



White Paper

SmartHRMS

Human Resources Management System

Submitted By

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1.0 Scope

To detail the functionalities of SmartHRMS – the state-of-the-art Human Resources Management Solution from SunSmart Technologies Private Limited (SunSmart).

1.1 About SmartHRMS

SmartHRMS is the start of the Art Human Resources Management System developed by SunSmart Technologies with in-depth functionalities that are ready to meet the customer requirements. SmartHRMS is developed with Web Architecture that ensures accessing of the product from any where in the world as per requirements of the corporate. Also, SmartHRMS can be accessed from any PC with any Configuration and any OS as the product will be accessed through the browsers.

2.0 Components of SmartHRMS

SunSmart Technologies offers to all our customers, a special promotional package where following components are bundled as a single solution at **no additional cost** taking into account of relationship. All the below modules are seamlessly integrated with SmartHRMS for easy use.

2.1 ALWA – Approval Logic Workflow

ALWA is the high-end, open architecture Workflow & Security control system with extensive facilities that every organization requires for effective control of the applications like ERP, HRMS, etc. With ALWA, the user can create any type of approval cycles with any type of conditions (can define 'n' levels of tree type conditions) for initiating, processing and closing the workflow activities. The scenario's include, Serial Mode, Parallel Mode – with multi options like Any one to approve, Minimum 'x' to approve, Every one to approver etc. ALWA is offering the escalation, reminder and intimation services as a seamless engine for effective handling of practical requirements of any organization. Most important functionality of ALWA is that it supports both user based and user role based approach.

2.2 SmartSec – Security Control System

Configurable Access Control List (ACL) that defines the access permissions for users based on :-

- ❖ Menu Level
- ❖ Product Level
- ❖ Branch Level
- ❖ User Level (What other users this role can access)
- ❖ Data Level

2.3 SmartCMS – Communication Management Services

SmartCMS is the state of the art Notification Engine that enables following facilities:-

Any number reports can be automatically generated and forwarded as excel / PDF / word attachment to the configured users with the dynamic filtering option there by saving their daily time.

SMS Interface for sending and receiving SMS messages / alerts.

Sending customized / personalized Emails / News Letters to Prospects and Customers.
Generation of Text based Reports (letters / notices / memos etc.)
Sending Email Alerts

2.4 SmartRep – Reporting Engine

SmartRep is the Reporting Engine developed by SunSmart and is extensively used in all our Products and Projects for generation of reports with great ease. SmartRep supports following report types:-

- ❑ Data Reports
- ❑ Dynamic Cross Tab Reports
- ❑ Graphical Reports – Bar, Pie, Line
- ❑ Export Reports to any format (PDF, word, excel, any delimited csv file)

2.5 SmartAudit – Audit Trail

With SmartAudit every aspect of the application can be audited. With SmartAudit you can audit:-

- ❑ Transaction Owner
- ❑ Transaction Date/Time
- ❑ Transaction Committed System IP Address
- ❑ Changed Values of that Transaction

With SmartAudit, 100% authenticity of the transaction is guaranteed and further the architecture of SmartAudit ensures that the application resource is not at all utilized for audit purpose thereby increases the performance of the application.

2.6 SmartDBMS - Database Management System

SmartDBMS is the state-of-the-art Database Management Solution from SunSmart and that ensures :-

- ❑ Database backup (incremental / full)
- ❑ Database Restoration from backup
- ❑ Database Archival
- ❑ Restoration of Archived Database.

2.7 Knowledge Base

Various documents / circulars etc. can be maintained as part of knowledge base. Following functionality is available :-

- ❑ Uploading of any type of document / circular
- ❑ Access Control List for those uploaded Documents
- ❑ Classified under categories and sub-categories.

2.8 SmartHelp – Help Desk / Query Management

SmartHelp helps in tracking / managing all the queries raised by your internal resources as well as customers. Following functionalities are available :-

- ❑ Posting / Tracking of Queries
- ❑ Posting / Tracking of Approval Requests with Approval Workflow in place
- ❑ Setting of Reminders

- Various Reports
- Ensures Service Level Commitments (SLC) is attained.

