Digital Transformation of Human Resources with MicroStrategy 10
The challenge

Human resources departments are tasked with managing a company’s largest expense and biggest asset – its employees. HR teams must ensure that their company is staffed with the right number of people, with the right skills, in the right roles, so it can achieve its business objectives. However, today’s employment climate is highly dynamic – as of 2014, US workers had been with their employers for a median of just 4.6 years. To compete, HR organizations must aggressively attract new talent by employing sophisticated recruiting tools and offering competitive compensation and benefits packages. And to retain top performers, HR teams must focus on guiding their career growth so they can occupy key leadership roles in the future.

The solution

MicroStrategy 10 is an integrated platform that enables human resources professionals to integrate data from their core HR platforms with data from their talent management, performance, payroll, and education systems, giving them a single, unified view of their organization’s workforce. By deploying analytical and mobile solutions that leverage this data, HR departments can better optimize staffing levels, recruit and retain employees more effectively, fine-tune compensation packages, increase productivity, and boost employee engagement.

MICROSTRATEGY 10 enables human resources departments to digitally transform their businesses.
MOBILE APPLICATION:
EXECUTIVE DOSSIER

The challenge
Employee information is often spread across multiple systems for human capital management, applicant tracking, and more, making it difficult for HR executives to monitor the status of their HR operations and detect alarming trends.

The solution
MicroStrategy solutions give HR leaders a comprehensive view of their organization by blending data from core HR systems, talent management systems, performance, payroll, and more. By presenting essential KPIs as intuitive visualizations, MicroStrategy helps keep managers current on HR functions, from recruiting, to attrition, benefits administration, and payroll. Companies can use these insights to help maximize the potential of their workforce and increase efficiency.

The image to the right shows an application that provides an at-a-glance summary of the core aspects related to headcount, including headcount trends, hiring rates, departure rates, and attrition rates at the departmental level.

Help keep executive management informed on the current status of HR processes.
ANALYTICS APPLICATION:
WORKFORCE PLANNING

The challenge
In today's dynamic and fast-paced employment climate, HR professionals need detailed workforce insights so they can ensure that their company is staffed with just the right number of people, with the right skills, in the right job roles.

The solution
With MicroStrategy solutions, HR teams can closely monitor employee headcount and individual skillsets to help ensure that key positions are filled with qualified people. MicroStrategy predictive analytics help businesses account for employee attrition, budget changes, employee satisfaction, and more, allowing them to more accurately forecast recruiting needs and make organizational adjustments.

For example, the application shown captures the supporting detail behind the headcount forecasts and budgets for business units within a company. By visually highlighting variances between the two, HR leaders can easily identify business units that have positions to fill or those that are potentially over-staffed.

Help ensure key positions are filled by the right people in a cost-efficient fashion.
MOBILE APPLICATION: RECRUITING AUTOMATION

Help boost recruiter efficiency by putting hiring resources at their fingertips in an interactive format.

The challenge
It took a record average of 29.3 working days to fill open positions in the US during April 2016.* To accelerate hiring cycles, recruiters need mobile tools to help them eliminate delays and work more efficiently.

The solution
MicroStrategy Mobile solutions can complement existing applicant tracking systems or operate independently. These talent acquisition apps allow decision makers to manage their hiring processes wherever they are, so they can conduct interviews, gather feedback on candidates, select hires, and finalize offers—all without being tied to a desk. By reducing process inefficiencies, these apps provide recruiters with an edge in securing the highest quality talent for their companies.

*Source: DHI Hiring Indicators - June 2016 Report

Calendars and other essential resources help keep recruiters organized and efficient, even when offline

Detailed candidate information makes it easy for recruiters to stay in contact while on the go

Using transactional features, recruiters can submit immediate feedback on candidates and reduce time-to-hire

This example shows an interactive rating screen for recruiters to complete post-interview. Using embedded transactional features, recruiters can immediately submit feedback on candidates to back-end tracking systems, reducing time-to-hire. Calendars and other essential resources help keep recruiters organized and efficient, even when they’re offline.
ANALYTICS APPLICATION:
RECRUITING ANALYSIS

The challenge
Recruiting is a non-stop process, and HR departments must continually evaluate the effectiveness of their campaigns and techniques to ensure that key positions are filled quickly, with the best available talent.

