



Dynamics 365 Human Resources

Reimagining the employee experience

Introduction

The way we work has changed in recent years. Today people are connected via mobile devices, plugged into their network, have higher career path expectations and want to work for organisations that are aligned to their values. When workforce practices are disconnected and lack a cohesive strategy across the organisation, the result is lower employee engagement and higher turnover rates. This can impact the organisation through a lack of product innovation, expensive operational errors, less satisfied customers and suboptimal financial results.

Organisations need a different approach to HR. HR leaders are strategic business partners when it comes to a company's overall health. HR should monitor global industry trends, understand the core business and its drivers and work with leaders throughout the organisation to fuel growth. And, just as importantly, HR is responsible for defining and transforming the company culture. This means both are creating an environment in which employees can thrive and setting strategy across hiring to align people with company vision, values and performance.

With Microsoft Dynamics 365 Human Resources, (formerly called Dynamics 365 Talent), HR teams can go beyond human capital management to balance operational excellence, organisational agility and the employee experience, ultimately creating a workplace where people and the business can thrive. Dynamics 365 Human Resources is packed with new features for human resources professionals, contains core HR capability and can add on LinkedIn functionality to manage talent acquisition and learning.

This guide is aimed at those responsible for HR and explores the trends impacting employee retention, how to create a workplace where people succeed and how investing in Dynamics 365 Human Resources helps HR professionals get the workforce insights needed to build data-driven employee experiences.

This guide covers:

- Trends impacting employee retention
- The complex automation challenges facing HR
- Microsoft Dynamics 365 Human Resources benefits and capabilities
- The Microsoft HR ecosystem and integration capabilities
- What's changed? Dynamics 365 Talent and Human Resources
- Licensing changes and offers

Trends impacting employee retention

Some of the challenges facing HR departments today include skills shortages, expanding competition for talent, employee experience, personalised service to improve diversity and inclusion and a multigeneration workforce. The way we work, and the workplace has fundamentally changed, and yet, for many organisations, HR processes have not.

Skills shortages

Businesses of all sizes are facing recruitment difficulties with perceived skills shortages being one of the challenges. It's a global issue and, if not addressed, skills shortages will hamper the long-term performance of organisations and economies alike.

A recent survey by **Capita Resourcing** cited that about half of UK organisations rely on instinct and gut feel when it comes to assessing skills, and 50% of HR leaders believe that at least half of all skills gaps within their organisation could be addressed by better use of data.

Employee experience

How an organisation handles each milestone on its employees' journeys is indicative of the organisation's culture and can impact employees' performance and engagement.

By getting to know how employees experience these career milestones at their organisations, leaders and managers can better understand how they're supporting their staff and how they can help improve the employee experience.

Personalisation - diversity and Inclusion

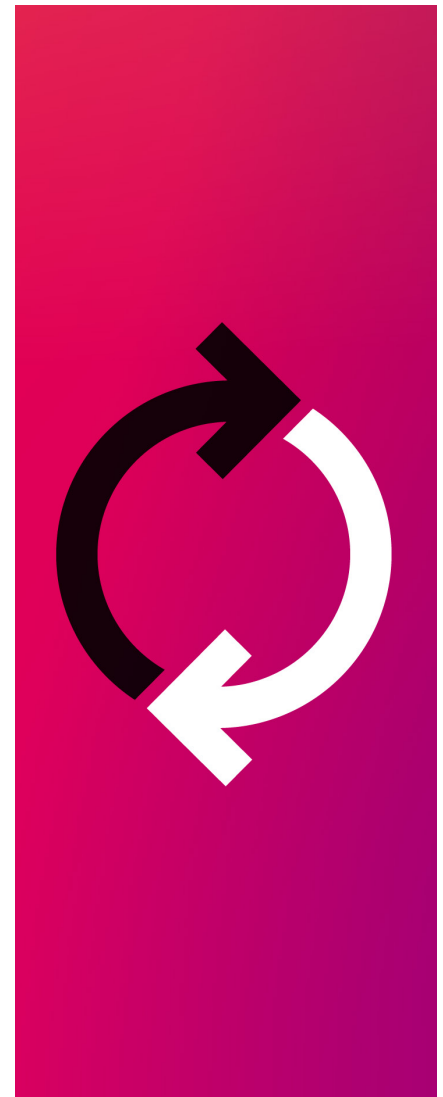
The growing importance placed on employee diversity and inclusion is also due to its increasingly well-documented relationship to business outcomes.

