Synergita
delivering performance

Experience Synergita's **peopleMAGIC**

Who Are We ?

When organizations remove the hurdles their employees face, engage with them on their needs and nurture and develop them, they create an extraordinary culture where employees unleash their potential, set new standards of excellence and create wonders. We call it peopleMAGIC.

And it is made possible by Synergita's cloud based performance management and analytics solution.

Our Promise

Ø Disruption

Avoid stressful & challenging process of moving from traditional to automated process. Seamlessly integrate with existing data systems while embracing or customizing your existing and familiar processes. Synergita is always there for you before, during and post roll-out to give you a personal touch and peace of mind.
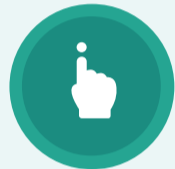
Our Value Propositions

Ø Disruption

Insta-go

HR elevates to being a strategic partner

100% compliance

Personal touch

Peace of mind

Key Differentiators

👍 Synergita guarantees Ø Disruption of process as it is easy to use and integrates with existing applications and embraces any existing process

👍 Our customers go WOW! With our powerful features around goal setting, continuous feedback, 360 degree feedback, normalization scoring and more

👍 Synergita's "Digital Cockpit" feature provides all necessary information and updates in one single screen like employee data, past feedback, skillsets, employee development and more

👍 Synergita's Insta-go functionality gets you on your way with minimal fuss

👍 Software so simple that administration can be done by non-techy HR administrator. No dependency on IT or developers

👍 Synergita is a system that works the way you want it to

Key Product Features

👍 Easy to use and intuitive interface

👍 Powerful yet simple Admin Engine leads to ∅ Disruption

👍 Dashboards that provide visibility into the appraisal process

👍 Reminders that remove the hassle from follow-ups

👍 Automation that removes errors leads to 100% compliance

👍 Instantly available & secure data

👍 A personalized "Digital Cockpit" provides all necessary updates

👍 Powerful features like goal setting, continuous feedback, 360 degree feedback, normalization scoring, custom reports and powerful analytics
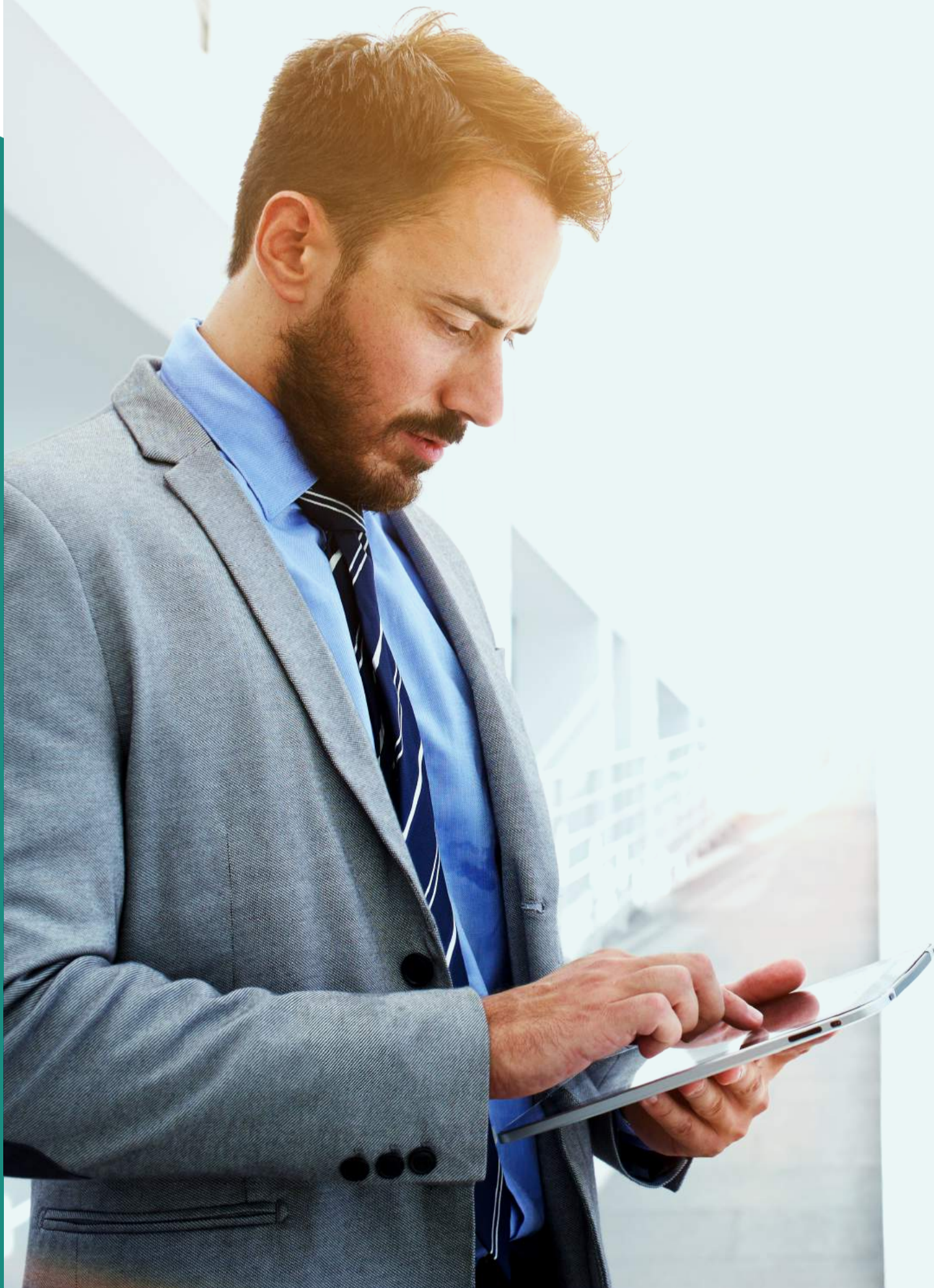
Capita's Transformation from Excel to Exceptional with Synergita

