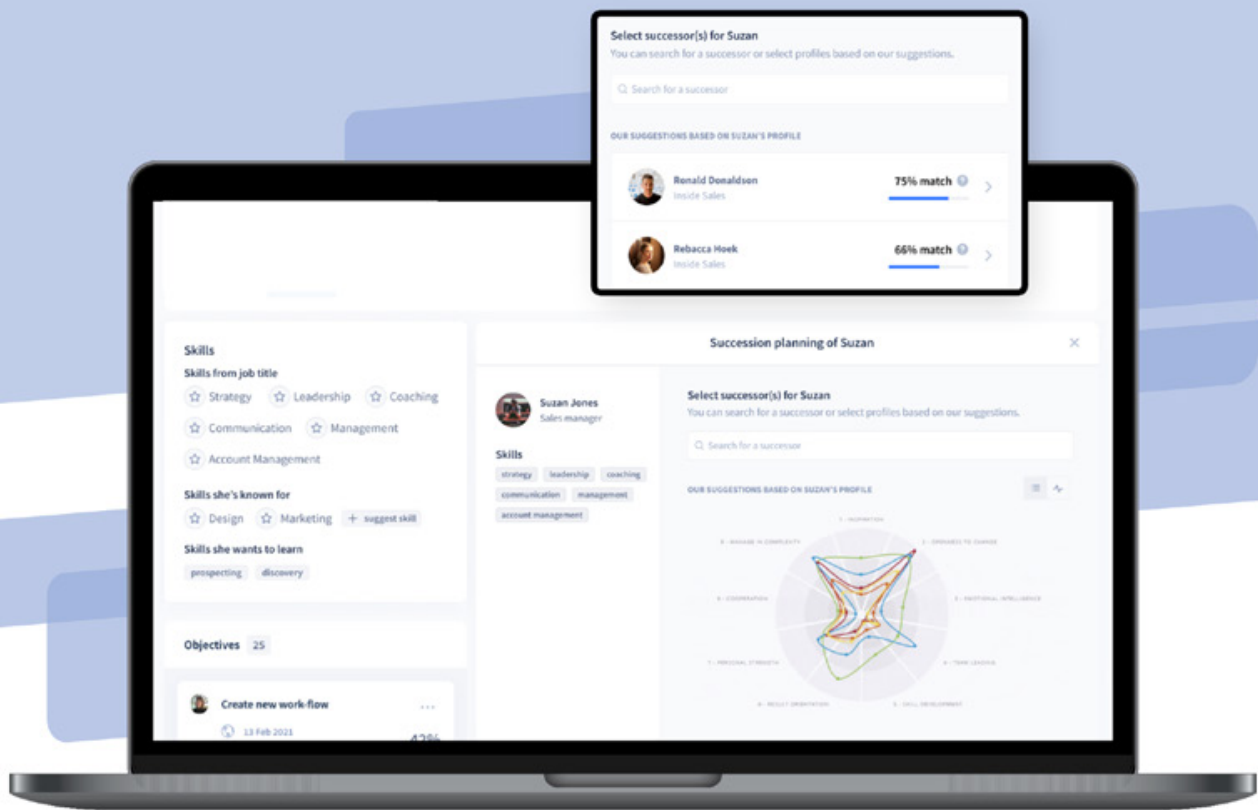
Look at your talent data from a different perspective

Segment your employee population according to a variety of attributes to supercharge the insights created through other insights functionalities.

UNIT4

Skills

Use our AI backed skills feature to plan for the future



- ✓ Auto generate skills using AI
- ✓ Coach/mentor suggestion
- ✓ Rate competencies related to job title
- ✓ Peer rating of skills
- ✓ Succession planning
- ✓ Recommendation engine
- ✓ Internal mobility suggestion