Research shows the significance of employee diversity and inclusion for organisational effectiveness and has consistently demonstrated that increased diversity and inclusion in the workplace leads to vastly improved overall performance, compared to companies with less diverse workforces.

Multi-generational Workforce

Organisations need to adopt a flexible strategy that enables them to manage very distinct generational groups. Developing a capable and engaged workforce is a cornerstone of organisational effectiveness.

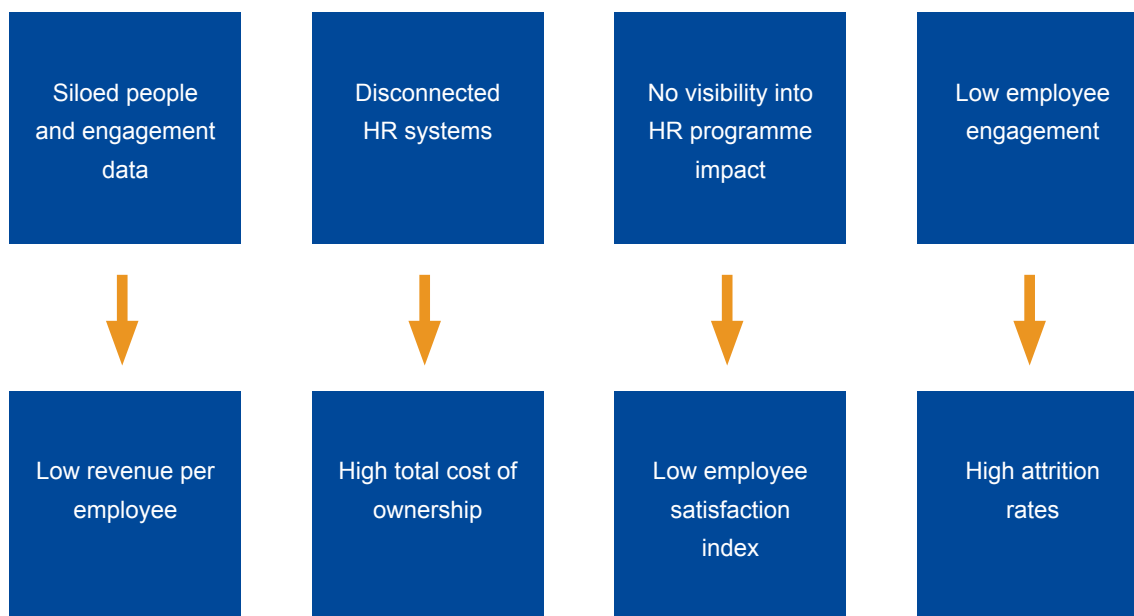
In addition to increasing employee engagement and retention, development efforts help ensure you have top performers at all levels of your organisation as well as the bench strength and flexibility to adapt as your business changes and skills gaps become more acute.



Complex automation challenges facing HR

HR leaders are looking to reimagine the employee experience to keep top performers at the company for longer. Creating a connected employee experience is imperative to retaining a high-performing, diverse and inclusive workforce. However, legacy systems can make this goal challenging.

Typically, legacy Human Capital Management (HCM) systems are disconnected, and data is siloed across HR architectures that can comprise of 20+ vendor solutions. Many HR processes are still manual, and the employee experience is disconnected. This results in a negative employee experience that can impact the organisation through a lack of product innovation, expensive operational errors, less satisfied customers and suboptimal financial results.



