



FULLY AUTOMATED  
**REPORTING  
PLATFORM**

# INTRODUCING BUSINESS SPHERE

Establishing your organization's Performance Management framework through industry standard KPIs and metrics tailored to your operational model and reported through a multi-tier dashboard platform that serves your operational, managerial, and executive audiences.



## 150+ KPIs and Measures

MEASURE YOUR COMPANY'S PERFORMANCE AGAINST INDUSTRY LEADERS

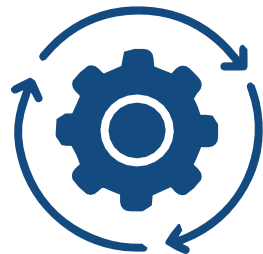
Catalog of +150 KPIs enables performance management against best-in-class measures for different business functions



## Pre-built Functional Templates & Data Model

CENTRALIZED DATA STRUCTURE ENSURES STANDARDIZATION & ACCURACY

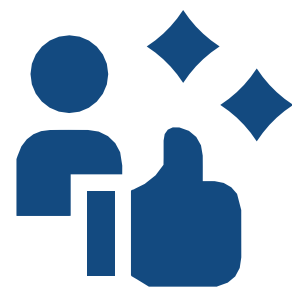
Solution design ensures data is captured & stored centrally to drive standardization & accuracy of calculations across functions & levels



## Quick to Deploy & Automate

QUICK DEPLOYMENT THROUGH MULTIPLE SOLUTION TIERS OFFERED

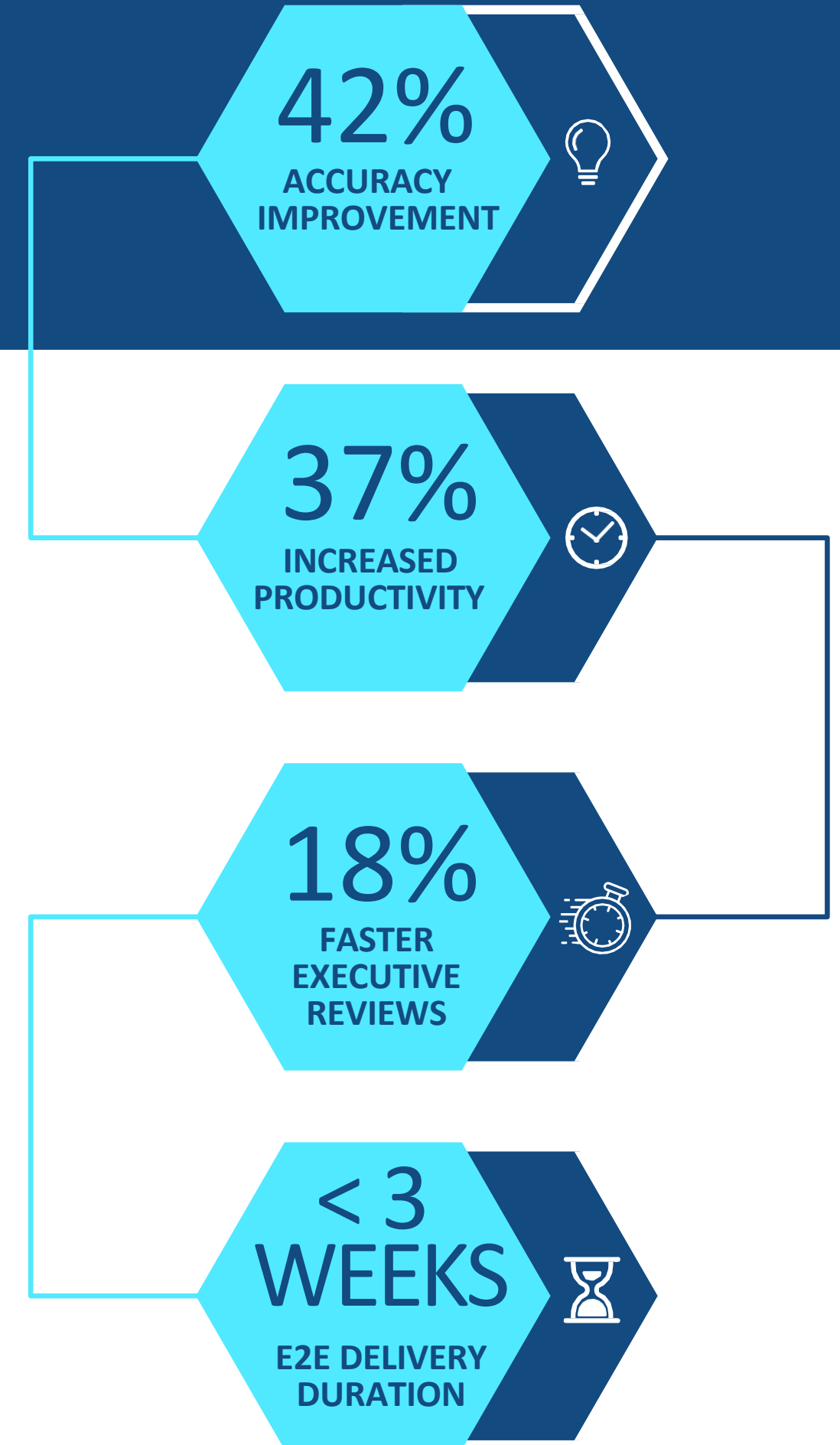
Solution caters for multiple data maturity levels offering multiple options for data extraction through different automation solutions



## Customer-centric User Experience

DASHBOARDS CATERED TO DIFFERENT OPERATIONAL & EXECUTIVE LEVELS

Multi-level dashboard structure creates a tailored user-experience for different management levels from operational to executive



# FUNCTIONAL DASHBOARDS

Business Sphere includes a suite of over 20 Dashboards covering various functions and business cycles and including a multi-tier dashboard structure aimed at different audiences.



**FINANCE**

- PURCHASE TO PAY
- ORDER TO CASH
- RECORD TO REPORT

**HUMAN RESOURCES**

- TALENT ACQUISITION
- TOTAL REWARDS
- LEARNING & DEVELOPMENT

**PROCUREMENT**

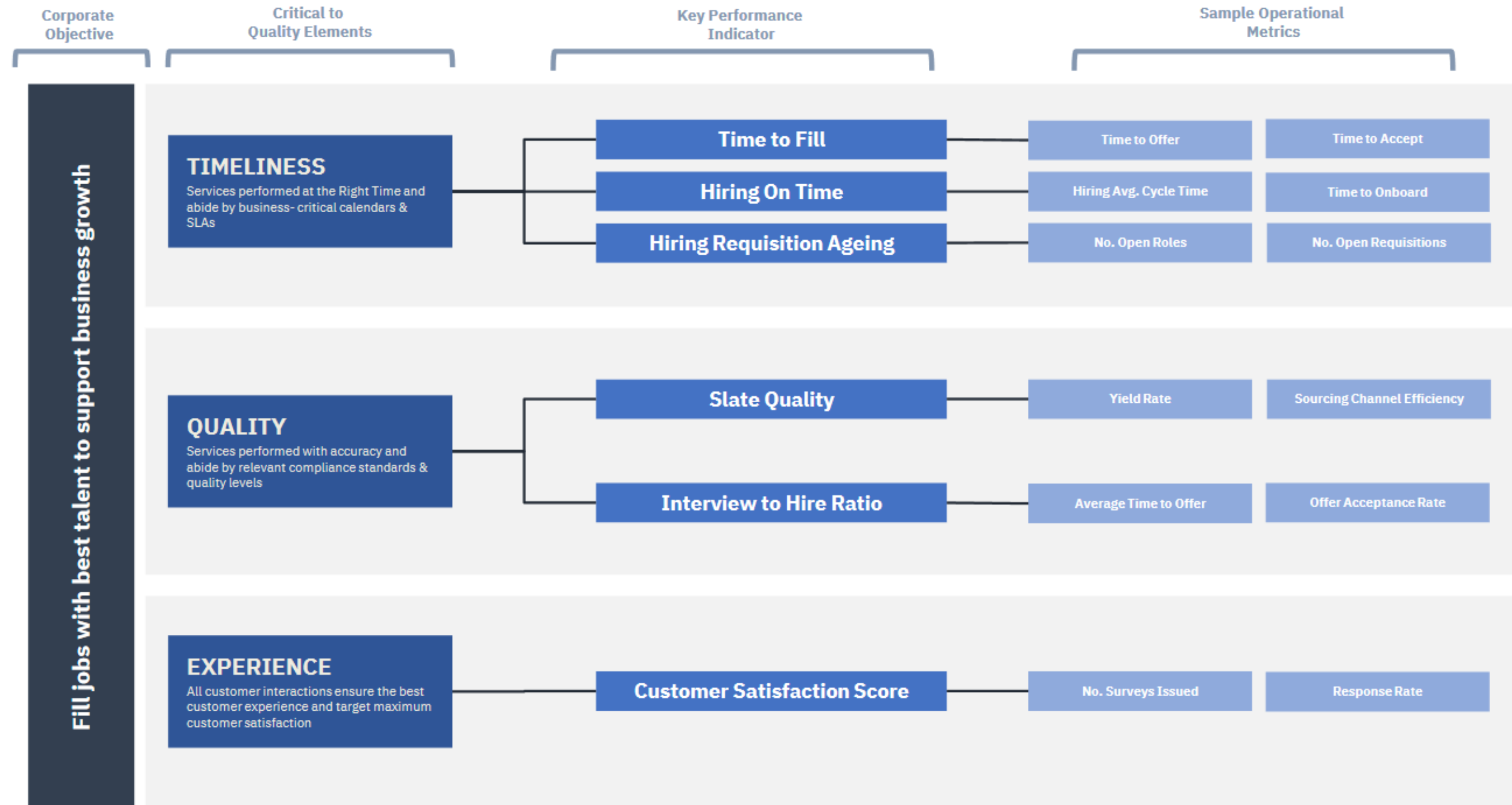
- SOURCING
- PURCHASING
- VENDOR OPERATIONS

