

# TALENT MANAGEMENT

more than just a tick in a box.



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# 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 backward 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**



## Our mission

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### Our mission

**To enable all people to be engaged at work and grow their careers.**

In order to achieve this, our cloud platform enables our customers to build a culture of feedback and growth, increase engagement and reduce churn in three simple steps.



Firstly, we'll help simplify your current appraisal process so that people know what's expected of them.



Secondly, we give managers and their teams the effective tools to have better 1on1s, exchange feedback, and track goals.



And lastly, once people are onboarded, smart suggestions will appear to accelerate that culture of growth & feedback.

The result? **Performance management that is much more than just a tick-box exercise!**

## How Unit4 intuo compares

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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®**

# The Unit4 People Experience Suite

The Unit4 People Experience Suite consists of 3 pillars. **Elevate** - **Engage** - **Plan**. These 3 pillars work together to create the ultimate employee experience.

Unit4 intuo makes up the Engage pillar and can be seen as a strategic layer put on top of the foundational structure. There are 3 packages that enable you to engage your people: **Engagement** - **Learning** - **Performance**, but there is an all encompassing 4th element to this pillar, this being **Insights**. This 4th element allows you to spot trends, identify risks and take action before it is too late.



# Performance

Make performance management more than just a tick-box exercise

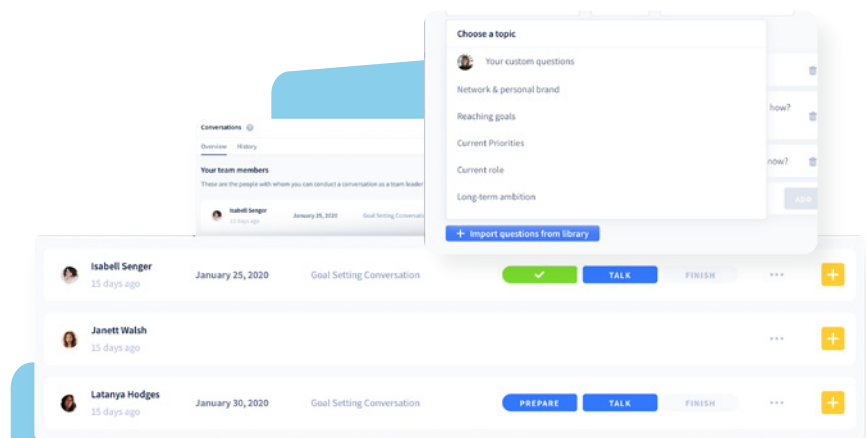


- ✓ Objectives & key results
- ✓ Conversations
- ✓ Feedback & Praise
- ✓ Email reminders
- ✓ Talent Reviews
- ✓ Progress management on objectives
- ✓ Conversation templates
- ✓ Manage objective visibility
- ✓ Rate objectives
- ✓ Activity history
- ✓ Mobile app
- ✓ Performance snapshots
- ✓ Skill tagging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

### Conversations

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

Ensure the right type of conversations happen 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**

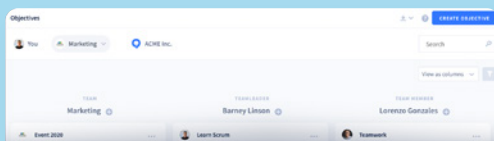
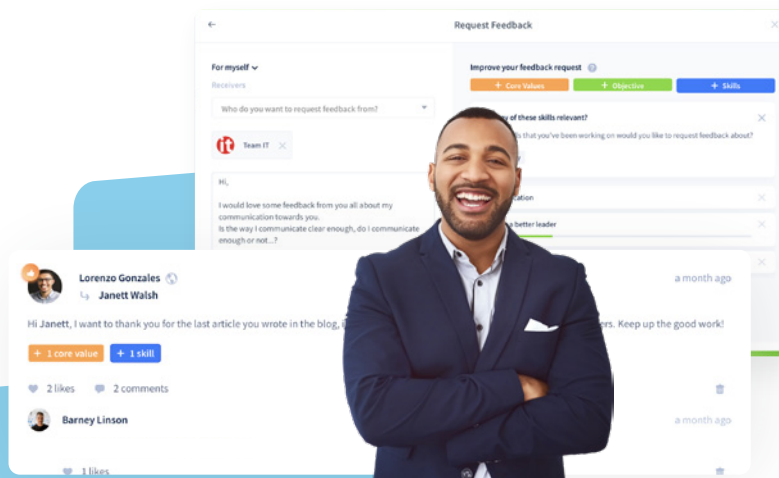
Create clarity and track performance trends within and across teams to spot deviations and take timely action.

