Employee Self–Service Portal

Our customers use our portal to provide support to their employees. It is a software suite that enables Personal Information, Time/Vacation/Leave, Performance, and Travel Management.

The Challenge

Today Human Resource Management poses a big challenge to every organisation as it becomes more complex with every passing day thanks to its ever protruding functionalities. At the same time, the client base of an organisation swells so rapidly that it demands a robust Travel Management System to handle all on-site client engagement activities to be addressed at a near real-time velocity and to do away with a bunch of files gathering dust in upper shelves.

Traditional methods necessitate the involvement of many resources to execute various tasks such as gathering leave applications, consolidating vacation schedules, distributing travel expense forms, deriving performance analyses, and maintaining employees' updated personal data. These approaches take a toll on HR (Human Resource) as well as on-site client delegation.

Hence, it is imperative to usher in a system which can ease much of HR's burden and make the travel management process seamless. In turn it shall bring forth better productivity and also improve the profitability of the organisation.

The Solution

UBN's solution is an **Employee Self-Service Portal** which consists of four modules:

Personal Information Management maintains all kinds of personal documents. It covers the entire organization's personal data and fully supports all types of automated data processing operations. An e-mail alert system is also integrated with this application.

Time/Vacation/Leave Management handles employees' vacation (including extended time-off) details and executes the approval process from Team Leader, Line Manager, and HR. It is tightly integrated with Time Management System.

Travel Management processes activities like travel requests, travel approvals, and all kinds of reimbursements. Request processing, travel ticket booking, reminder e-mail, travel notification, travel claim reimbursement, and MIS (Management Information System) reporting with approval process are executed through this module.

Performance Management is capable of conducting the appraisal processes of employees in any organisation. It tracks their all prospective goals, competencies, and skills integrated with approval workflow of Team Leader, Line Manager, and HR.

The Benefits

With the implementation of our solution there shall be a set of stark differences.

Before	After
Performance analysis is not possible	Management gains total control over the performance of every employee
Personal Information Management and Time Management are manual	Faster and more effective analysis and reporting for the Management
Hardcopy approval process is time-consuming	Online approval process saves time and paper and eliminates personal presence
It is difficult for employees to memorize multiple usernames and passwords	Single sign-on application allows employees easier access from anywhere
It is not possible to provide real-time information to higher management	Provides real-time information for better decision making

The Technology

- **Employee Self-Service Portal** was developed and deployed using **Microsoft SharePoint** for intranet and contains a built-in **Content Management System**.
- **Custom "Web Parts"** and **Events Manager** for auto-escalation were developed with **Visual Studio**.
- **SharePoint Lists** and **Libraries** were used to manage shared content.
- **InfoPath Designer** was used to develop forms.
- **Master Page Branding** and **Workflows** were developed using **SharePoint Designer**.