As human capital challenges multiply, organisations need to make a case for HR automation. By automating core administrative tasks, organisations can help their HR partners work more strategically. Instead of printing out resumes or otherwise swimming in tedious paperwork, employees can use automated systems to make better use of their time. There are many benefits to implementing automation, but some organisations still lag.

By streamlining processes, optimising workflows and identifying new efficiencies, organisations can help their HR professionals pursue strategic solutions and see the entire organisation benefit from HR automation. This frees up HR employees to focus on more value-added activity.

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Microsoft Dynamics 365 Human Resources Capabilities and benefits

Create a workplace where people thrive

Dynamics 365 Human Resources is Microsoft's latest solution for Human Resources leaders. Dynamics 365 Human Resources, formerly called Dynamic 365 Talent, helps HR professionals get the workforce insights needed to build data-driven employee experiences across compensation, benefits, leave and absence, compliance, payroll, performance feedback, training and certification, and self-service programmes. Dynamics 365 Human Resources connects people and operations data to ensure businesses can optimise workforce costs and take better care of employees.

Dynamics 365 Human Resources contains Core HR functionality with the ability to add on custom integrations to LinkedIn.

Dynamics 365 Human Resources



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Increase organisational agility

Thrive as your business changes with an adaptable, secure, and scalable HR solution that is easy to tailor, extend, and connect to your current systems.

- Reduce organisational complexity with administration that accurately reflects organisation structures, hierarchies, personnel records and job descriptions.
- Improve productivity and efficiency with automated processes, workflows and task management.
- Drive business performance with the security, privacy and compliance delivered by human capital management built on Microsoft Azure.
- Personalise your solution through an intuitive and customisable interface that allows you to add or hide fields, change the layout and share with others.
- Easily customise and extend Dynamics 365 Human Resources using the Microsoft Power Platform - regardless of your level of technical expertise.

Capabilities

- **Business Process** - to map out workflows and automating critical processes with built-in business process automation.
- **Task Management** - to ensure HR pros and managers focus on the right tasks by the right date and provide an optimal employee experience.
- **Organisation administration** - to build the right structure, hierarchies, job roles and descriptions and align with business objectives.
- **Personnel management** - to easily manage employee changes such as new hires, promotions, transfers and retirement.
- **System Administration** - to easily configure the system and ensure proper security access.

92%

of executives rate organisational redesign as a critical priority

Berson and Associates

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Transform employee experiences

Empower employees with modern, mobile, mixed reality, self-service experiences that enable information access, guided learning, and task execution without requiring intervention from HR.

- Foster employee connections with rich employee profiles that include career accomplishments, skills, certifications and interests.
- Enable self-service to help employees manage profile updates, training, performance-tracking, goal setting and time-off requests.
- Empower managers with team performance details, feedback, business process automation for routine tasks to help them optimise team impact and address any immediate concerns.
- Help employees grow with training and certification tracking. Watch your team learn faster by adding on LinkedIn Learning or Dynamics 365 Guides.

Capabilities

- **Employee profiles** - allow people to establish their personal identity by outlining skills, certifications, projects, and interests to improve internal collaboration and mobility.
- **People card** - provides a directory of employees providing visibility into rich profiles and simplifies employee verification, leave and absence tracking and employee record update processes

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46%

of employees expect performance feedback at least twice a year.

Harris Pole, 2018

Transform employee experiences (cont.)

Capabilities (cont.)