## 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 for the different generations in their organisation. A 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 intuo, 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.

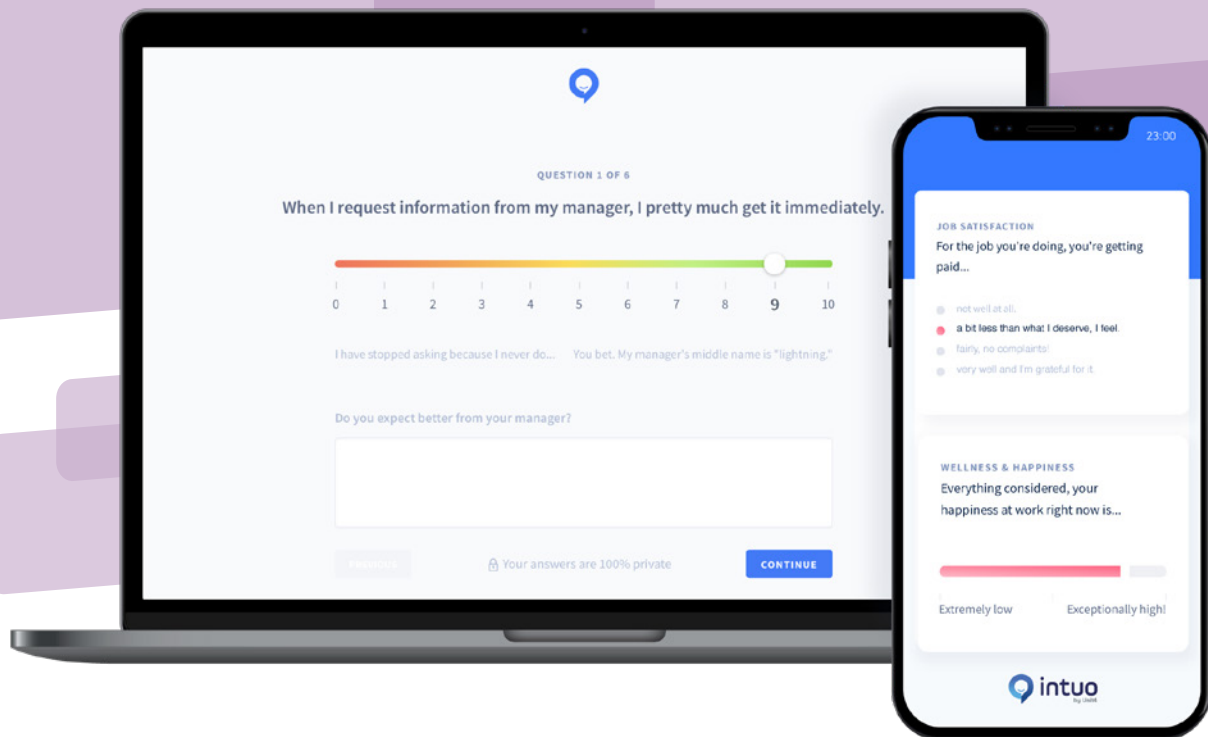
**“92% of the Unit4 intuo users within Europabank use the platform to have conversations”**