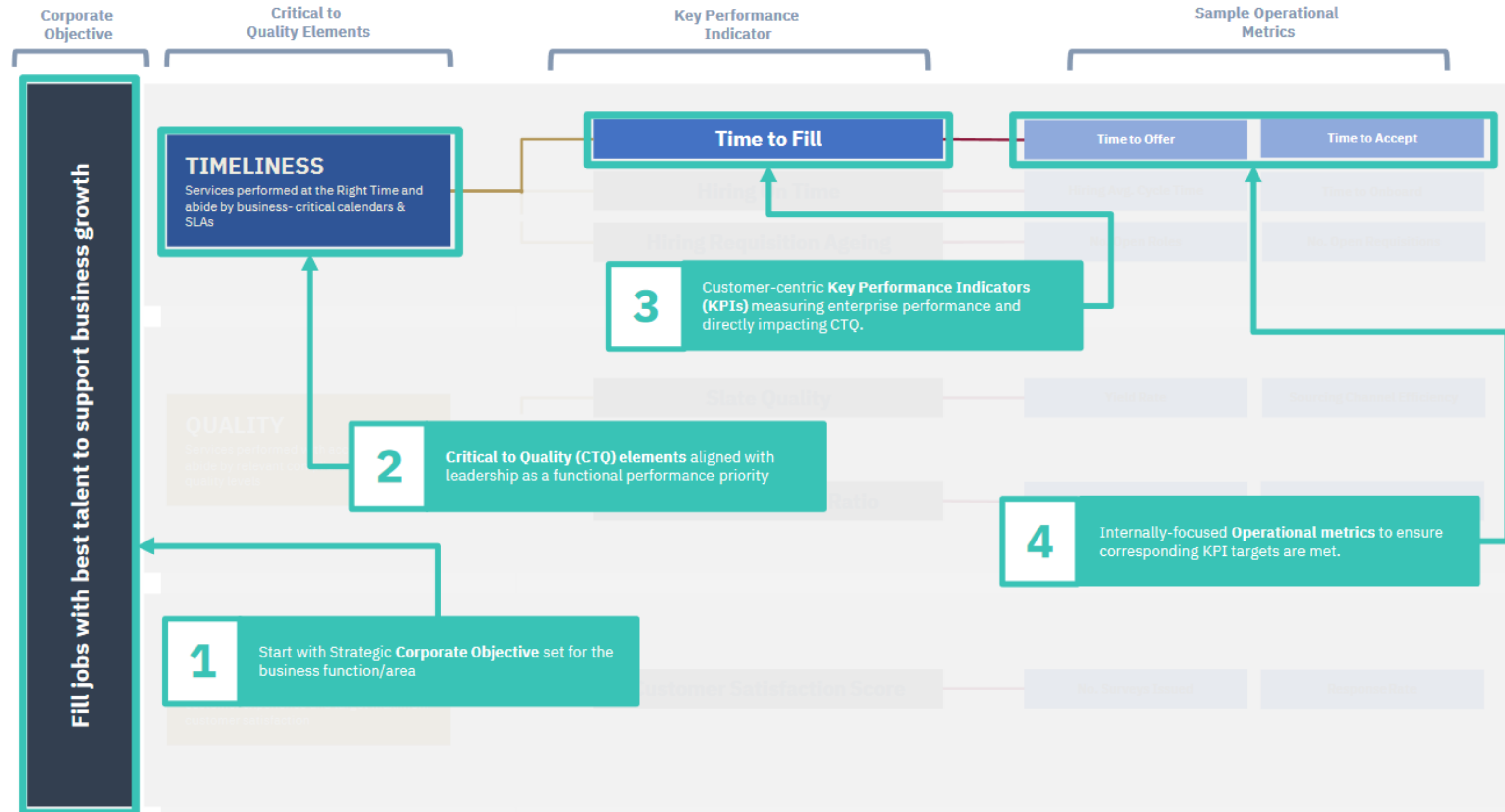
**INFORMATION TECHNOLOGY**

- PROJECT PORTFOLIO
- INFRASTRUCTURE OPS
- SERVICE DESK

**GENERAL ADMIN**

- FACILITY MGMT
- GOV RELATIONS





Enterprise Performance Value Tree



## Time to Fill (Cycle Time) (#)-Timeliness

### Description

Time from Requisition approval to employee start date

**Code:** HC.TAC.TI.001

**Process Group:** Talent Acquisition

### Calculation Model

$\Sigma(\text{Employee Start Date} - \text{Requisition Approval Date}) \div (\text{Number Of Approved Requisitions})$

### Target

Frontline:	60	70
F. Scarce:	90	100
P. Entry:	75	85
P. M/S:	115	130
P. Exec:	150	160

### Properties

KPI Property	Value
Measurement Frequency	Weekly
Metric Owner	Talent Acquisition Head
Metric Consumer	Op-Co Leaders/Hiring Manager/HCBP