- **Employee self-service** - Foster self-service by enabling people to initiate and execute tasks, such as profile updates, transitions, training requirements, or performance feedback.
- **Manager self-service** - provides visibility and the actions required across the team, including positions, compensation, leave and absence, performance goals, reviews, certifications status, skills assessments and skills gap analysis.
- **Task management** - provides visibility into work items and questionnaires that are assigned to the employee to complete.
- **Time off requests and balances** - allows people to easily submit requests for time off and view how much time they have accrued.
- **Benefits plans visibility** - provides visibility into current benefits and access to open enrolment periods.
- **Performance management** - helps managers and employees with review cycles and providing kudos and feedback.
- **Competencies** - allows people to showcase skills across the organisation and enables HR and leadership to get visibility into skills gap or internal mobility candidates.
- **Organisation** - visibility provides job details and loaned equipment details.
- **Questionnaires** - provides the ability to send surveys to employees.
- **Employee development** - provides an embedded Power BI report to analyse employee skills and identify gaps to ensure you can create the workforce for the future.

Optimise HR programmes

Improve people operations and reduce workforce costs with optimised benefits, compensation, leave and absence, certifications and training, compliance and payroll programmes.

- Simplify leave and absence reporting by creating compliant and competitive programmes that meet changing global regulations, such as FMLA and ADA.
- Create compensation programmes based upon defined guidelines and easily adjust individually or in mass to automate company-wide rollouts.
- Redefine benefits administration with flexible, configurable self-service enrolment tools that allow for benefit groups, hierarchies, flexible credits and auto-enrollment.
- Deliver payroll, budgets, and tax filings by integrating payroll providers like Ceridian Dayforce and using Dynamics 365 Finance for comprehensive OPEX tracking.
- Find and engage the right candidates by adding LinkedIn Talent Solutions to manage your end-to-end recruiting experience.

Capabilities

- **Compensation Management** - supports fixed and variable compensation plans, as well as spot, cyclical, or annual bonuses. You can also manage long-term incentives, such as cash awards, stock awards and stock options.
- **Benefits** - with the ability to manage complex programmes and a configurable self-service enrolment process that allows for benefit groups, hierarchies, flexible credits, and auto-enrolment.
- **Leave and absence** - with the ability to create compliant and competitive programmes that adhere to changing global regulations.
- **Learning** - with standardised training and certification tracking, skills gap analysis and goal tracking.

84%

of HR leaders agree it's critical to understand the performance of employees.

HR Trends Report,
Microsoft, 2019

Discover workforce insights

- Drive better decisions by centralising workforce data and using embedded analytics to uncover valuable insights that help you increase job satisfaction and reduces turnover.
- Improve workforce planning with rich dashboards from Power BI, helping you bring together, analyse, and visualise all your human resources data, from any device.
- Make decisions confidently using embedded analytics that track and analyse HR programmes.
- Reduce complexity by using Common Data Service to centralise data, integrating Dynamics 365 Human Resources with existing systems and partner applications.
- Create a more collaborative work environment by capturing employee sentiment using survey insights from Microsoft Forms Pro.

Capabilities

- **Centralise data** - by enabling the integration of Dynamics 365 Human Resources, partner applications, and your existing systems through a common data platform.
- **Make sound decisions based on analysis** - with embedded analytics that allow you to track and analyse HR programmes.
- **Deliver HR impact from anywhere, anytime**, on any device with secure access to employee data - including rich dashboards when paired with Power BI, from any device.