Thomas De Meyer - CHRO at Europabank



# Engagement

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

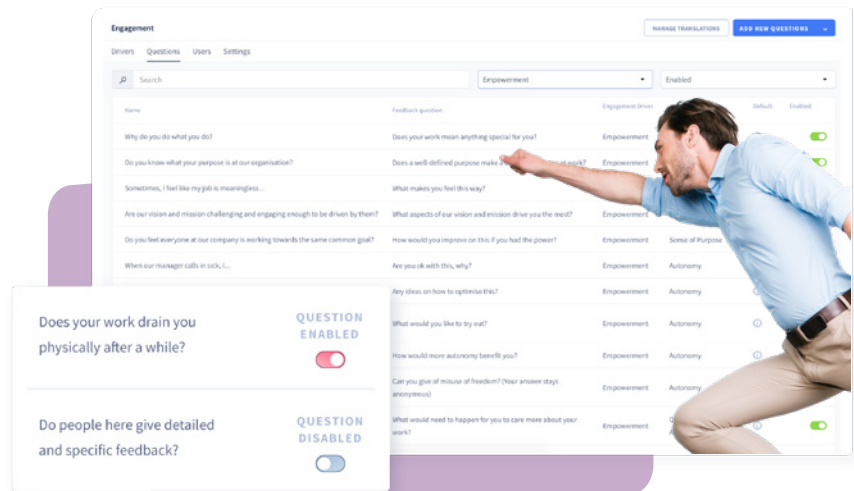


- ✓ Engagement surveys
- ✓ Industry benchmark
- ✓ Engagement heatmap
- ✓ Suggested actions
- ✓ Engagement question library
- ✓ Engagement drivers
- ✓ Manage interval cycles
- ✓ Mobile app
- ✓ Anonymous replies
- ✓ Evolution tracking

### Engagement Pulses

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

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

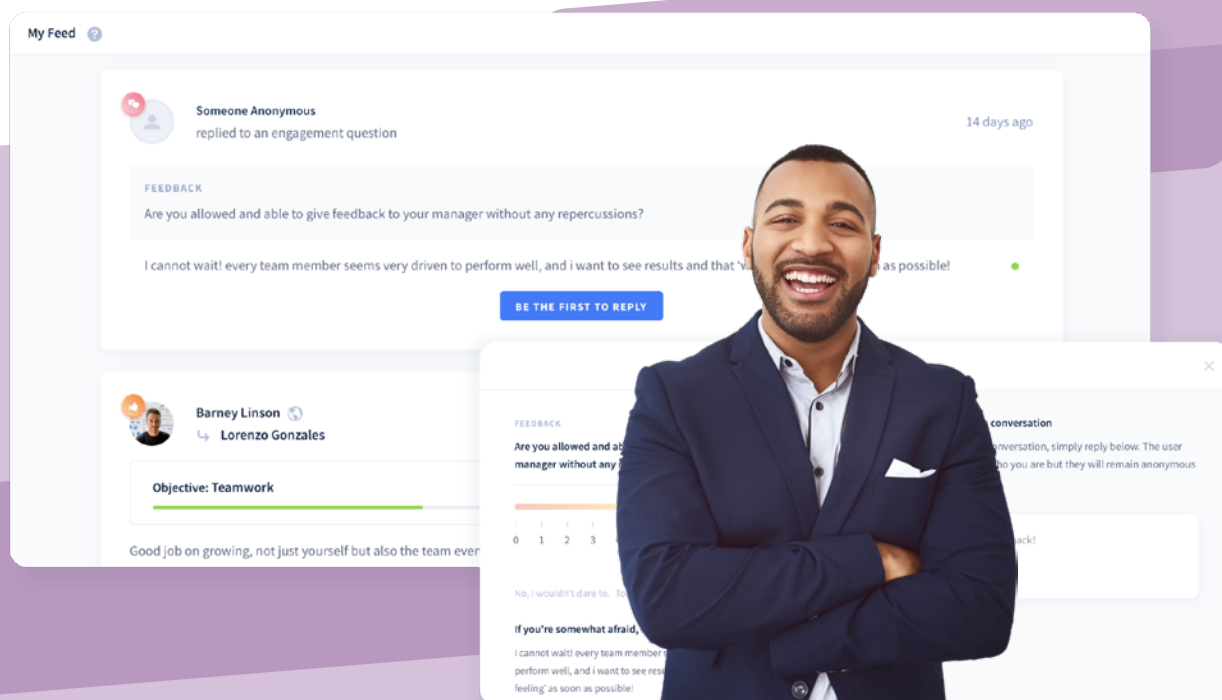
Track the evolution of different engagement drivers, benchmark against industry standards, spot trends over time or across demographic attributes in the business. A surefire way to measure the impact of your engagement strategy.