2.9 SmartSMS – Mobile Communication Engine

SmartSMS – Mobile Communication Engine of SunSmart helps our customers having the unique advantage of passing of communications through mobile phones. Functionalities available are :-

- Receive messages through SMS and integrate with SmartHRMS application
- Send SMS messages on any events to the users
- Audit Log for every transaction

2.10 Online Evaluator

On-line Evaluator is the dynamic on-line examination system that evaluates candidates through highly configurable on-line examination.

2.11 Intranet Portal

SmartHRMS is the only HRMS package that is available with inbuilt intranet system. All the functionalities of an intranet like Discussion Forums, Dynamically manageable content (Content Management), Chat Server, Galleries, and Search Engines etc. are readily available with this intranet. With this the corporate will have complete end-to-end people management solutions that are tightly integrated.

2.12 Business Intelligence

With this tool, we can interface SmartHRMS application with any of the third-party applications.

3.0 Modules of SmartHRMS

| 3.1 Human Resource Development | |
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| Human Resource Development module caters to the needs of pre-recruitment scenario. | |
| Man Power Planner | Every Department of your corporate can plan their Man Power Budget with the Man Power Planner utility of SmartHRMS. With ALWA all these requisitions will be sent for various approval cycles and finalized for that year. |
| Man Power Requests | Every department can raise the manpower request and the HR Department can have the consolidated and approved list of manpower requirement for month-wise. This will help the department in planning the recruitment drive. |
| Recruitment Manager | This utility completely takes care of your Recruitment requirements. Right from Resume entry to Appointment Recruitment Manager helps you |
| Advertisement Management | HR Department can track and manage all the information related to advertisements using this functionality. |
| Applicant Management | Resume of various applicants can be entered into this utility, which will serve as one database of all the resumes. This helps in tracing of applicants at any point of time. Also, the inbuilt Letter Management helps the HR Manager in communicating with the Applicant through Email or Mail. Modification and Deletion of a Resume is made available. Further with SmartHRMS architecture, this utility can be hosted on the standard website of the corporate so that all the applicants can fill their profiles on-line and the same will be automatically synchronized with the SmartHRMS database. This further helps in preventing duplicate entry of same profiles and avoiding consideration of rejected profiles for a defined period. |
| Applicant Auto Finder | Your Days of Searching in the big volume of files for suitable Applicant is over. Now comes is Applicant Auto Finder. This utility automatically matches the Man Power Requirement with Resume Database and result you only matching profiles for processing further. Again, the Letter Management helps you send letters / mails from the system itself without any efforts. |
| Letter Manager | HR Manager can send Emails or Generate Letters using the Letter Management Utility. Templates are provided (like Interview call letter, appointment letter etc.). History of all the communication can be maintained at one place. |
| Recruitment Agencies | HR Department can manage all the details related to Recruitment Agencies with this functionality. Any number of Agencies can be managed. |
| Schedule Interview | For any of the candidates, with this utility, HR department can schedule interviews. This will automatically send mails to the concerned interview person(s) as well. |
| Interview Manager | Interview Process is made simple as Interview Manager helps you in all the stages of Interview. With SmartHRMS the interview process is a total automated one and the HR Manager can configure any rounds of interviews and the evaluation criteria is totally configurable from the easy to use screen. SmartHRMS supports both individual as well as group interviews. |