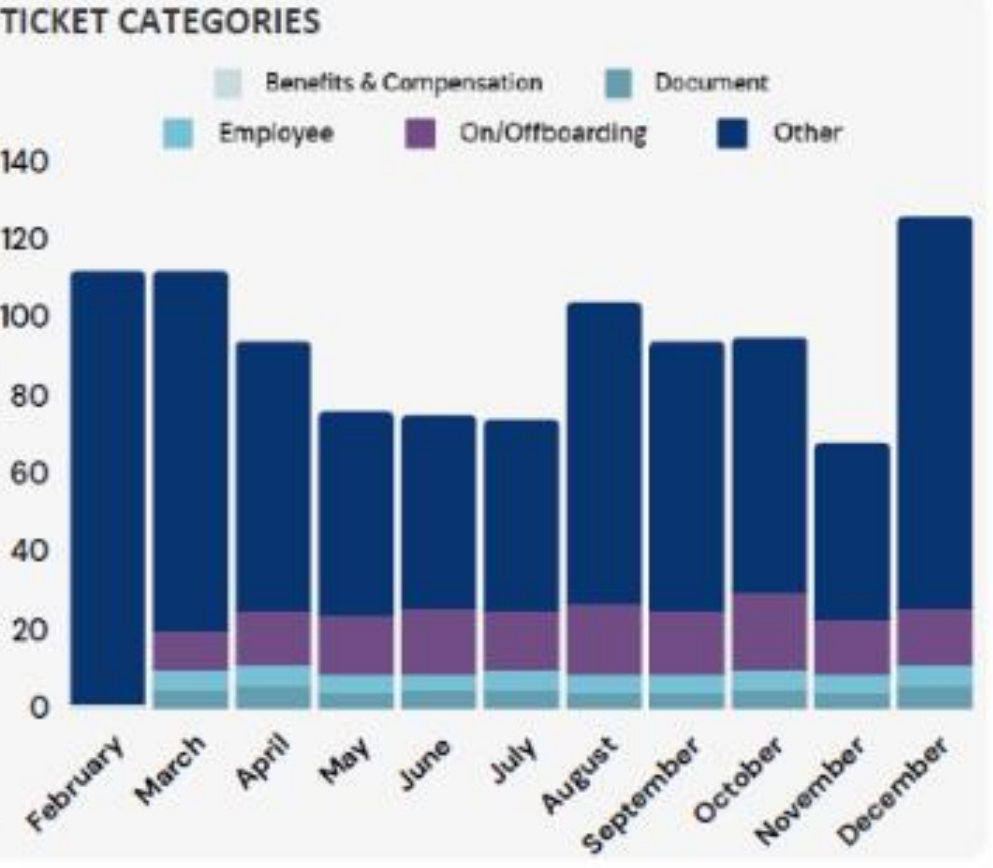
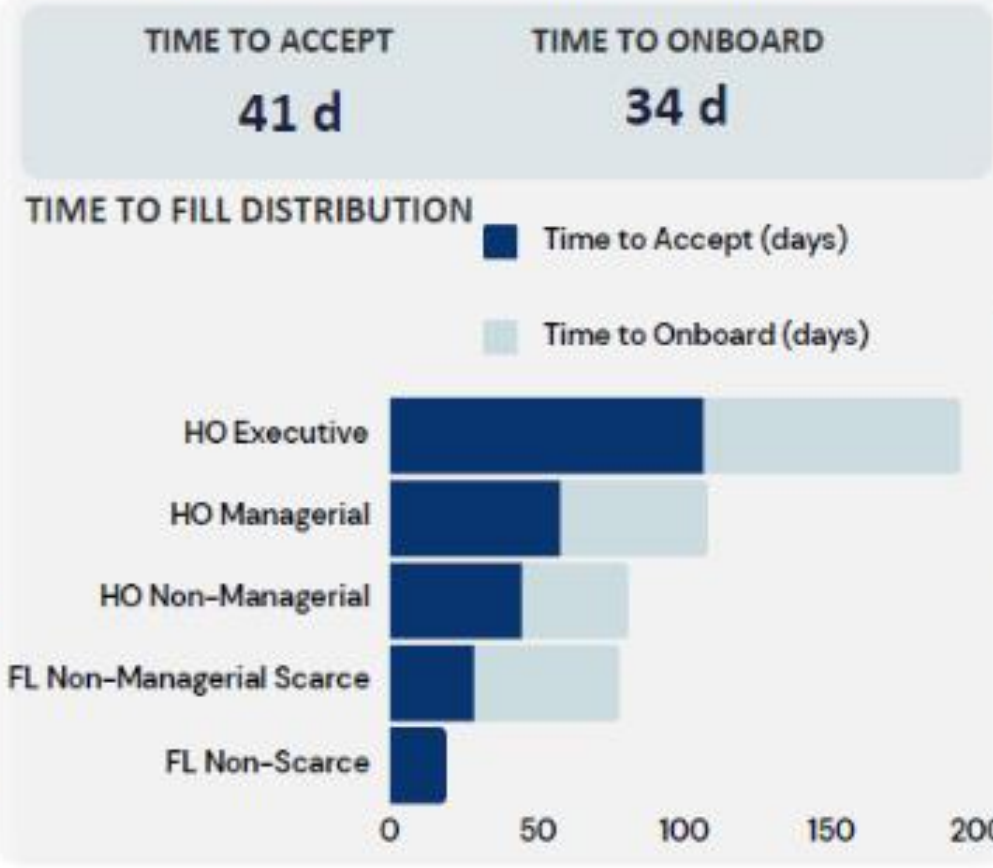
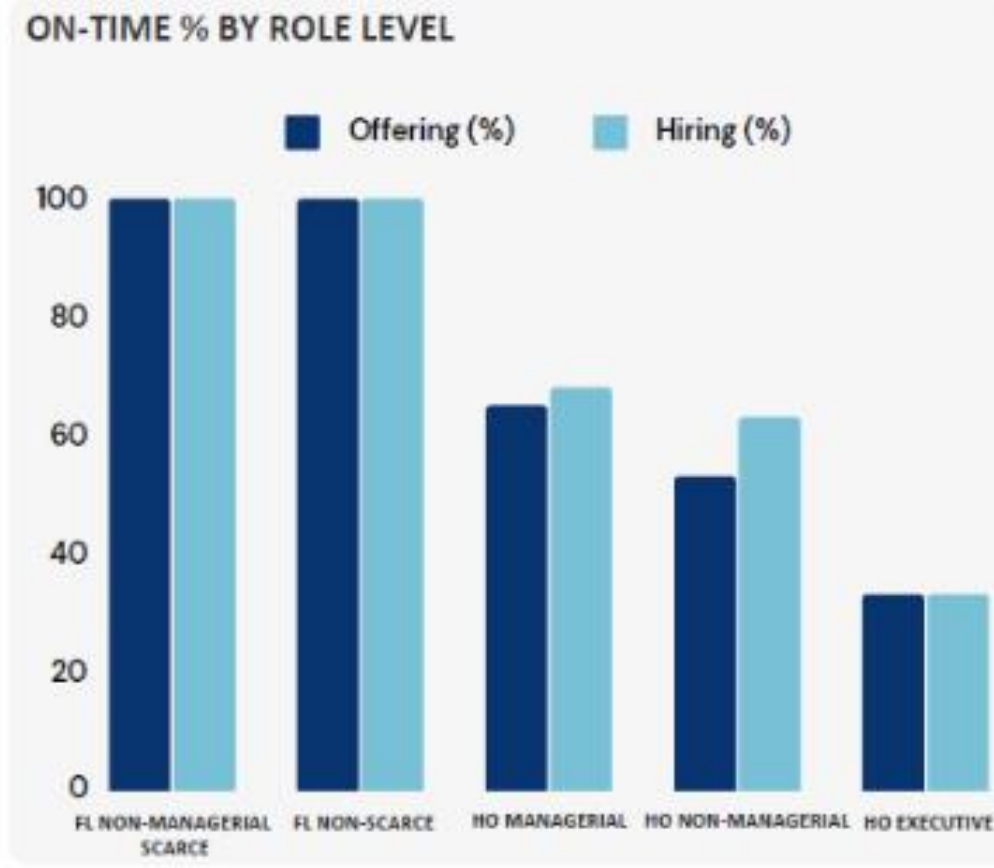
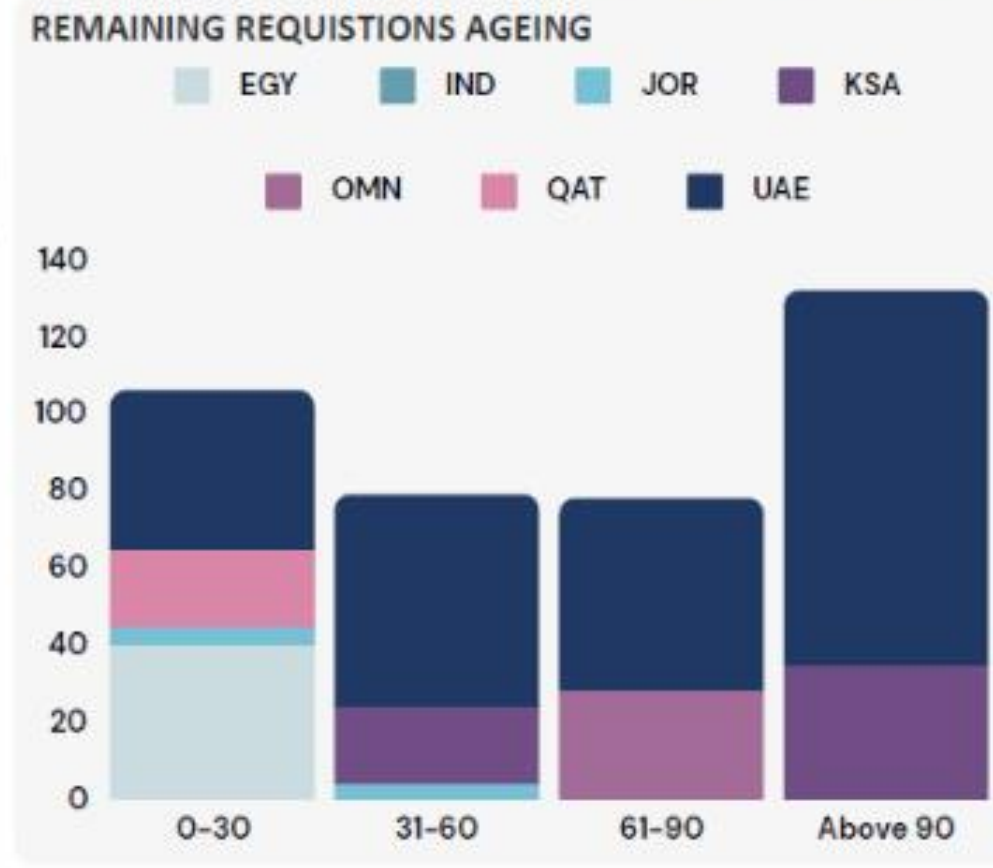
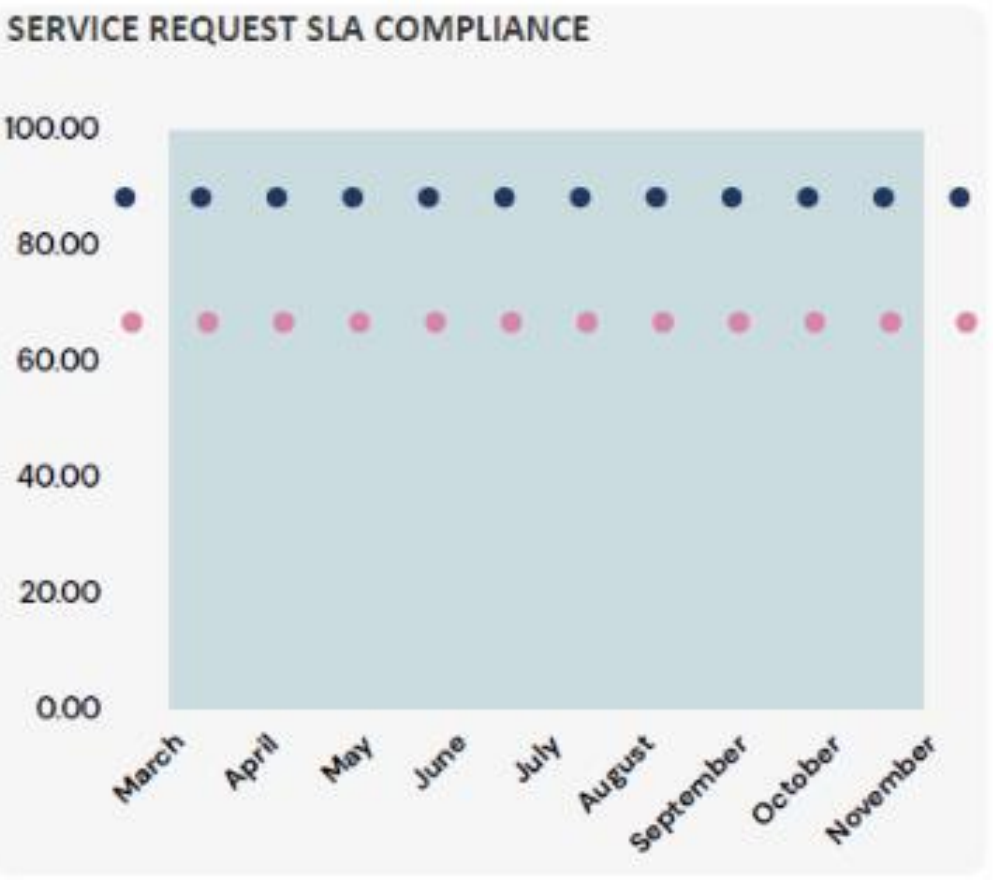
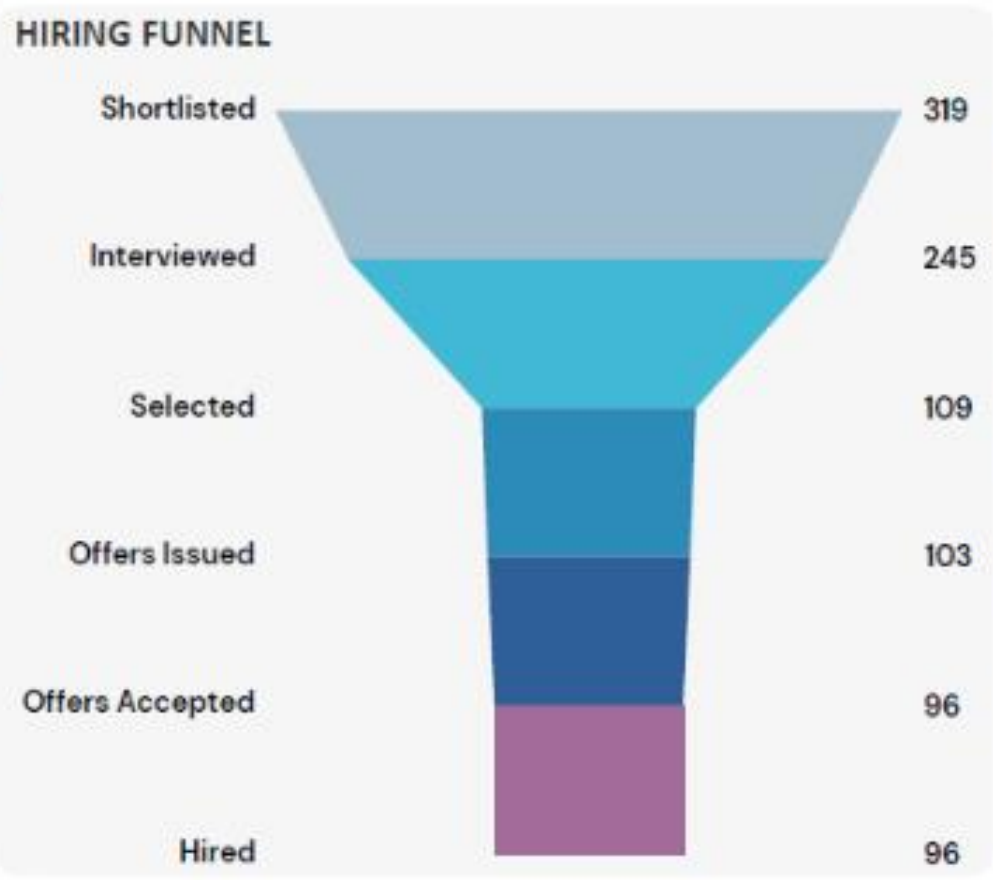
### Relevant Op Metrics

Op Metric	Definition	Calculation
Time to Accept	Time from Opening Requisition to offer acceptance date	$\Sigma(\text{Offer Acceptance Date} - \text{Requisition Creation Date}) \div (\text{Number Of Approved Requisitions})$
Time to Offer	Time from Opening Requisition to offer issuance date	$\Sigma(\text{Offer Issuance Date} - \text{Requisition Creation Date}) \div (\text{Number Of Approved Requisitions})$