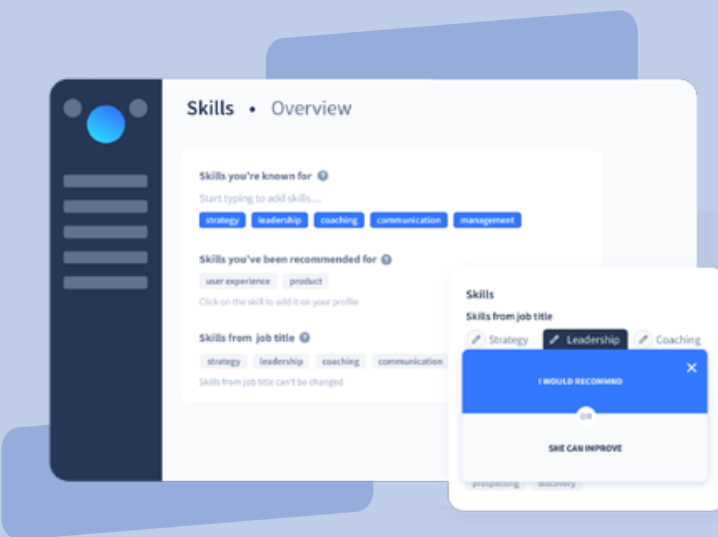
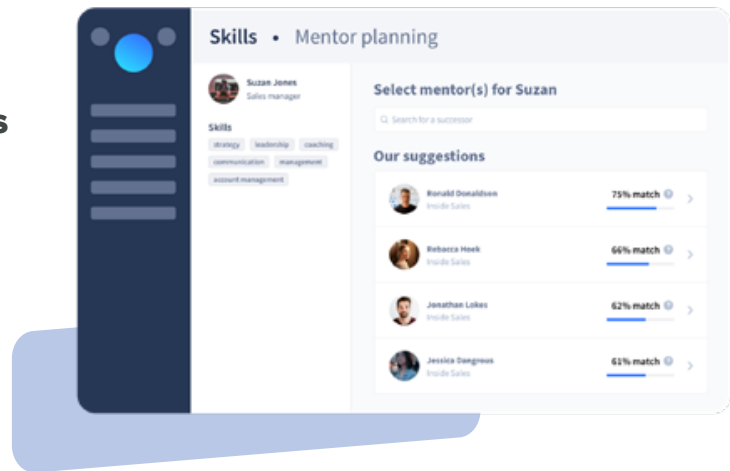
What's in it for Managers & their teams

Mentor Planning

Use Skills to Match Talent to New Mentors, Coaches or Jobs

Our accurate skills profiles help managers automate previously tricky and manual tasks.

Create a predictive succession plan, discover who needs training to reach his/her desired skills and find the perfect employee to fill a position.



Skills Overview

Smart & objective skills that keep evolving

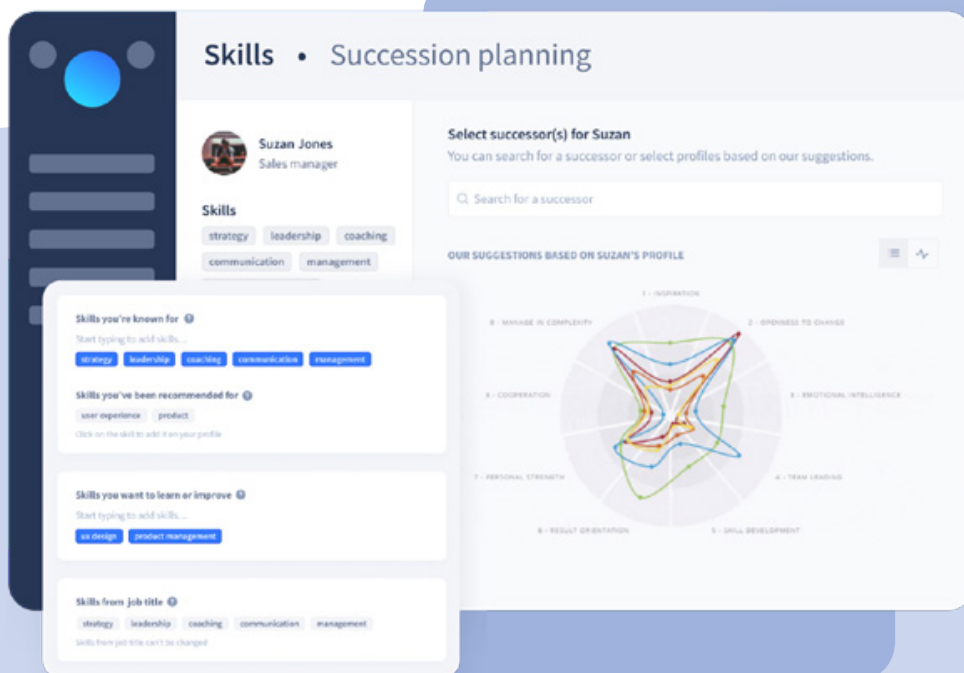
A profile is never finished. Our platform gathers input in multiple ways to continuously update an employee's profile. Our algorithm determines the importance of the different types of input.

What's in it for HR Leaders

Succession Planning

Automatically track skills of every employee in your company

Improve your workforce through skills. Assign the right people and plan ahead.



UNIT4

How we make our customers successful

our approach to roll-out and continuous improvement



The Unit4 Talent Management customer success team is the voice of the customer, always looking for feedback to help us challenge our business to improve our product and service.

We tailor our approach to your needs, taking into account your **culture, pace and readiness**. We guide you with workshops, calls and in-person events.

Our commitment

We don't just configure the tool, but guide you from the moment you decide you're going to use Unit4 Talent Management to your go-live date. We have done many implementations in organisations with different sizes. From big corporates to start-ups, from headquarters to local offices. This experience allows us to share insights and design the best process for your organisation.