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| Interview Summary | HR Manager & other authorized personnel can view the summary of Interviews with various filtering options using this tool. Also, they can view the profile of the Applicant at any point of time by clicking the Applicant Name. Configured interview levels (e.g. HR, Technical, Management) etc. will automatically shown against the candidates for which they need to be interviewed based on the automated engine which ensures the next round of interview based on the performance of previous round of interview. SmartHRMS takes care of entire letter generation process based on templates. This helps the HR department in total automation of recruitment process. |
| Walk-in / Campus Recruitment | This module helps in conducting the walk-in interviews and Campus recruitments. The candidates need to pass through various levels of tests which are configurable and based on the defined criteria system automatically suggests the candidates who passed the interviews. |
| Online Testing | This module comprises of online evaluation of candidates where in questions are randomly thrown to the candidates thereby ensuring that same question is not repeated. System supports both text based and image based questions and is basically analytical type in nature. Test duration / grace period etc. are configurable on the system and on attaining these periods; system will automatically closes the answer sheet and progress to next layer. |
| Contract Employees | System supports management of contract employees and maintains the list of contractors and employees recruited through them. |
| Payment Tracker | System supports in tracking all the payments to vendors specific to HR department namely contractors, HR Agencies, Advertisement Agencies etc. |
| Date of Joining Extension | Prior to joining of the selected candidate, HR can give input like extension in date of joining of the candidate etc. with this functionality |
| Interview-Cancel | Canceling of Interviews can be done with this utility. |
| Interview - Reschedule | Rescheduling of interviews can be done with this utility. |
| Direct-Recruitment | All Direct Recruitments can be managed with this functionality. |
| Appointment / Offer Letters | Based on the interview finalization, SmartHRMS can automatically generate the offer / appointment letters as per your proprietary template. |
| Cancellation of Appointment / Offers | With this, the HR Manager can cancel any issued Appointments / Offers. |

3.2 Personnel Management

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| As HRD module takes care of Pre-Recruitment activities of your corporate, Personnel Module of SmartHRMS takes care of Post Recruitment Activities of all your assets (that is employees) right from the Joining Letter to Exit Interview to Final Settlement. | |
| Employee Master | As soon as employee joins the organization, creation of Employee Master will take place. Here the HR Manager can create a Employee ID, Email ID etc. for the employee. |
| Introduction Mailer | This automatically sends the introduction mailer to multi-layers introducing the employee. |
| Employee Infrastructure | With this module, the HR Manager can request and assign the various infrastructure requirements like Furniture, Phone, Mobile, Access Permissions, Stationary, etc. to the relevant departments. |

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| Profile Management | <p>Profile Management is the single key for entire activities of the employee in the corporate. This captures information like:</p> <ul style="list-style-type: none"> ❖ Employee Details like Name, DOB, ID, and Passport Details etc. ❖ Contact Details of Employee ❖ Transport Details – for Picking and dropping of employee with timings for company Bus. ❖ Languages Known ❖ Career History of Employee ❖ Career Planner for Employee and its relational comparison with appraisals ❖ KRA / KPI for Employee ❖ Membership details (PF, EPF, ESI etc.) ❖ Payment Options (Cash, Cheque, Bank Transfer etc.) ❖ Office Details like location etc. ❖ Employment Summary – Current & Previous ❖ Dependent Details ❖ Training History – from his date of joining to till date ❖ Presentations History – Details of Employee’s publications & presentations details of both in-house and external ❖ Transfer History – Transfer Details of Employee in the corporate ❖ other custom details |
| Loans/Advances | Loans / Advance Structures and eligibility / policy can be maintained |
| Employee PF | PF related information |
| Employee ESI | ESI Related information |
| Induction Calendar | Induction Calendar for the newly joined / transferred employee can be managed and tracked with this utility. |
| Checklist | Employee Joining Checklist for managing & tracking check-list during the employee joining organization. |
| Probationers Evaluation | All the employees who are completing their probationary period can be evaluated with this module. |
| Performance Appraisal | <p>Like other utilities of HR, this utility reduces your work and save time by electronically maintaining the appraisal information of the employee. During Appraisal, the appraiser can view the history of the employee in the company for taking suitable decisions. SmartHRMS supports 360 degree of evaluation as:</p> <ol style="list-style-type: none"> 1. Sub Ordinates Appraisal 2. Self Appraisal 3. Superior Appraisal 4. HR Appraisal 5. Management Appraisal <p>Advantage of SmartHRMS is HR Manager can configure any of the above rounds of appraisals and he can configure more than one person to appraise the employee in any of the above cycle. On Every higher stage in the order, the appraisers can view the comments of earlier appraisers and so on. KRA (Key Result Area) and other related terminologies are taken into account during Performance Appraisal. Training requirements of the employee is identified during the appraisal process and the same has been carried forward to Training Management System for scheduling appropriate trainings.</p> <p>Area of Appraisal (questions etc.) are highly configurable in the back-</p> |