# Sample Dashboards

## HC Services Performance

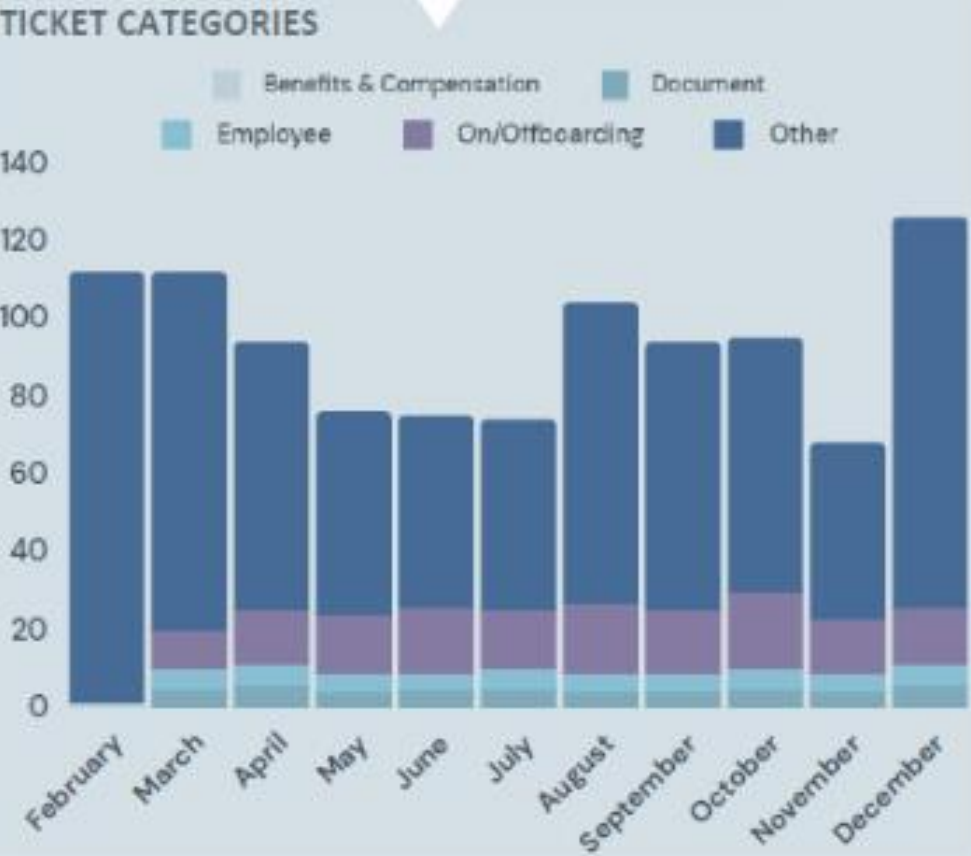
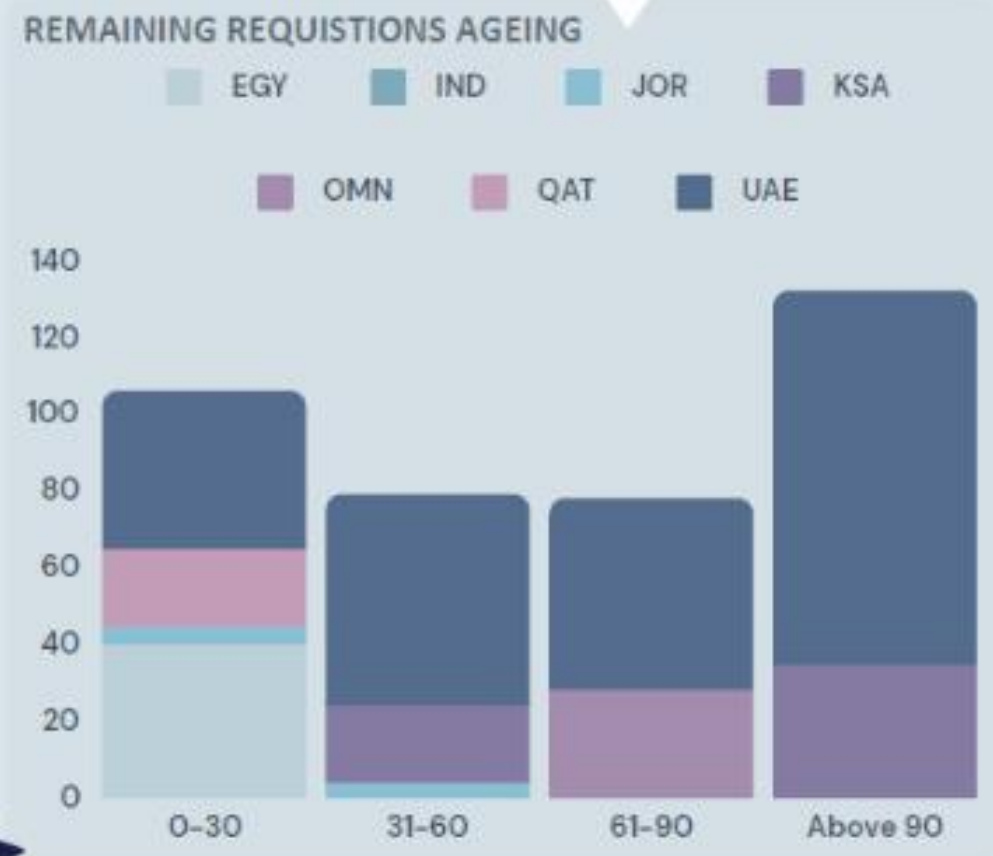
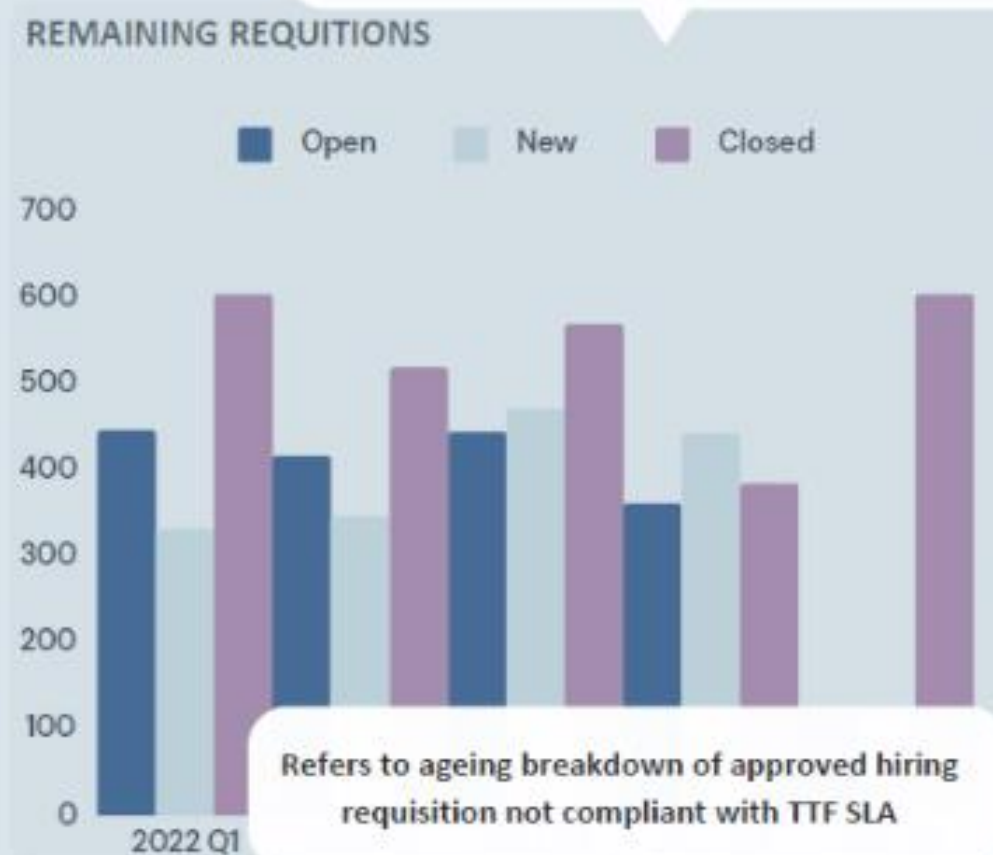
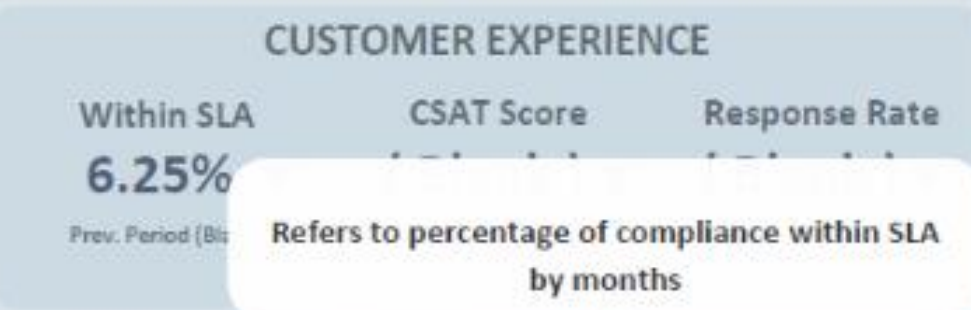
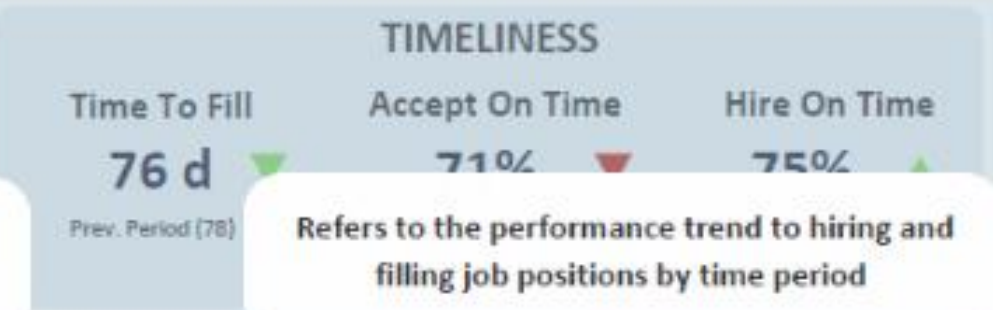






- GS
- Holding**
- LEC
- LS
- Properties
- Retail

Detailed analysis view 🔍 Date:



### REQUISITIONS

Total	Closed	Open
479 ▼	96 ▼	383 ▲
<small>Prev. Period (483)</small>	<small>Prev. Period (123)</small>	<small>Prev. Period (360)</small>

### TIMELINESS

Time To Fill	Accept On Time	Hire On Time
76 d ▼	71% ▼	75% ▲
<small>Prev. Period (78)</small>	<small>Prev. Period (72%)</small>	<small>Prev. Period (60%)</small>

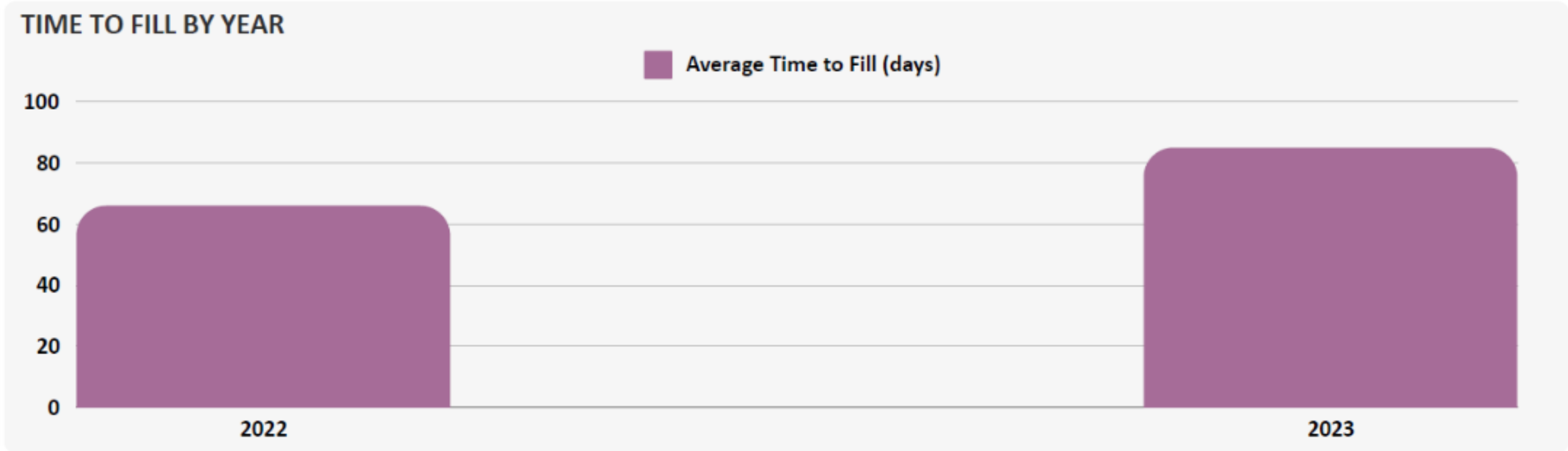
### HIRING RATIO

Slate Quality	Interview To Hire	Acceptance
77% ▼	39% ▼	93% ▲
<small>Prev. Period (Blank)</small>	<small>Prev. Period (Blank)</small>	<small>Prev. Period (93%)</small>

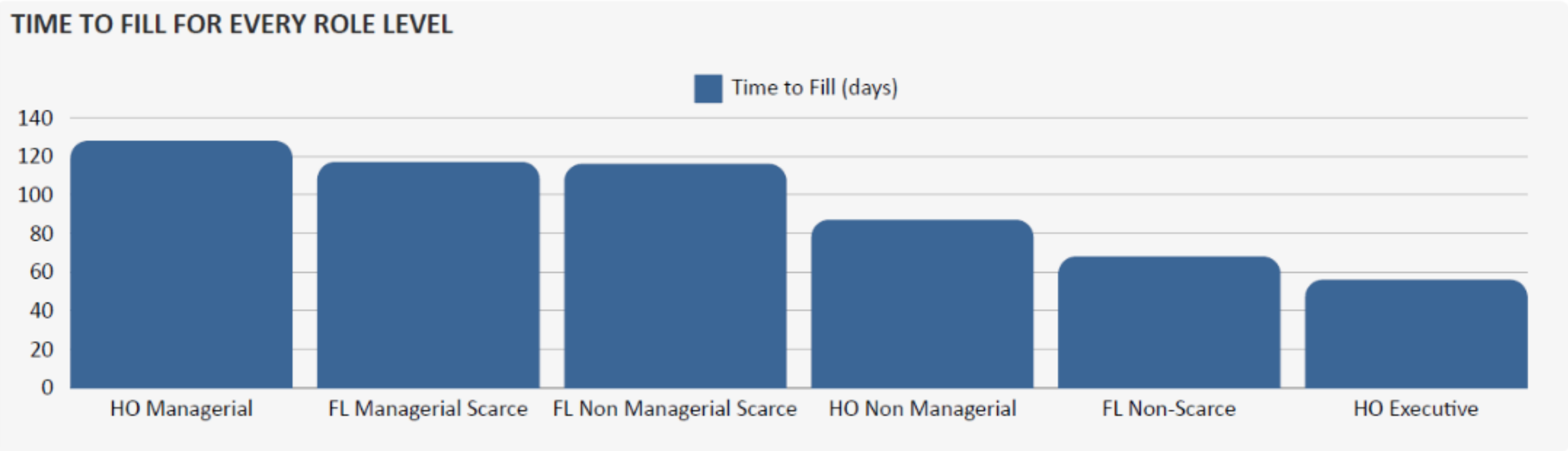
### CUSTOMER EXPERIENCE

Within SLA	CSAT Score	Response Rate
6.25% ▼	60 ▼	70% ▼
<small>Prev. Period (Blank)</small>	<small>Prev. Period (70%)</small>	<small>Prev. Period (80%)</small>

- #### CUSTOMER FACING
- Time To Fill
  - Hiring on Time
  - Hiring Requisition Ageing
  - Interview To Hire Ratio
  - Slate Quality

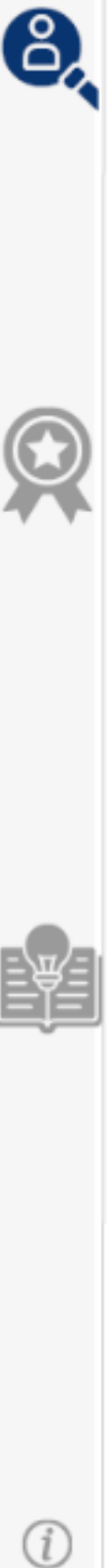


- #### OPERATIONAL
- Time To Accept
  - Time To On Board
  - Open Requisitions
  - New Open Requisitions
  - Closed Requisitions
  - Offer Acceptance Rate
  - Offering On Time



Country :

Role :



### PAYROLL

One-Time	Accuracy	Volume
99.99% <span style="color: green;">▲</span>	100.00% <span style="color: green;">▲</span>	35.75K <span style="color: red;">▼</span>
Prev. Period (Blank)	Prev. Period (Blank)	Prev. Period (36.00K)