The solution
MicroStrategy Analytics solutions blend data from 3rd-party applicant tracking systems, internal HR systems, and other corporate systems to give HR departments a comprehensive view of their recruiting program. HR leaders can quickly assess the efficiency of recruitment efforts by viewing KPIs for vacant positions, including time-to-fill, time-to-hire, and interviews-per-hire. Additionally, managers can obtain demographic information on new hires to gain insight into the experience, make-up, and general quality of their growing workforce.

The application shown provides detailed insight into the current states of hiring and attrition by displaying essential KPIs with colored threshold indicators. Managers can also visualize hiring trends and total employee headcount, as well as evaluate the effectiveness of various recruitment sources.

Assess the effectiveness of recruiting efforts with reporting on trends and essential KPIs.
ANALYTICS APPLICATION:
ATTRITION ANALYSIS

The challenge
Recruiting, onboarding, and training new salaried employees is expensive. Organizations need specialized tools to help them retain these individuals once hired.

The solution
Using MicroStrategy Analytics, HR leaders can easily identify employees with multiple risk factors for turnover, drill down to understand the conditions creating the risk, and take appropriate actions to resolve the situation and help ensure that top talent is retained.

In the example shown, risk factors such as comp ratios, performance reviews, tenure, and survey responses are aggregated to calculate a Total Risk Value for every employee. In this case, employees with three or more risk factors are visually highlighted for further scrutiny. At-risk employees can take many forms, such as a high performer who is under-compensated or has expressed interest in another role.

Identify employees at risk of turnover and proactively take steps to retain top talent.
According to a recent survey, 71% of millennials who expect to leave their employer in the next two years are unhappy with the development of their leadership skills. To retain top performers, HR organizations must ensure that their performance review processes yield actionable results.

MicroStrategy solutions help companies identify top performers, assess their skillsets, and shape their career paths with better goal setting, training and development, and merit-based pay increases. With these insights, managers can keep employees motivated while also expanding their skills, so they are prepared to occupy more senior roles in the future.

The report shown above clearly identifies employees who attained the highest performance ratings within a group or across the company. Managers can easily drill deeper into data for specific employees to see the details behind their performance ratings. In addition, this screen provides a rolled-up summary of potential organizational actions such as promotion, retention, or transfer - for various classes of employees.
MOBILE APPLICATION: TRAINING AND EDUCATION

The challenge
Companies make tremendous investments to recruit, onboard, and retain employees. To maximize the return on those investments, HR organizations must ensure that employees receive the training necessary to advance their careers and to continue adding value to the bottom line.

The solution
Using MicroStrategy Mobile solutions, HR organizations can help ensure that employees are equipped with the information they need to be successful in their role. Employees can access presentations, videos, competitive information, and complete course certifications — all from their mobile devices. By investing in training, organizations can reap the benefits of higher employee satisfaction, lower turnover costs, and a better-run business.

The example to the left shows the training screen of a pharmaceutical sales app that gives users instant access to information about company products, industry trends and regulations, and competitive offerings. This app delivers a wide range of multi-media content to employees, including presentations, videos, product info, and industry research.

Additionally, the content is continually updated and even available offline, so employees can always engage with the latest educational resources.

Deliver role-specific training and resources directly to your employees’ mobile devices.
The challenge
Organizational structures constantly change, and managers often get assigned new resources without much insight into their history. Employee information about past performance reviews, salary and bonus history, promotion history, and areas of expertise is typically spread across multiple systems and unavailable to managers when it’s needed.

The solution
This application enables managers to easily access and manage employee information such as contact details, job skills, benefits, payroll, and performance data. In addition, managers can quickly review and approve expenses, time-off requests, equipment orders, purchase orders, and maintenance requests. As a result, managers can be more productive, corporate processes can move more quickly, and employees can benefit from better, more consistent career development.

Help increase manager efficiency with consolidated access to employee information and requests.
MOBILE APPLICATION:
EMPLOYEE SELF-SERVICE

Help keep employees engaged and productive by streamlining their interactions with internal systems.