CAPITA

👍 Capita is a leading provider of business process management and integrated professional support service solutions

👍 The organization operates with a work force of 75,000 dedicated professionals across UK, Europe, South Africa & India supporting clients across industries such as government, education, transport, health, life, pension and other private sector organizations

👍 Capita was doing its Employee Performance Appraisal through an Excel based manual process which was time consuming. They were on the lookout for a change

Pain Points

👍 Huge delays in performance review process, timelines not met

👍 One-on-one meetings skipped & appraisals completed without employee feedback

👍 HR team had no visibility of process

👍 Normalization took longer with multiple levels of approval

👍 Appraisals took all time, HR team had no time for employee engagement

Wake Up call

Employee dissatisfaction echoed in an internal town hall & HR team decided to implement a good performance management system within 3 months

Synergita's peopleMAGIC

Goal Setting

Synergita helped save,

👍 43% of the time that an employee spent on goal setting

👍 67% of the manager's time that was spent on setting, reviewing & revising employee goals

👍 85% of HR team's time, which they now spend on employee engagement

Appraisal Process

Synergita helped save,

👍 60% of the manager's time spent on employee performance assessment, review and follow ups

👍 75% of the HR's time spent on initiating feedback cycles, follow-ups, reviews, attending to appeals & completing appraisal process

Normalization process

With Synergita Capita was able to derive bell curves through the software and the entire normalization process was completed within 3 days. Synergita helped save,

👍 90% of the manager's time spent to derive bell curve for their team members

👍 80% of the HR team's time spent to arrive at overall organization specific bell curve

Customer Benefits

👍 Capita's employees are now able to assign their goals within a week. Synergita rates goals based weightage and in turn rates employee performance based on goal accomplishment

👍 Capita's entire performance management process is now completely automated with two cycles in a year

👍 Capita has completed its first (mid-year) appraisal cycle in less than a month's time and annual appraisal cycle in less than 2 months' time. Earlier the manual appraisal process took 3-4 months

👍 Now HR team has complete visibility of process and are able to spend more time in employee engagement activities

Radisson Blu GRT a Leading Five Star Hotel Experiences **peopleMAGIC** with Synergita

Pain Points

Since 80% of work is done manually the dependency on skilled employees is high hence quality of customer service is directly linked to the ability to retain the good performing employees

Radisson Blu GRT's Passport to success, a program to track, maintain and award employee performance was manual and needed automation

Synergita's peopleMAGIC

Synergita automated "Passport to Success" to enable better employee collaboration

Standard Operating Procedure Certificates

Radisson Blu's employees are required to hold valid SOP (Standard Operating Procedure certificate) for handling responsibilities like guest check-in, travel desk. Synergita effectively manages these employee certificates and ensures click of button retrieval

Rewards & Recognition (BRAVO)

Radisson Blu carries out its employee rewards & recognition program "Bravo" through Synergita

Employee Talent Management

Central repository for all talent data, work experience, skill set/certifications & and standard operating procedure certifications.