58%

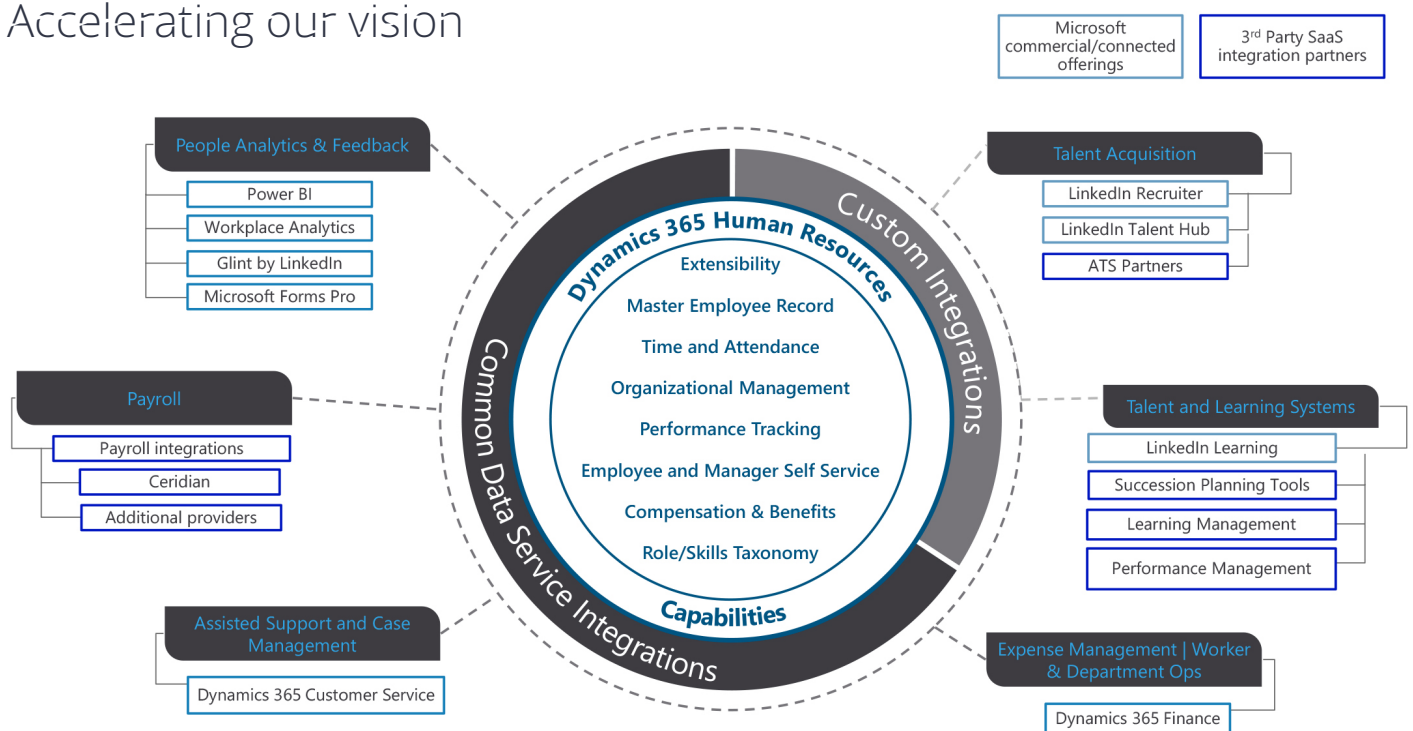
of leaders believe
analytics will transform
the workplace

HR Trends Report,
Microsoft, 2019

Dynamics 365 Human Resources extensibility ecosystem

With Dynamics 365 Human Resources you get more than just the functionality of the core HR system you get the ability to integrate, automate and bring intelligence into everything you do with both custom integrations and Common Data Service integrations. Dynamics 365 Human Resources provides the ability to add on custom integrations to LinkedIn Recruiter, LinkedIn Talent Hub and LinkedIn Learning and to Power BI, Power Apps and Power Automate.

Accelerating our vision



You can easily integrate Dynamics 365 Human Resources to Dynamics 365 Customer Service and Dynamics 365 Finance to enable support and case management and expense management functionality.

Microsoft App Source

You do not need to recreate the wheel to extend Dynamics 365 Human Resources. You can source and evaluate apps critical to your business, built by the AppSource ecosystem partners with the power of Dynamics, Office and the Azure platform.

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What's changed?

Dynamics 365 Talent to Dynamics 365 Human Resources

Microsoft has rebranded Dynamics 365 Talent as Dynamics 365 Human Resources. Dynamics 365 Talent will no longer be sold from 1 February 2020. The Attract and Onboard service will be available until 1 February 2022, or until your contract ends, whichever occurs first. Below are some of the other changes.