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| | office module of SmartHRMS for every cycle for optimized performance evaluation. Further the periodicity of the PA can be managed by HR Manager and on that period system will automatically initiates the PA process. In addition to the above, provision is made available for initiating adhoc PAs for any of the Employee(s) at any time by the HR. |
| Promotions / Post PA | After successful completion of PA for the employee, system generates appropriate intimation letters to the employees and respective departments about the change in the service terms like promotion, salary structure change etc. Provision is made available for considering the exceptions on PA raised by Employees. |
| Transfers | Employee Transfer details can be managed with this utility and transfer orders can be printed |
| Temporary Staff | Temporary Staff Recruitment can be managed with this functionality |
| Contractors | Contractors can be managed with this functionality |
| Employee Handbook | Employee Handbook can be electronically maintained with this utility for easy access. |
| Separation Processes | Employee Post Resignation details can be managed with this module |
| Letter Acceptance | Acceptance of Resignation Letter |
| Settlement Details | Final Settlement Statement can be prepared with this utility |
| Exit Interview | Exit Interview details can be managed with this utility |
| Gratuity | Gratuity information for the employee |
| Supper Annuation | Supper Annuation information for the employee |
| Resource Utilization | Resource current utilization can be tracked with this |
| Project Requirement | HR can view the requirement of the Resources for a project with this |
| Employee auto finder | This tool will automatically find the employee who are available for a project with given conditions |

3.3 Organization Management

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| Hierarchy | Organization Hierarchy can be managed with this |
| Chart | Organization Chart can be viewed with this |
| Mission | Organization Mission Statement |
| Vision | Organization Vision Statement |

3.4 Operation Management

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| Shift Master | Shift Master. SmartHRMS can be configured with the custom business logic of customers in automating the Shift Rotation process. So that every time, SmartHRMS takes care of shift scheduling (including week-off) of employees of the customer. |
| Employee Work Calendar | Employee work calendar for every employee for that month can be printed with this utility. |
| Attendance Register | Electronically manage the Daily Attendance of your employees. Attendance Register will be generated using these input. Also SmartHRMS can be seamless integrated with any of the available Electronic Swipe Card Systems or related Hardware for automatic synchronization data from that resource. |
| Movement Register | Electronically manage the movements of your employees. With the help of Movement Register, you can optimize the employees working style. |
| OT Request | Over Time work Request |
| C-Off | Compensatory Off Requests |

3.5 Payroll System

Complete end-to-end Payroll module with all the options related to Payroll and Income Tax. This module offers the complete range of Reports that caters to the statutory requirements of both Income Tax as well as other authorities. Income Tax Module is highly configurable and can cater to most of the changes proposed by the Government from time to time. However, this module is totally customizable if need arises in tune with Government regulations.

Some of the salient features are :-

- **User Definable / Configurable Salary Structure**
- **Unlimited types of earnings / deductions / annual income**
- **Configurable IT Module with IT calculations / deductions.**
- **Arrears Calculation**
- **Statutory Deductions**
- **Process Payroll for a person / group / total unit**
- **Ready interface with Attendance systems like Biometric / smartcard / swipe card etc.**
- **Attendance Processing / Salary Approval Process**
- **Mass Scale revisions**