Performance Management

Customer feedback automated and integrated with performance management, enabling effective employee appraisals to be conducted when needed

Analytics & Reports

Click of button advance analytics reports on employee performance, training requirements, strength/weakness analysis

Employee Training

Synergita advance analytics tracks & showcases employee training records, ensuring effective employee training management

Guest Feedback

Synergita integrates with a Radisson Blu GRT's Medallia Customer Feedback management software to import end guest feedback data and makes it available in the automated system to rate employee performance

Process Audits

Synergita also manages several audit reports specific to hotel industry and considers the audit scores as one of the performance indicators for the employees

Synergita not only helped Radisson Blu GRT automate its performance management process but also created an extraordinary culture where employees unleash their potential, set new standards of excellence and create wonders which we call peopleMAGIC

Automating Employee Performance Management for a Leading Financial Services Company in the US

👍 PAi is a leading financial services company which has been providing financial products and services to people for more than 30 years

👍 They administer 401(k) plans for more than 190,000 participants, 7,000 financial advisors and manage more than $3 Billion in retirement assets

👍 The lookout was for a Talent Management software that helps conduct periodic reviews at reduced time and cost, improves efficiency and speed of process. Yes, they found Synergita

Synergita's peopleMAGIC

Easy to Access
Synergita was able to integrate with PAi's intranet portal & was available to all employees under the same portal-roof

Employee Data
Employee data including the reporting hierarchy and organization structure is available in each employee's dashboard

Talent Management
PAi believed in nurturing employee talent by continuous mentoring and support than an annual appraisal process

Synergita enabled

👍 Monthly one-on-one discussions with managers

👍 Monthly goal assessment and evaluation

👍 Social recognitions for Employees

👍 Qualitative Employee Evaluation: Synergita enabled monthly interactions which facilitated qualitative evaluation of employee performance than a quantitative approach.

👍 Automated Employee Notifications

👍 Synergita Employee Dashboard: Synergita Employee Dashboard and detailed status reports helped tracking the status of monthly meetings effectively

Goal Setting & Evaluation

👍 Synergita enabled both annual and monthly goal setting

👍 Employee sets self-goals, manager reviews and approves/provides feedback

👍 Synergita captures MoM(training suggestions, employee responses) of one-on-one meeting for future tracking

Customer Benefits

👍 Synergita increased the efficiency of performance of the review process by 75%

👍 Cost of doing performance management exercise was reduced by 60%

👍 PAi is now enabled to conduct monthly and yearly performance reviews through Synergita

Synergita not only helped increase efficiency and reduce cost of performance management process but also created an extraordinary culture where employees unleash their potential, set new standards of excellence and create wonders, which we call peopleMAGIC

Happy Customers Say

Suyash Deshpande,

Lead – Talent Infrastructure, CAPITA

Business Process Management Solutions

It's been about a year since we have been associated with Synergita – we streamlined and automated our employee performance management process and today are in a position to introduce new interventions like Upward Feedback. Big thank you to the Synergita team for the support provided.

Kavitha Jayashankar,

Head of Talent Management, SECOVA

Benefits Management Solutions

We would like to thank Synergita team for the ubiquitous support they have been providing to Secova. Their adherence to timely support and quick turnaround time for solutions related to queries is above perfection.

Dinesh Kumaran,

Head of HR, ASPIRE SYSTEMS, USA & INDIA

Software Solutions

Synergita is extremely flexible and is so very easy to use. We are able to customize and configure the system without any technical expertise. This allows us to continuously adapt our performance management process to closely align with the business.

What is really beyond the Bell Curve?

In the recent times companies are putting down their Bell curve based performance assessment and once a year review process. The method of reviewing employees is changing tracks here. Salary and performance are two identical curves. But, most organizations club both the curves together and call it a Bell curve. In the traditional method, companies review their employees and bucket them based on their rating.

Companies have proofread this concept and are now trying to abandon Bell curve based performance assessment and once in a year review process. IBM, Infosys, etc. and many other companies have got away with their Bell curves.

Infosys opts for more HR innovation - Business Standard

Infosys, the country's second largest software services company is no longer using Bell curve for evaluating its employees. Earlier they had a standard set of goals irrespective of the nature of the projects. Now the goals are tailor made based on the employee's profile and project requirements. The goal setting & evaluation has become more frequent (every 2 months) as compared to the previous half yearly or annual review process. The main idea is to bring in continuous feedback both from the managers and employees.

Continuous, constructive, in the moment feedback enhances manager-employee collaboration and brings about work engagement. Feedback need not only be on the areas of improvements but instant appreciation notes and awards can motivate employees and boost them.

Welcome CHECKPOINT, Goodbye appraisal in IBM - Social Media Blogger

IBM India has abolished the yearly appraisal methodology and has implemented the new appraisal system "CHECKPOINT" where employees will be subjected to 4 yearly reviews. There will be milestones or checkpoints set and more immediate feedback will be given rather than a yearly review. The idea is to get "more frequent feedback from managers".

Just changing the way of reviewing employees alone does not bring about the change that organizations look for. There's also something beyond that. Changing the work culture, environment, review strategy, manager-employee relationship, peer-to-peer communication, keeping up the employee morale, employee first attitude are all building blocks for a successful organization. Then the employees become instrumental because they just need that trigger.