### TOTAL REWARDS

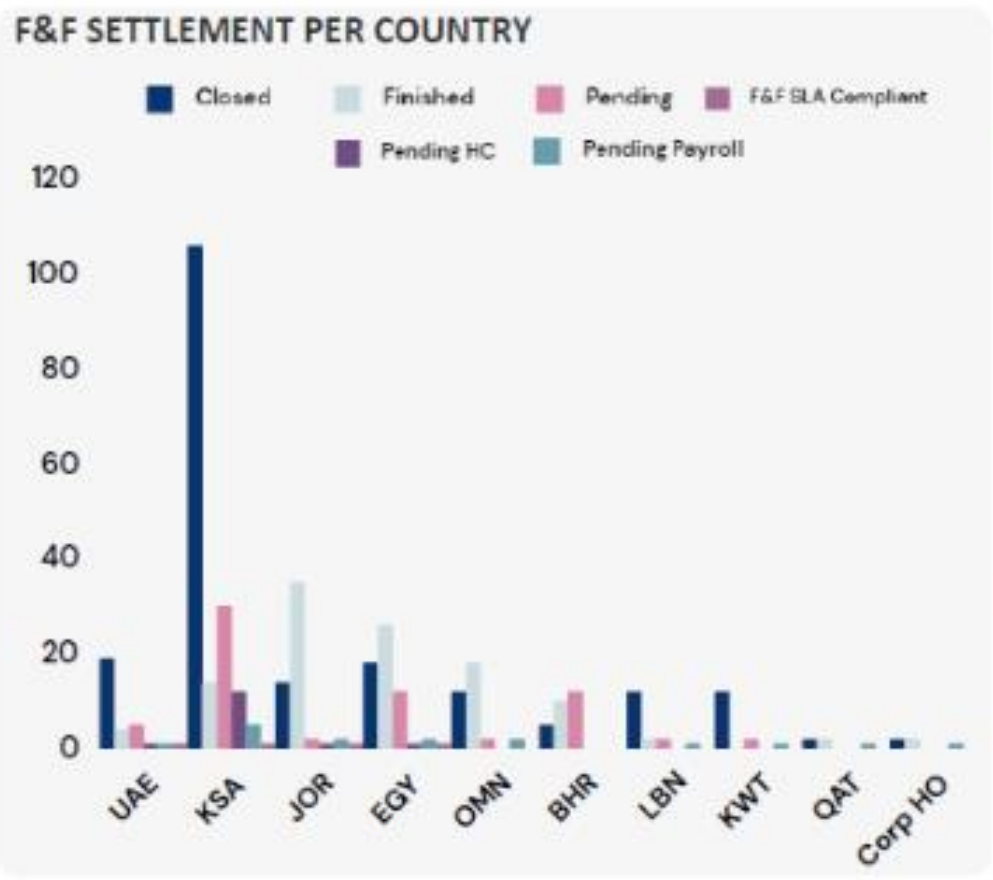
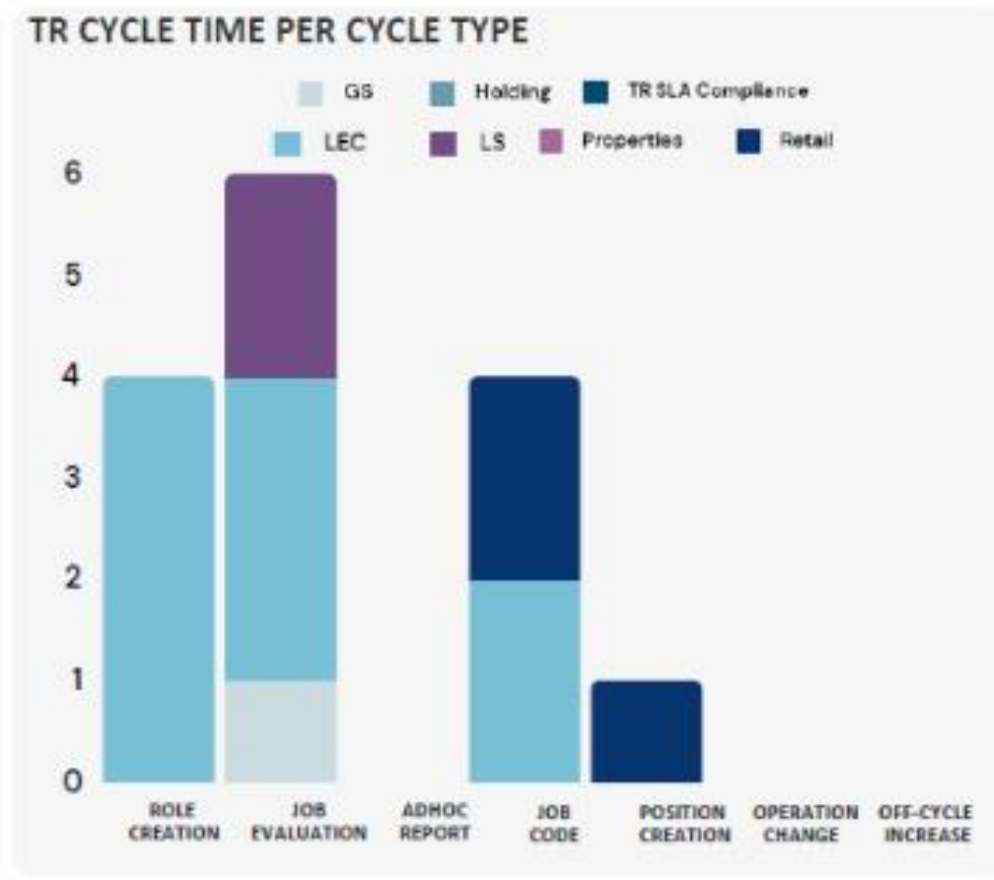
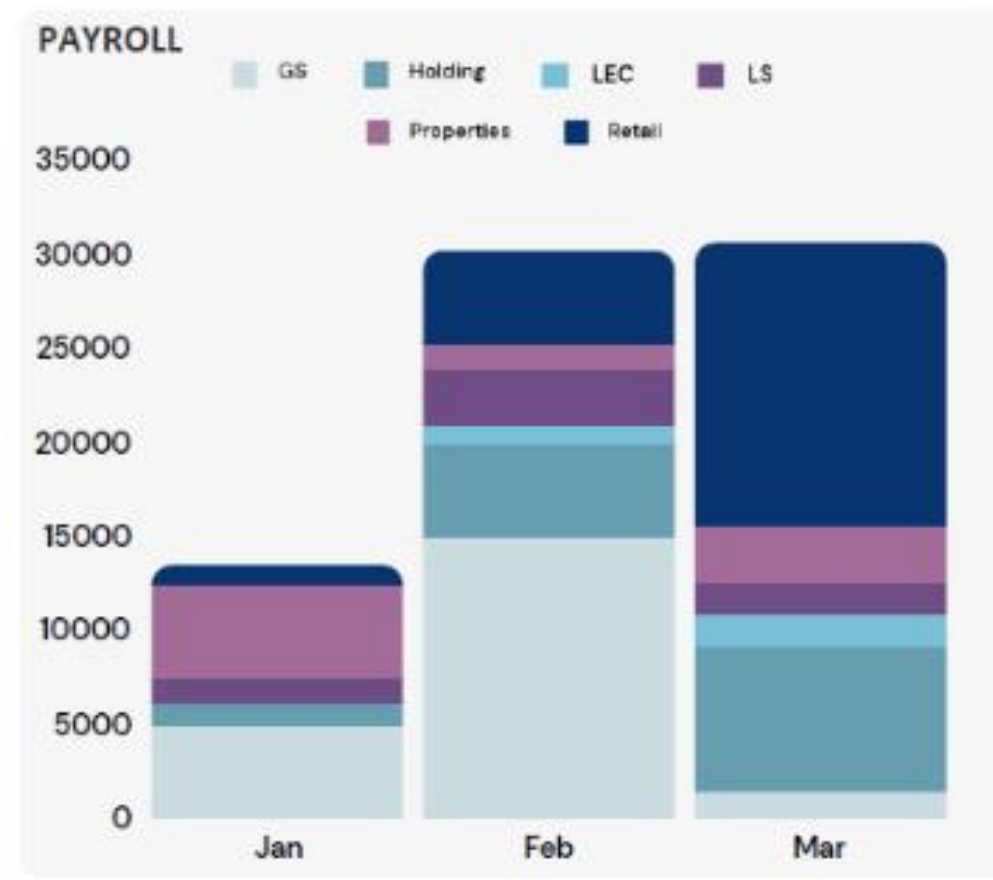
Count	SLA Compliance	Cycle Time
880 <span style="color: orange;">▬</span>	100% <span style="color: green;">▲</span>	0 d <span style="color: red;">▲</span>
Prev. Period (Blank)	Prev. Period (Blank)	Prev. Period (0 d)

### FULL & FINAL SETTLEMENT

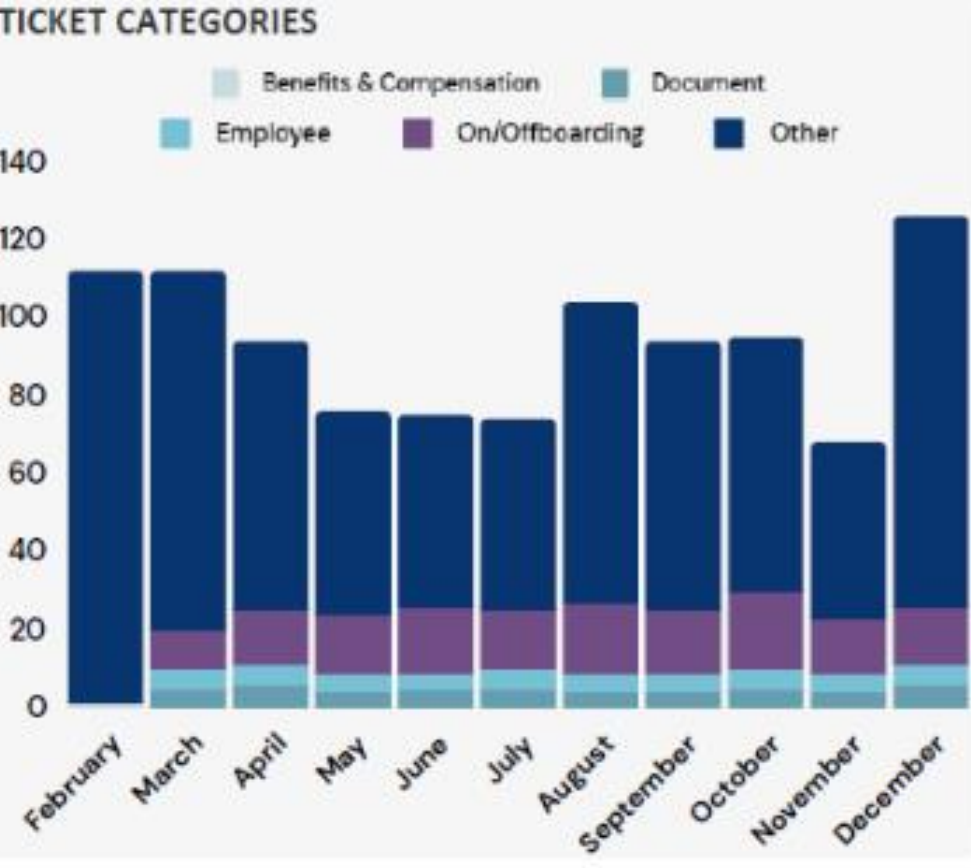
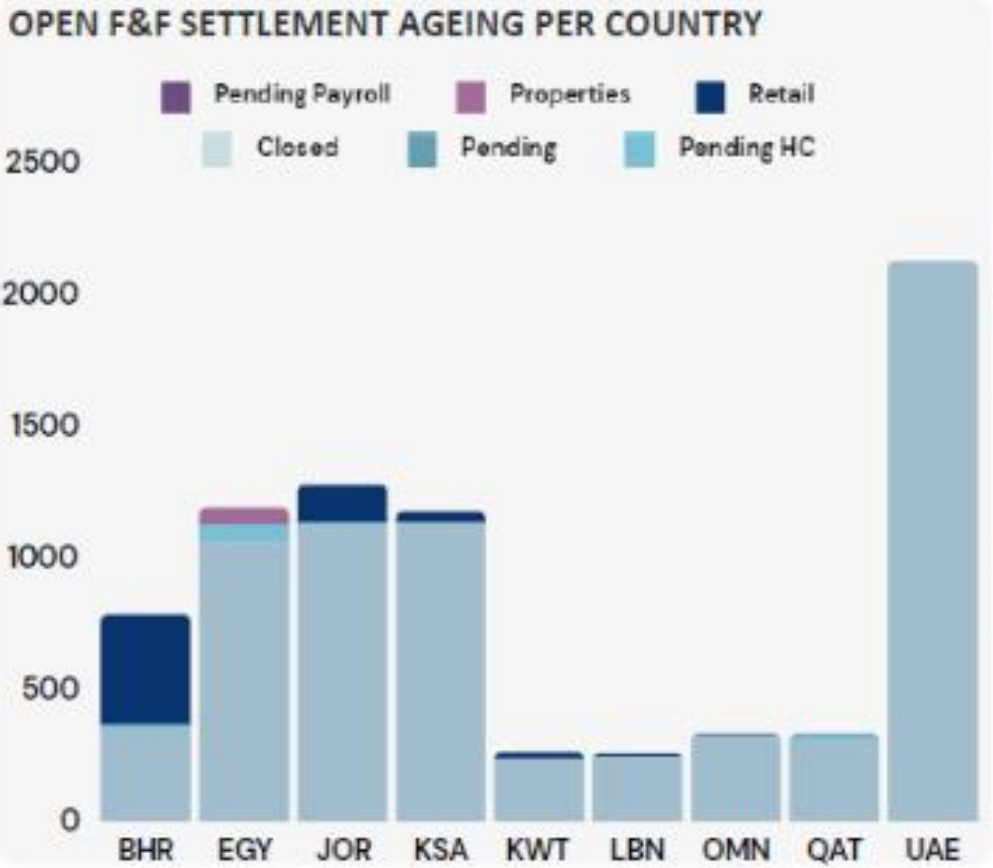
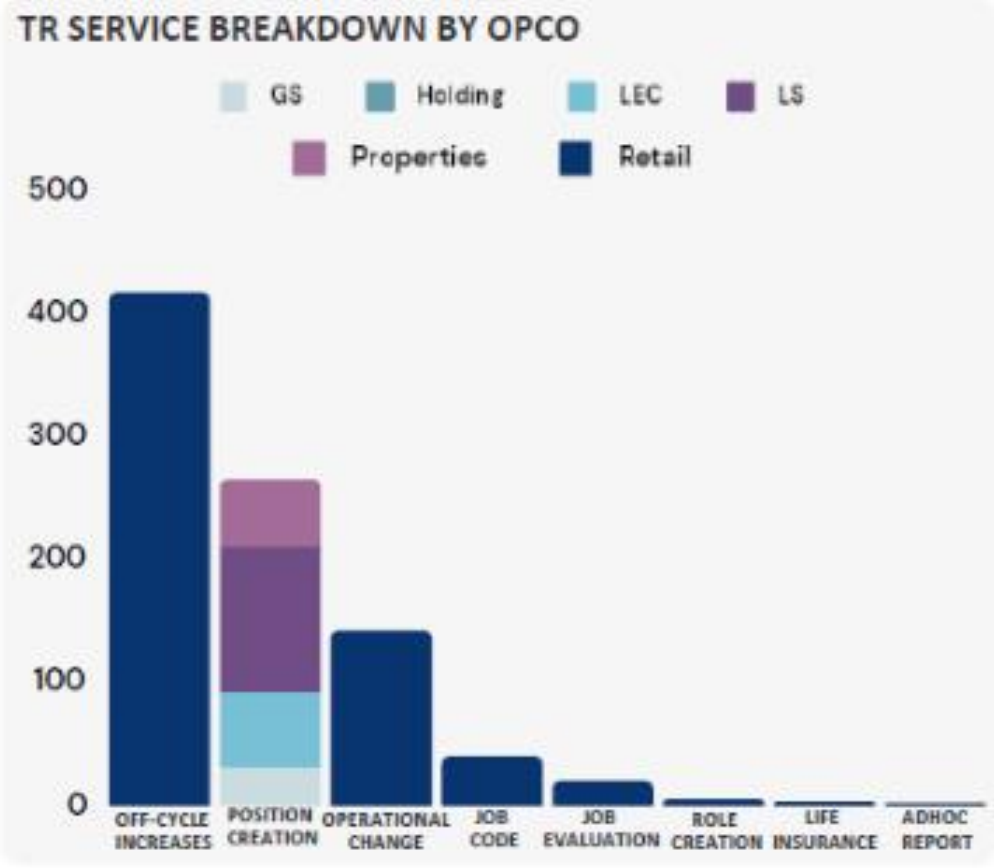
Count	SLA Compliance	Cycle Time
460 <span style="color: green;">▲</span>	33% <span style="color: green;">▲</span>	14 d <span style="color: red;">▲</span>
Prev. Period (Blank)	Prev. Period (Blank)	Prev. Period (Blank)