LinkedIn

LinkedIn is taking the lead on Talent Acquisition, Learning and People Success applications. Linked Talent Hub is a new applicant tracking system (ATS) that became available on 26 September 2019. LinkedIn Learning and Glint complete the portfolio of Talent Management solutions.

Dynamics 365 Talent included Attract, Onboard and Core HR. Attract and Onboard are retiring, and Core HR is now the new Dynamics 365 Human Resources.

Attract - retiring 1 February 2022

Eligible customers using the Attract app may continue to use it through 1 February 2022 or until the end of their most recent Dynamics 365 contract or renewal, whichever occurs first.

Microsoft will offer a migration path to LinkedIn Talent Hub. The initial release of LinkedIn Talent Hub supports customers with less than 1000 employees. Data export tools will be available from within Attract to help customers transition to the Talent Acquisition solution of their choosing.

Onboard - retiring 1 February 2022

Eligible customers using the Onboard app may continue to use it through 1 February 2022 or until the end of their most recent Dynamics 365 contract or renewal, whichever occurs first. Migration tools will be provided within the Onboard app to help customers export onboarding guides.

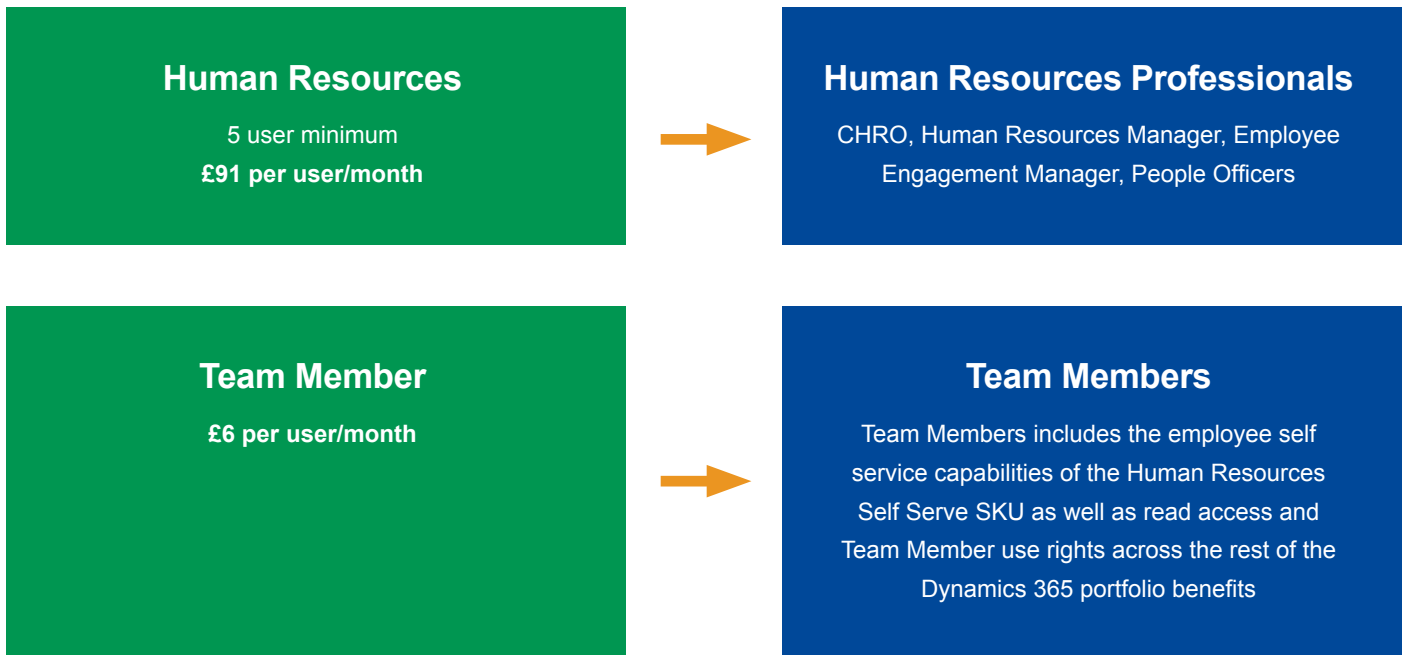
Core HR - becomes Dynamics 365 Human Resources on 1 February 2020