How we work

Listen



Configure



Go live



Adoption



We tailor to your specific needs. Whether you want a phased or all-in-one roll-out, we provide both. It also doesn't matter when you start implementing Unit4 Talent Management or how big or small your organisation is. We will make sure you are successful with workshops, calls and in-person events. To make the handover from your account executive to your customer success manager as smooth as possible,

we first do an intro call where you are introduced to your contact person for the implementation. Here, we go through IT information, integrations and choose the right project team to join the workshops. Because we want to make sure not everything is changed at once, we usually work with ambassadors that are put in the platform a few months in advance.

The amount of workshops depends on how many are needed for your organisation. The timing of a roll-out approach depends on how fast you want to implement Unit4 Talent Management and whether you want to immediately roll-out across the entire organisation or work step-by-step.

Typical roll-out approach



UNIT4

Legal & IT

Unit4 Talent Management cares about your privacy and is committed to processing your personal information in accordance with European law & GDPR.



- ✓ GDPR compliant
- ✓ ISO27001 certified
- ✓ Open APIs
- ✓ Encryption in transit & at rest
- ✓ Hosted on AWS servers in Frankfurt
- ✓ Teams, Slack & Outlook integration
- ✓ Single sign-on
- ✓ Guarantee of 99,5% uptime

Certifications

GDPR

Our organisation is completely GDPR (General Data Protection Regulations) compliant. The types of privacy data that GDPR protects range from basic identity information such as name and email address, to web data such as location, IP address and cookie data.

ISO 27001

We are ISO27001 (International Organization for Standardization) certified. ISO/IEC 27001 is the best-known standard in providing requirements for an information security management system. Our certificate can be found on intuo.io/legal. In addition to being compliant, we've conducted a thorough Data Protection Impact Assessment (DPIA) of all our external suppliers and vendors.

Data Processing Agreement

Every user and external party can receive a legal agreement from us, promising the protection of all personally identifiable information that we collect and store.

Read the full Data Processing Agreement at intuo.io/dpa.

Terms & Conditions

Unit4 Talent Management works with a licence-based business model, in accordance with SaaS-industry standards. Read the full Terms of Use on intuo.io/terms-conditions.

Service Level Agreement

Unit4 Talent Management is committed to offering support to all end-users during the business hours (9 am to 6 pm CEST) on business days (Monday to Friday) with a median response time of three minutes by our dedicated technical support team. This support can be accessed via email, telephone, our online helpdesk, and direct chat intercom.





We uphold a guarantee of 99,5% uptime, with a minimum of 2 weeks planned maintenance communication guarantee.

Any custom enterprise Service Level Agreement is negotiable with our sales and legal department on demand.

Support & Integrations

Browser Support

Unit4 Talent Management is built on the nifty features found in modern browsers. You'll need to use one of the following browsers to use Unit4 Talent Management:

-  Internet Explorer 11+
-  Google Chrome: latest version
-  Mozilla Firefox: latest version
-  Apple Safari: 9+

Unit4 Talent Management may not work properly with beta or pre-release versions of these browsers. Download the latest commercial version above for the best experience.

Infrastructure, Architecture, and Hosting

We run Unit4 Talent Management on Azure. The Azure cloud infrastructure has been architected to be one of the most secure cloud computing environments available on the planet. Data is stored in Dublin, Ireland. As well as the security features built into the Azure service, we employ:

- 128-bit SSL encryption for all data
- transfer on the platform and forms
- daily backups of all your data, in case anything goes wrong
- security protocols in all our work premises

Security & Data

We currently offer encryption in transit and encryption at rest.

Encryption in transit

Data in transit is data being accessed over the network. For protecting data in transit, we encrypt sensitive data prior to moving (such as passwords) and use encrypted connections (HTTPS, SSL, TLS, etc.) to protect the contents of data in transit. Through HTTPS, we send all customer data from the client (the browser) to our servers. HTTPS is terminated internally at a load balancer level.

Integrations & Single Sign-On

We offer a few different Single Sign-On (SSO) strategies. The following are easily configurable with our platform:

- Unit4 Talent Management SSO
- SAML 2.0 (also referred to as Azure AD or Office365)
- Google Apps
- OpenID SSO

You can find more details about our extensive API on intuo.readme.io/reference, or contact our CTO philip@intuo.io for more information or configuration on one of the above.

Encryption at rest

For protecting data at rest, we encrypt sensitive data on disk. We currently employ symmetric encryption on customer data, which gives us extra safety in the unlikely event of having data compromised, and ensures that Unit4 Talent Management only acts as a processor of your data.

Talk to our experts today and get started



What you can expect from a conversation with us

- An in-depth conversation about your situation
- A tailored product demo
- Research and experience-based best practices
- Transparency on implementation efforts, data security, pricing...

Contact us: talent.management@unit4.com