### CUSTOMER EXPERIENCE

Within SLA	CSAT Score	Response Rate
6.25% <span style="color: red;">▼</span>	60 <span style="color: red;">▼</span>	70% <span style="color: red;">▼</span>
Prev. Period (Blank)	Prev. Period (70%)	Prev. Period (80%)



FIRST TIME RIGHT	DELAYS	ACCURACY ERRORS
99.99%	4	0





GS

Holding

LEC

LS

Properties

Retail

[Detailed analysis view](#)

Date:

### DIGITAL CONTENT

#### FULFILLED ON TIME

Count: 2  
%: 100.0%  
Prev. Period (483)

#### WITHIN 2 REVS

Count: 2  
%: 100.0%  
Prev. Period (483)

### GS TRAINING

#### Delivery %

80  
Prev. Period (78)

#### Attendance %

80%  
Prev. Period (90%)

#### No. of Attendees

157  
Prev. Period (170)

### TRAINING SURVEY SCORES

#### Satisfaction

80%  
Prev. Period (90%)

#### NPS

80  
Prev. Period (90)

#### Survey Response %

94  
Prev. Period (93%)

### CUSTOMER EXPERIENCE

#### Within SLA

6.25%  
Prev. Period (7%)

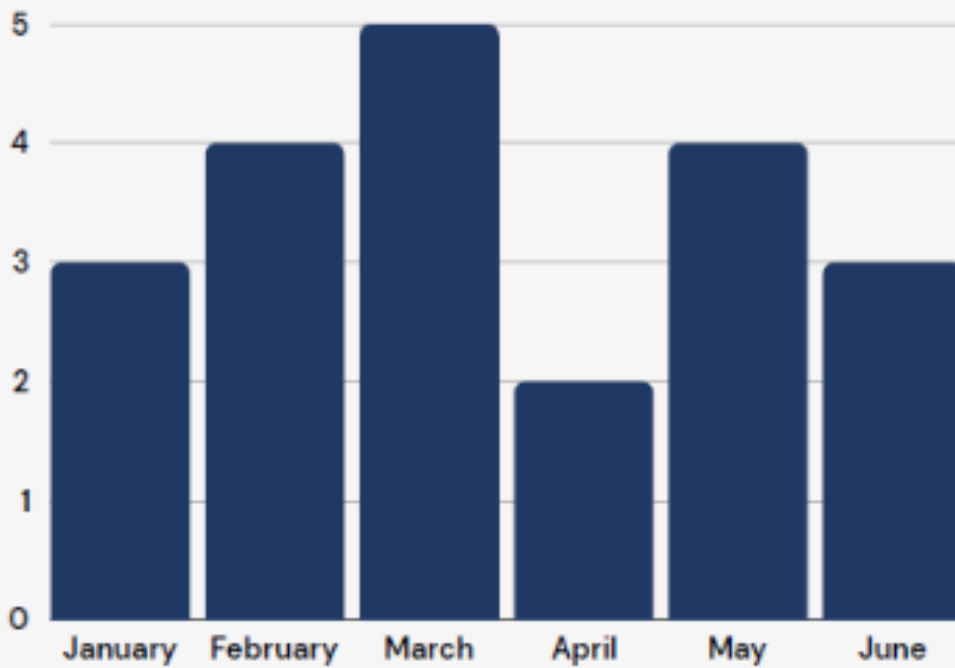
#### CSAT Score

60  
Prev. Period (70%)

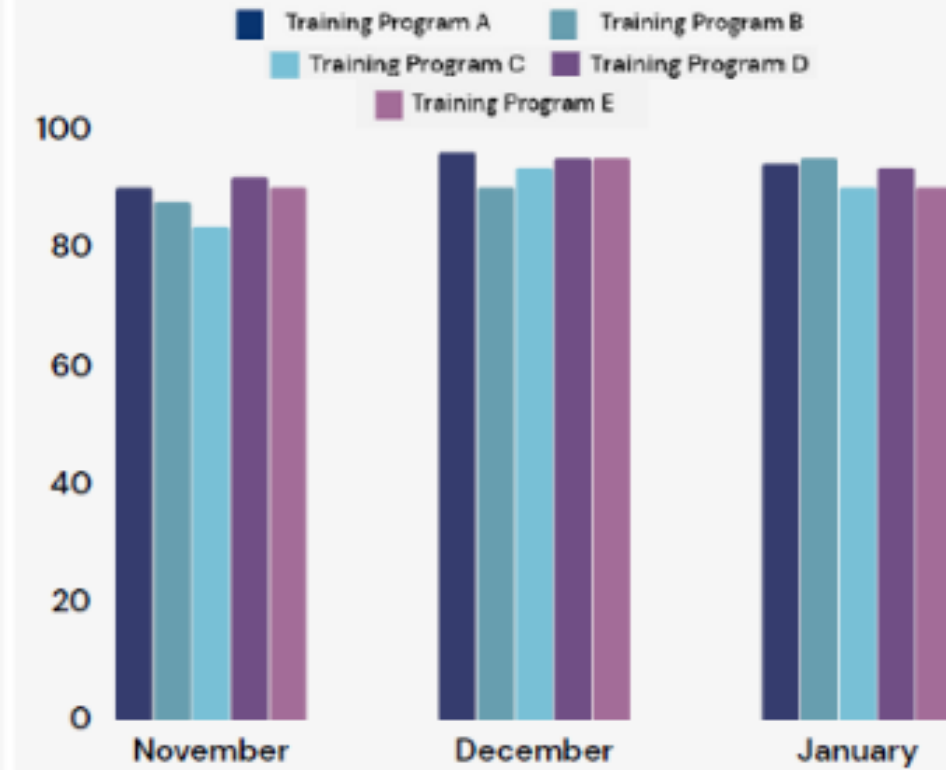
#### Response Rate

70%  
Prev. Period (80%)