### 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:

- 4U To make their employees familiar with the new HR processes, they will roll-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.
- 4U Then, they will digitise their current performance cycle in intuo.
- ↔️ 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 intuo 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 intuo application. They find it straightforward, easily accessible and cuts through complexity. That's why they truly believes intuo will help DPD listen to their people on a constant basis and get engagement levels up.

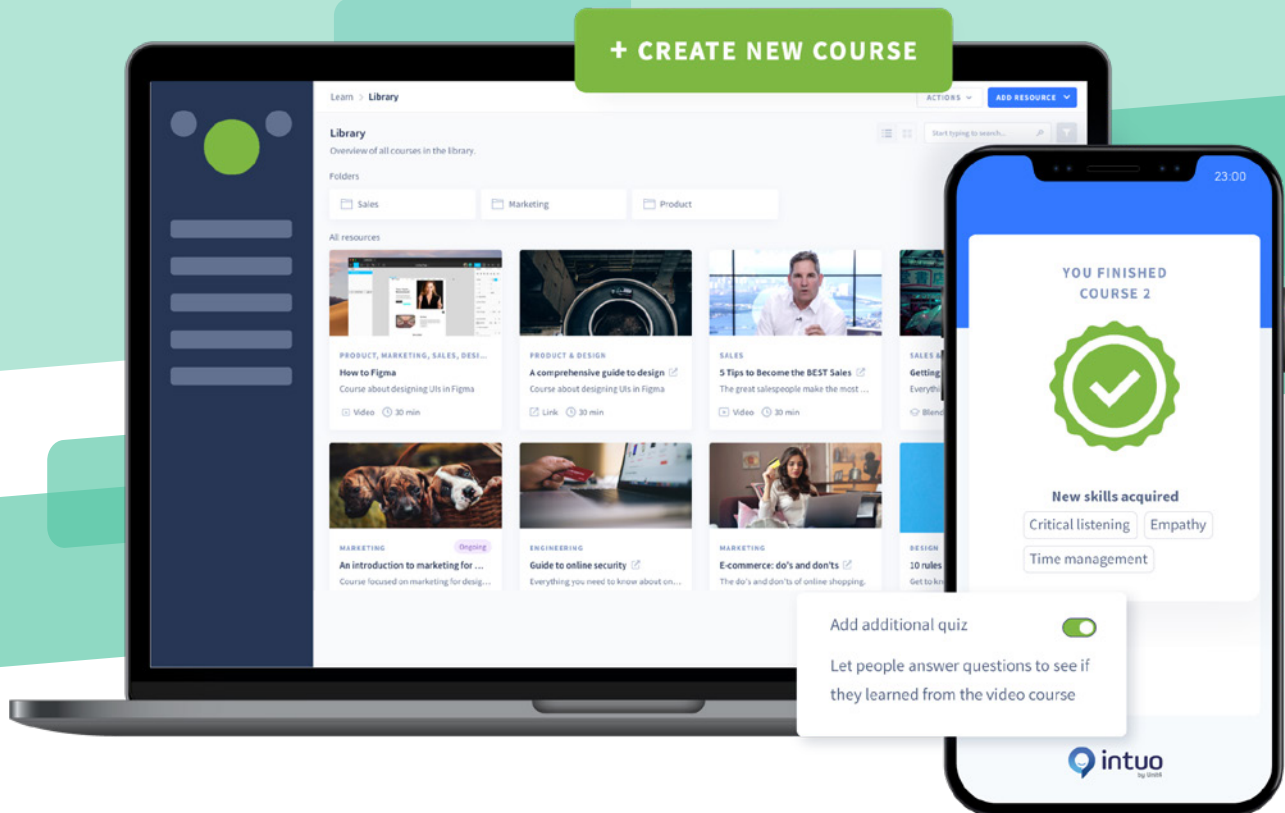
**Unit4 intuo's transparency is giving HR a lot of insights and uncovers issues we didn't know we had**