Microsoft Dynamics is taking the lead on operational HR and workforce management. Dynamics 365 Talent's Core HR capabilities will release as Dynamics 365 Human Resources on 3 February 2020. Customers who are utilising the core HR capabilities within Dynamics 365 Talent will have their service continued under the Dynamics 365 Human Resources brand with no disruption in service and no migration required.



Dynamics 365 Human Resources pricing

Dynamics 365 Human Resources pricing is on a per user per month basis. And is persona-based, giving you the ability only to use what suits, depending on your job role. Team Member licensing is required for every employee in your organisation. This gives them the ability to access the portal, update their information and action tasks.



Base Offer	Human Resources
Purchase requirements	5 seat minimum requirement
Entitlements per tenant	<ul style="list-style-type: none"> • Database Capacity • File Capacity • 2 AOS Instances (Prod/Non prod) • 2 Common Data Service Instances (Prod/Non prod)

** pricing based on the current exchange rate and may vary.

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Dynamics 365 platform with Talent to Human Resources transition prices

If you are transitioning to Human Resources from Talent, the following license changes apply:

- Talent (£30) transitioned to Human Resources (£91) with new capabilities
- Human Resources is also available as an attach app for £22.60 to qualifying apps
- New Human Resources Self Service (£3) offer lowers the TCO
- Team Member (£6) continue to include Human Resources Self Service capabilities

Transition plan for existing customers:

- Talent Core HR product updated to Human Resources on 3 February 2020
- Talent app customers maintain £30 price for existing contracts and renewals through to 2020

Talent Attract and Onboard end of service and opt-in

- Customers using Attract and Onboard can continue to use them through 1 February 2020 or until the end of their most recent contract or renewal, whichever occurs first
- Eligible customers who are entitled to but not currently using Attract and Onboard need to notify Microsoft of their intent to use them (“opt-in”) by 1 February 2020 (eligible licenses: Dynamics 365 Talent, Dynamics 365 Unified Operations, Dynamics 365 plan)

Finance, SCM, Retail and HR

Full user base SKUs	Finance 20 seat min £135.70 Per user/month	SCM 20 seat min £135.70 Per user/month	Retail 20 seat min £135.70 Per user/month
	Human Resources 5 seat min £91 Per user/month		
Multi App user Attach SKUs	Finance £22.60 Per user/month	SCM £22.60 Per user/month	Retail £22.60 Per user/month
	Human Resources £22.60 Per user/month		
Additional users	Activity £38 Per user/month	Device £57 Per device/month	
	Team Members		£6 Per user/month
	Human Resources Self-Service		£3 Per user/month

** pricing based on the current exchange rate and may vary.

Dynamics 365 Human Resources offers

Dynamics 365 Human Resources 4-week implementation

One of our Dynamics 365 consultants will review the HR needs of your organisation, identify the best design to deliver those needs, and provide the support, expertise and manpower to get your system in place and live.

[Find out more >>](#)

Dynamics 365 Human Resources 2-HR free briefing and demo

Our demo and briefing will highlight the key functionality available from Microsoft Dynamics 365 Talent and demonstrate the areas relevant to your organisation.

[Find out more >>](#)

About Incremental Group

Incremental Group is one of the UK's longest established Microsoft gold ERP partners with over 20 years' experience of designing, implementing and supporting mission-critical Dynamics 365.

We offer a full range of services to support you on your Dynamics journey, including implementation, recovery, upgrade and support. Visit our [Dynamics 365 Human Resources](#) page to find out more.