症状

今天的员工习惯于使用移动应用程序的便利，并期望以同样的方式与雇主和公司系统互动。

解决方案

通过MicroStrategy解决方案，HR组织可以通过部署自助服务应用，将多个系统整合到一个地方来帮助保持员工的参与度、生产力和满意度。这些应用程序可以让员工创建和修改他们的个人资料，监控他们的个人福利和薪资信息，并联系特定的部门询问问题。该解决方案有助于提高HR和薪资相关的透明度，并可以导致更好的整体沟通，提高员工和为他们提供支持的部门之间的沟通，促进更加整合、知识渊博和参与的组织。
SECURITY APPLICATION: DIGITAL ID BADGE

The challenge
Traditional physical access credentials like plastic ID badges, passwords, and hardware tokens are cumbersome to manage, and — because they are easily lost or stolen — are prone to security breaches.

The solution
Usher enables enterprises to boost their security posture by controlling employee access to disparate facilities and offices via centrally-managed digital identity badges. Usher badges provide a range of highly configurable, multi-factor authentication features that include support for push notifications, biometrics, one-time passcodes, face-to-face validation, as well as time- and geo-fencing. Employees can easily clock in or out using their digital badge, and can also open doors and other entryways via Bluetooth proximity, or by tapping a digital key on their smartphone. Usher can also complement existing employee self-service mobile apps by adding a layer of authentication to help secure interactions with corporate systems.

Empower employees with digital identity badges for convenient and secure enterprise access.

Functionality provided:
- Connect to workstations/enterprise applications
- Access to sensitive digital and physical assets
- Access to MicroStrategy Desktop
- Access to corporate executive lounge

Functionality provided:
- Unlock workstations/enterprise applications
- Access to facilities/garage
- Time keeping
- Peer-to-peer authentication
- Access to inventory
**SECURITY APPLICATION:**

**TIME AND ATTENDANCE TRACKING**

Replace timesheets and paper-based processes with Bluetooth-based employee check-in.

Easily record employee activities using Bluetooth proximity, or by having employees tap a digital key on their smartphone.

Track when employees enter or leave any enterprise office, regardless of location.

Real-time mapping of employee movement patterns help management ensure that the proper personnel are in place for the job at hand.

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**The challenge**

According to a global study, the median loss from a single case of occupational fraud is $150,000*. HR organizations need to automate time and attendance tracking to avoid costly (accidental or intentional) errors in time-logging.

**The solution**

With Usher, organizations can replace timesheets and antiquated systems by allowing employees to automatically check in and out of their shifts simply by using their smartphone. With both Bluetooth proximity features and geo-fencing or time-fencing capabilities, employees can enjoy a more convenient experience, while Usher’s multi-factor authentication features help ensure secure user validation.

This solution pinpoints and timestamps when employees enter or leave any enterprise facility, regardless of geography. Using real-time maps of enterprise office activity, managers can help ensure that employees are where they should be, so they can direct operations accordingly.

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* Source: Association of Certified Fraud Examiners 2016 Global Fraud Study
Herbalife relies on MicroStrategy to better manage its worldwide operations. Approximately 500 Herbalife employees, including users in sales, finance, HR, and marketing, use MicroStrategy dashboards to gain a clear understanding of global sales performance. With MicroStrategy, sales management is able to closely monitor customer attrition and retention by analyzing the amount of active customers each month. Marketing can easily identify opportunities for improvement and determine which promotions, rewards, and events are the most appropriate for each. The HR team can effectively manage processes related to recruiting new employees and assessing supervisor quality. In addition, vice presidents and executives use MicroStrategy to analyze budgets and related trends. Users in nearly every business function use MicroStrategy to work more effectively.

More specifically, Herbalife selected MicroStrategy Mobile to build an app that delivers daily sales reporting to iPad users around the world. Called Herbalife Mobile Analytics, the app enables executives to track sales order trends for over one million orders and displays graphs and charts that show how well sales orders are hitting targets by region, by country, or by warehouse. In addition, Herbalife is able to monitor the performance of its two million distributors, and track the success of orders across Internet, phone, and walk-in channels.

With the iPad app, Herbalife can monitor how many customer orders are coming through its channels, like a particular sales center, for instance. “The Mobile app tells our management team how many orders are being fulfilled so we have an idea of the load on that center,” said Terry Adams, Senior Director of Development, Herbalife. “We can also compare that stat to walk-in orders and Internet orders, and monitor the sales effectiveness across the various channels.”