Standard Reports Available currently:-

- ❖ PaySlip
- ❖ Pay Register
- ❖ Tax Computation Sheet
- ❖ Payment statement
- ❖ Reconciliation Statement
- ❖ Nil Salary Report
- ❖ Negative Salary Report
- ❖ Overtime
- ❖ Insurance Statement
- ❖ Statutory
- ❖ PF Statement - Form-3-A, 6-A, 5, 10, 12A
- ❖ ESI Statement – Form 6 & 7
- ❖ Full & Final Settlement Report
- ❖ Employee Salary Report
- ❖ Grade -wise Salary Report
- ❖ Advance Register
- ❖ Gratuity
- ❖ Bank / Cash - Wages / Extra wages statement
- ❖ Master Reports
- ❖ Other Earnings Report
- ❖ Bonus Register
- ❖ Bonus Payment Statement
- ❖ Form24Q / 27 A / Form 16
- ❖ Rent Free Accommodation List
- ❖ Form24 Annexure
- ❖ Form12BA
- ❖ Perks Register
- ❖ Perks Payment Statement
- ❖ PT Statement
- ❖ Tax Deduction Report
- ❖ Tax Planning Report
- ❖ Other Statutory Reports

3.6 Leave Management

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| Leave Policy | Employees can view the Leave Policy of the Corporate with this functionality. |
| Leave Eligibility | Leave Eligibility for different departments and different cadres can be configured with this global utility. |
| Request Leave | Leave Requisition with validations. |
| Cancel Leave | Cancellation of Applied Leave and reversal of leave balance in case of approval. |
| Leave Record | Employee Leave Record |
| Leave Carry Forward | Leave Carry Forward Master for carrying forward applicable leaves of various levels / carders of employees. |
| Leave Balance | Leave Balance Sheet |
| Attendance Sheet | Attendance sheet in the government prescribed format. |

3.7 Training Management

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| Training Requests | Handles the requests of training from various employees and the one spotted in the Performance Appraisal. |
| Training Schedule | Organizing various Training Programmes and schedule their attributes like place, time, etc. |
| Training Calendar | Training Calendar for the month / quarter / year. |
| Training Subscription / Cancellation | Employees can subscribe / cancel for any particular training available for them with utility. |
| Training Feedback | Post training completion activity of training feedback can be achieved with this functionality. |
| Training for Trainees | This module has all the characteristics of the Training module and will evaluate the trainees for their successful completion and based on the evaluation they can be confirmed / inducted into service. |

3.8 Library Management

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| Library Master | Manage all your Library materials like Books, Audio / Video Visuals, CDs, Cassettes, etc. using this utility. Summary informs the current status of various materials of your Library. |
| Books Issues & Receipts | Book Issuance and Receipt can be managed using this option. While issuing, based on the material property, due date is fixed by the system. Also, materials, which are for "reference only" cannot be issued. |
| Advance Reservation | Employees can book fast moving or popular Library materials in advance using this tool. |
| Item Lost Register | Materials, which are lost by the employees, can be maintained using this utility. |
| Library Material Maintenance | Set properties of all your Library Materials using this option |

3.9 Facilities Management

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| Requests | Various requests (any resources or issues etc.) in the organization can be handled through this Facilities Management Request module. |
| Action | Action on the Requests |
| Tracking | Status Tracking |

3.10 Back Office

SmartHRMS offers a high functional Back-office system that effectively handles:

- ❖ Users Management / Application Settings / Configuration Settings
- ❖ Parameter Settings / Content Builder
- ❖ Master Data Configurations / and other modules.

3.11 MIS

All the Statutory & Analytical reports of SmartHRMS are maintained with this module.

4.0 Implementation Plan

4.1 Implementation Duration

Base Product with the above options will be delivered within 7 days from the date of receipt of PO at SunSmart Technologies.

Customization duration will be estimated on a broad level and on receipt of PO, system study will be taken up and accordingly the duration will be fixed mutually.

SSTPL encourages phased deployment to augment the speedy deliveries and commissioning of product usage.

4.2 Deliverables

SSTPL will provide following as part of Deliverables as part of this Proposal.

- ❖ User Manual
- ❖ Installation manual
- ❖ Product Installation Kit

Technical Detail

The product is developed with Microsoft .NET framework with following architecture.

ASP.NET 2.0
C#
Atlas
Ajax
JavaScript
XML / XSL
IIS 6.0
MTS

Server Requirement (for 25 users access)

Pentium Servers with 1 GB DDR
IIS 5.0 and above
SQL / Oracle (in any OS) (with all service packs installed)
Windows 2000 and above for application server.(with all service packs installed)