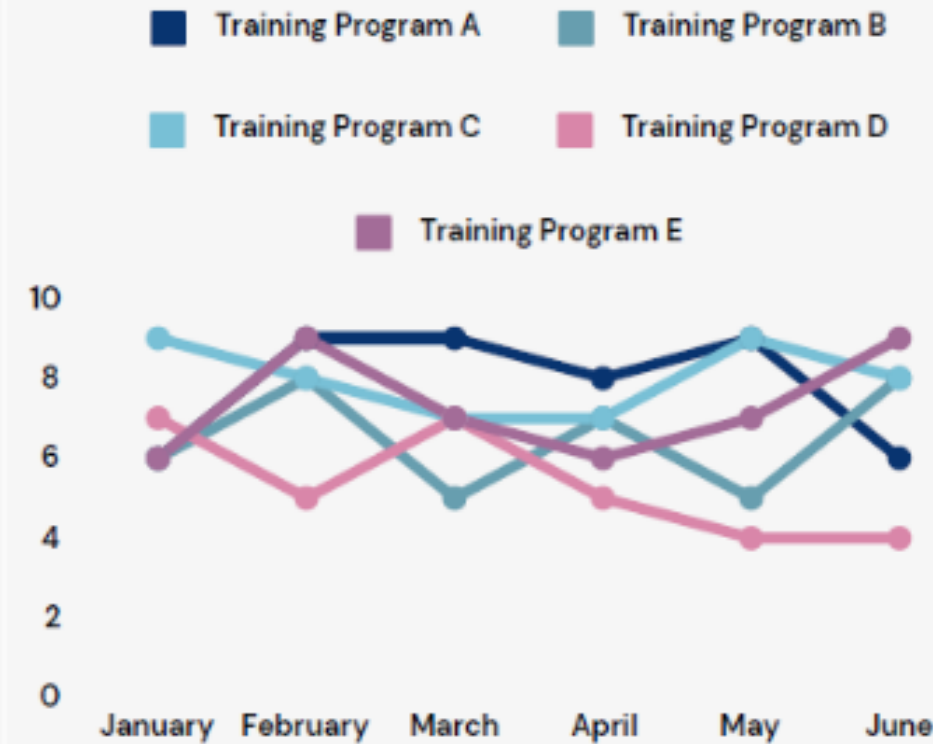
### TRAINING DAYS PER MONTH



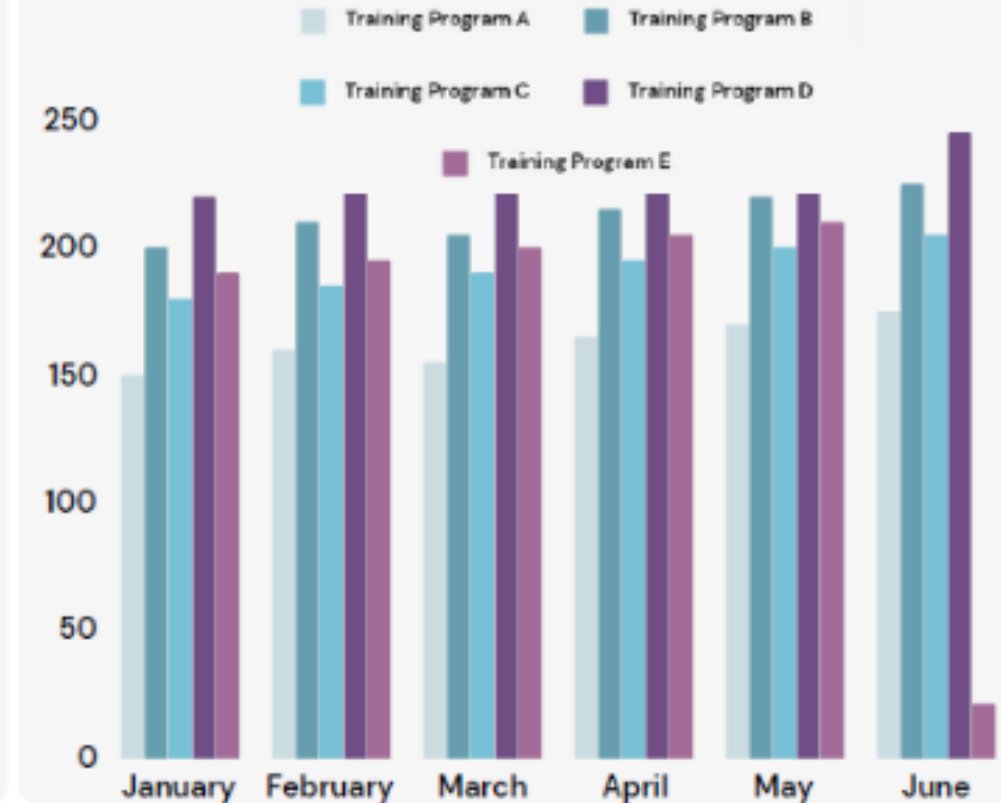
### TRAINING COMPLETION RATE



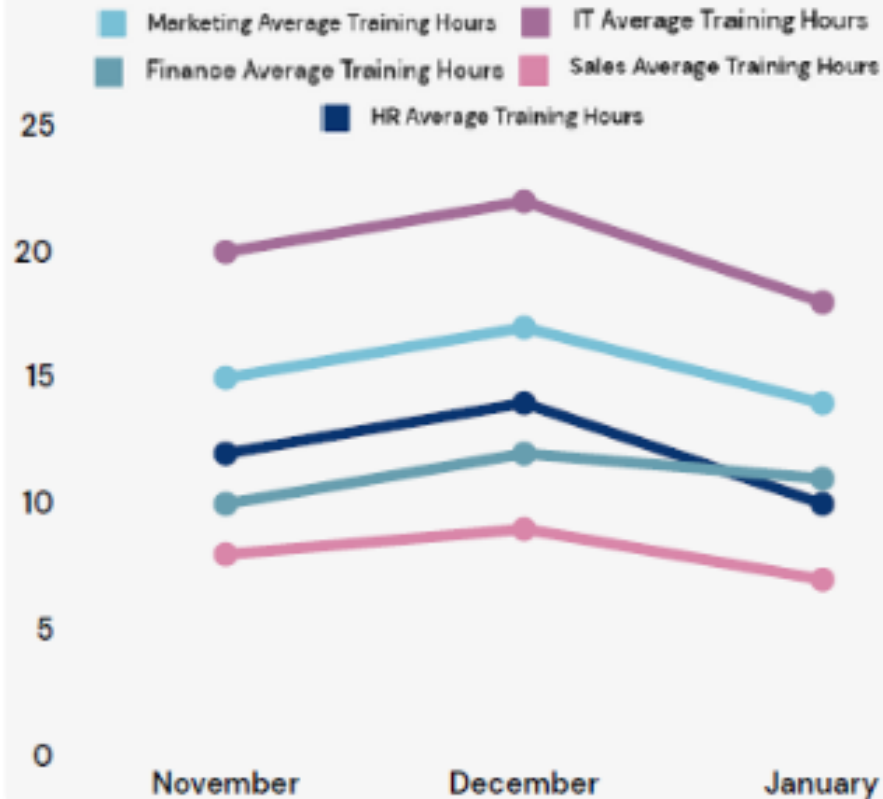
### EMPLOYEE SATISFACTION WITH TRAINING PROGRAMS



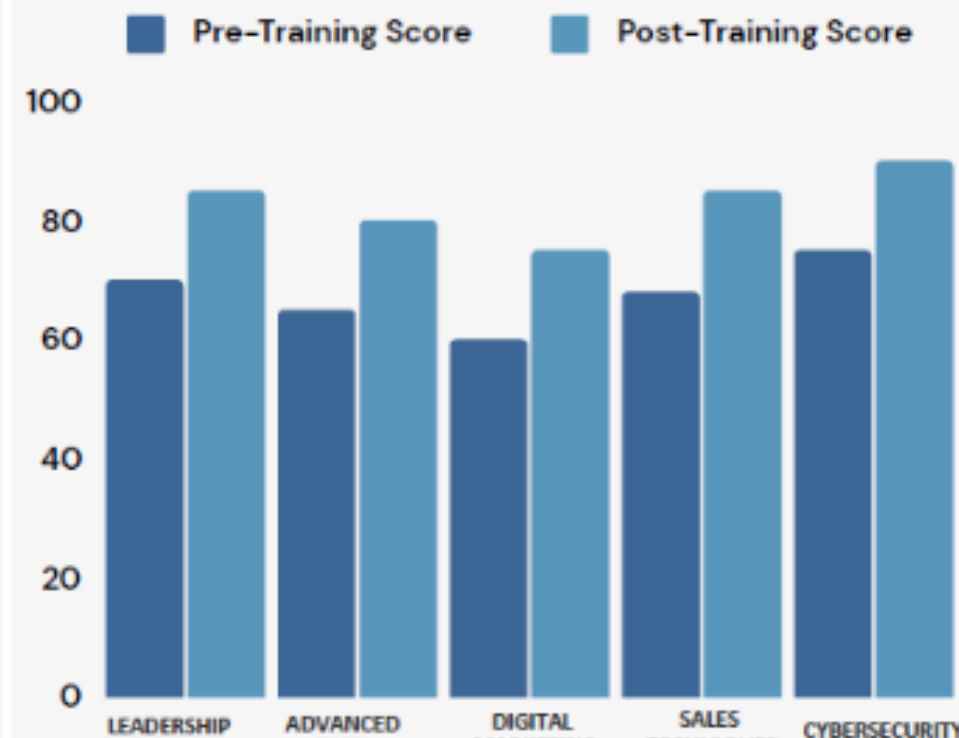
### TRAINING COST PER EMPLOYEE



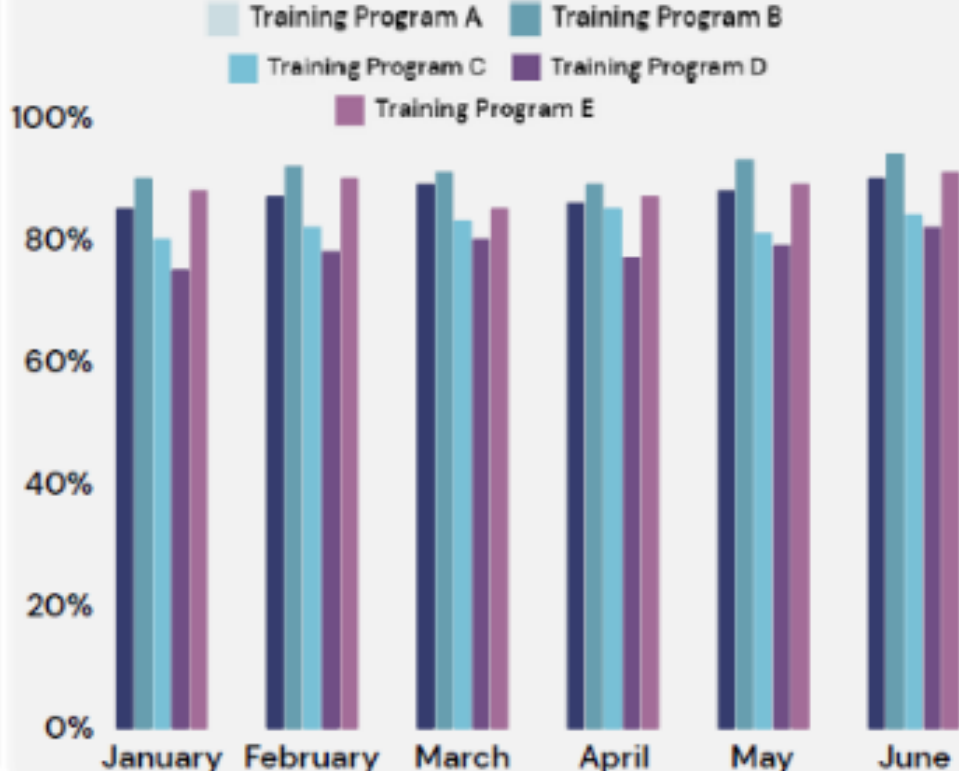
### AVERAGE TRAINING HOURS PER EMPLOYEE



### SKILL ACQUISITION AND IMPROVEMENT



### TRAINING ATTENDANCE RATE



### ONLINE VS OFFLINE TRAININGS