Wendy De Pooter - L&D Manager at USG People



# Learning

Simplify onboarding, training & compliance

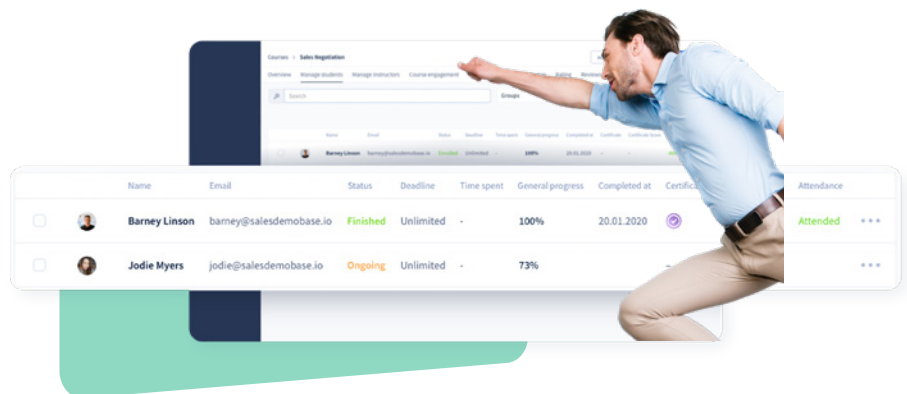


- ✓ Learning Management System
- ✓ Online learning
- ✓ Upload videos
- ✓ Course Analytics
- ✓ Build & manage courses
- ✓ Certification
- ✓ Office/classroom training
- ✓ SCORM
- ✓ Blended learning
- ✓ Skill tags
- ✓ Office 365 embed

### 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.

### Learning

## Achieve great training results with personalised learning

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





# Insights

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



✓ Performance snapshots

✓ Smart suggestions

✓ Engagement Heatmap

✓ Basic dashboarding

✓ Customisable terminology

✓ Export to CSV

✓ Advanced insights

✓ Prevero

✓ Auto extract skills from praise and feedback

### Engagement Heatmaps

## Interpret engagement data across the organisation at a glance

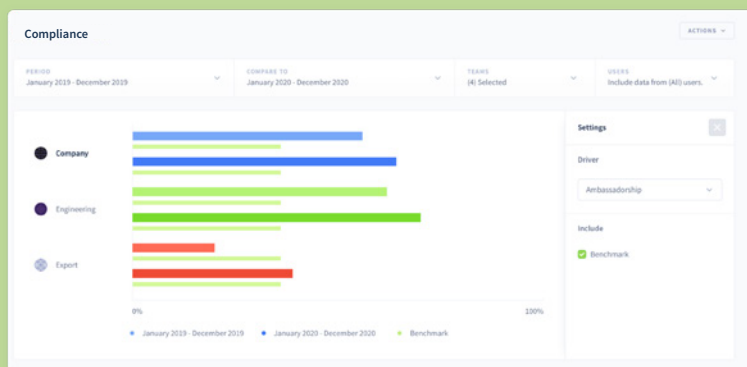
Heatmaps show deviating engagement drivers across the business, which acts as input for a highly targeted engagement strategy.