This is brought to light in one of the surveys conducted by the Times Jobs recently.

Bad work culture troubles India Inc. employees - Times Jobs.com

They held a survey among 1000 professionals across different sectors from India. 52% employees rated their workplace culture as bad while only 20% rated it as good while the reaming 28% felt that their company is working towards building a strong work culture.

- 👍 About 47% of the survey respondents said that they do not have a clear growth path in their organization.
- 👍 About 30% said that their reporting managers are bad (employees find managers to be annoying due to favoritism, rigidity, lack of domain knowledge)
- 👍 Around 22% employees stated that they lack learning and development opportunities & do not even have access to any learning & development tools to upgrade their skills
- 👍 About 16% of the employees are upset about their lack of recognition.

These 1000 professionals are the voice of the entire employee ecosystem that cannot be ignored or neglected. That's the reason why several of the companies like IBM, Infosys, Axis banks, etc. are revising their employee review and assessment process.

Employee satisfaction and retention is one another area that has to be concentrated and paid attention to. Employees quit companies that do not satisfy them. And do you know what Axis bank has done?

Axis Bank moves away from Bell Curve system - Business Standard

Axis bank, the country's 3rd largest private sector lender has moved away from the Bell curve to a new assessment method by the name "ACCELERATE". The new system focusses on learning & development through which performance of employees will be measured. This in turn is used as the retention tool to battle attrition. Employee retention is one of their threats.

Employee retention turns out to be threat to the company because employees there are very caring to their customers and take proper time to answer their queries and concerns. This is definitely a strength to the company but they fear that knowing this their rivals might pitch on their employees. Hence, Axis bank has taken initiatives to retain their performing employees which any organization would do.

The world is changing and if we don't adapt to the changes, we may go unnoticed at some point in time. Many organizations unknowingly squander lot of productive hours in the review process and the way of reviewing employees. It is high time that companies realize that using software can reduce expenses and save time. The software serves the real purpose:

- 👍 Aligns employees with organization's goals
- 👍 Streamlines individual goals
- 👍 Brings in employee engagement
- 👍 Enables manager-employee collaboration
- 👍 Brings about employee motivation and satisfaction
- 👍 Gives development and training opportunities to enhance employee's skills & expertise
- 👍 Brings transparency to the process
- 👍 Brings down the time spent on follow-ups, reminders, etc.
- 👍 Cuts down cost and time
- 👍 Enables employee's faith on the company

When companies understand the real benefits of using software for performance management process and start using it real time, they can never go back to the same old methods.

Can Organizations throw-away their annual performance reviews completely?

- 👍 The answer is No. Organizations need a mechanism to classify employees into superstars, stars and not-so stars. They need to "pay for performance" and overcome the negativities of annual reviews.
- 👍 Negativities are towards "lack of effectiveness" of annual reviews. Organizations are trying to bring in "effectiveness" and "higher level of employee engagement".

What needs to change?

- 👍 Organizations should focus on defining smart goals (based on KRA & KPI) to their employees and tracking them to enable employee engagement, align employees to organization goals and create a sense of satisfaction for employees on goals accomplishment.
- 👍 Organizations should engage in continues conversation with their employees to create value. This helps employees to focus on their strength and reduce disengagement
  Periodic check-Ins instead of reviews which allows leaders to set clear expectations, review priorities, give feedback both positive and constructive on recent work, and provide course correction and coaching.
- 👍 Organizations should eliminate Forced Ranking & Force fitting of employees into Bell Curves instead managers should be empowered to choose rating for their team members
- 👍 New Performance Management Practices should have a Performance Curve & a Salary Curve. Performance and Salary revisions will result into some form of bell curve but they need not resemble / match each other.
- 👍 Organizations should enable 360 degree feedback where managers get an opportunity to hear from their team members on how they are perceived. It helps them to understand their area of improvements and address them.

Our Happy Customers

PAi

CAPITA

Radisson BLU
HOTEL GRT CHENNAI

booker
Build your business better.

aspire SYSTEMS
attention. always.

ibibo Group
We Love Transactions

SECOVA

Avalara
Making sales tax less taxing

avekshaa
Assurance . Validation . Engineering

APX
Energy. Environment. Market Integrity.

SHEENLAC
PAINTS

HealthTrio LLC
EXCHANGE. KNOW. ACT!

Indelox
Services Pvt. Ltd.

Brakes India Limited
Where Safety Matters

ProcessMAP

American Micro

infoTrellis

PharMerica
Value. Trust. Performance.

ziffity

CACTUS

Dalmia Continental

PaperPlane
No Mediocrity

A.M. MOTORS

GLOBAL EDGE
Intelligence Of Things

LAPP INDIA

GyanSys

Higher One

BOXMORE
PACKAGING

Test Drive Synergita

Synergita
delivering performance