### Compliance 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.

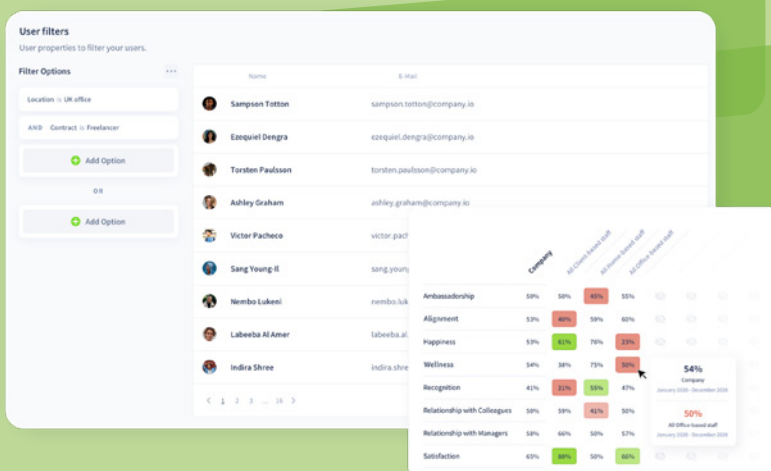
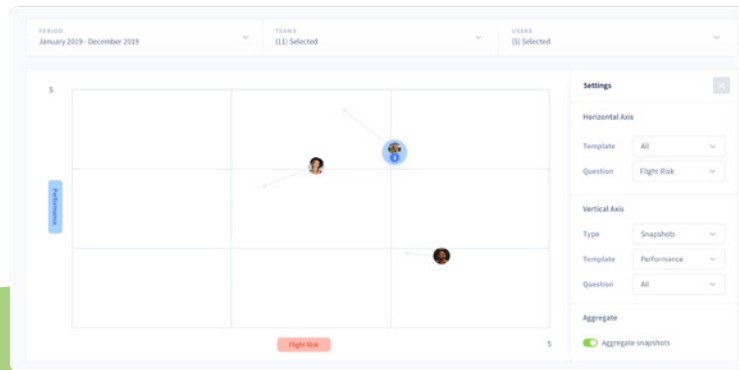


## What's in it for **Managers & their teams**

### 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.

# How we make our customers successful

our approach to roll-out and continuous improvement



The Unit4 intuo 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 intuo 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 intuo 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 intuo and whether you want to immediately roll-out across the entire organisation or work step-by-step.

## Typical roll-out approach



# Legal & IT

Unit4 intuo 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

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### GDPR

Our organisation is completely GDPR (General Data Protection Regulations) compliant. They saw it as something added on top of their regular work rather than being their compass and map within their teams. 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](https://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](https://intuo.io/dpa).

## Terms & Conditions

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Intuo works with a licence-based business model, in accordance with SaaS-industry standards. Read the full Terms of Use on [intuo.io/terms-conditions](https://intuo.io/terms-conditions).

### Service Level Agreement

Intuo 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

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### Browser Support

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

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

Intuo may not work properly with beta or pre-release versions of these browsers.

Download the latest commercial version above for the best experience.

### Integrations & Single Sign-On

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

- Intuo 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](https://intuo.readme.io/reference), or contact our CTO [philip@intuo.io](mailto:philip@intuo.io) for more information or configuration on one of the above.

### Infrastructure, Architecture, and Hosting

We run intuo on Amazon Web Services (AWS). The AWS cloud infrastructure has been architected to be one of the most secure cloud computing environments available on the planet. Data is stored in Frankfurt, Germany.

As well as the security features built into the AWS 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

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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.

### 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 intuo 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](mailto:talent.management@unit4.com)