

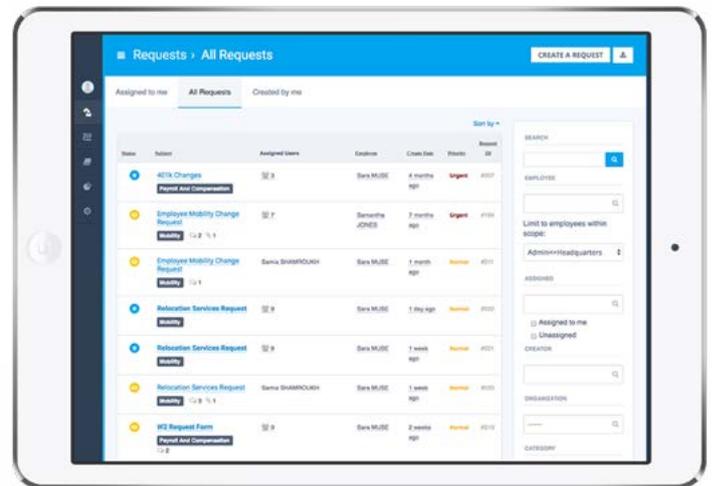
HOW HR SERVICE DELIVERY SUPPORTS YOUR TEAM DURING A CRISIS

The current climate and global pandemic has people across the globe experiencing a myriad of emotions, and in many cases added stress and anxiety related to unknowns regarding their jobs and work situations. PeopleDoc by Ultimate Software is committed to helping HR teams remain agile throughout this crisis and support employees in the most impactful way.

#HRMatters

Provide Uninterrupted Support

While many employees are transitioning to remote work, HR can continue to support employees and help them move to new work environments smoothly. PeopleDoc's Employee Case Management solution gives employees access to HR information anytime, anywhere, and they can always submit requests and questions. Mandates and guidelines are changing by the minute, making it crucial for HR to send mass announcements and provide employees with important information at all times.



Digitise HR Activities & Remain Agile

With most organisations around the world moving to a virtual, work from home model, HR digitisation has never been more critical. In addition to ensuring HR, and individual employees, have access to all HR-related files and documents, as employees submit more requests and cases during this pandemic piles of new paperwork will be generated—such as doctor's notes, leave of absence paperwork, or new job contracts. PeopleDoc's Employee File Management solution is a valuable resource during these uncertain times, helping to ensure business processes continue as usual and HR can easily scale as employee requests grow. HR can continue to perform typical functions and remain agile while working remotely.



Optimise HR Processes & Stay Ahead of Employee Needs

Using embedded dashboards and data visualisations in PeopleDoc analytics, HR teams can easily understand what employees are asking for, what they need help with, and how effectively they are being serviced. Leveraging this information, HR teams can prepare new knowledgebase articles, dedicate more resources to case resolution, or request expiring documents, for example. In essence, this data helps HR to dedicate resources in the right places to best support employees during this challenging time.



How PeopleDoc Helps HR Lead Through a Crisis

PeopleDoc's HR Service Delivery platform makes it easy for HR to help employees, anytime anywhere, from a simple question about remote working policies to a complex event such as onboarding new employees during this pandemic. Through seamless integration, our software leverages people data already existing within your HRIS to automate almost any manual process, respond to employee requests faster, and actively manage all related employee files such as doctors' notes or leave request forms. The platform is built with sophisticated compliance, security and role-based viewing permissions, ensuring HR teams are able to prevent sensitive documents from falling into the wrong hands. Easily visualise what your workforce needs during this uncertain time and understand how you can maintain HR productivity.

- ▶ Run and optimise your processes, including onboarding, internal transfers, and offboarding all while working remotely
- ▶ Easily manage employee requests and rapidly respond to questions, no matter where employees are working
- ▶ Enable transparency into processes and requests so employees can track their status
- ▶ Offer updated policy and process information on-demand
- ▶ Quickly generate new documents as part of a process or case
- ▶ Reduce the workload for your front-line HR representatives by providing self-service options for employees
- ▶ Measure performance to quickly identify opportunities for improvement and resource distribution

PeopleDoc by Ultimate Software

PeopleDoc by Ultimate Software is committed to putting people first. The PeopleDoc HR Service Delivery platform helps HR teams upgrade the employee experience, improve HR agility, and ease compliance management.

PeopleDoc global cloud solutions provide employee case management, knowledge portal, process automation, employee file management, and eVault capabilities. Delivered 100% software as a service, PeopleDoc solutions integrate with a wide range of HR and enterprise systems and can be implemented in 8-12 weeks.

PeopleDoc is part of Ultimate Software, a leading global provider of cloud-based human capital management solutions. Known for its "People First" culture, Ultimate has ranked in the top 25 on Fortune's U.S.-based *100 Best Companies to Work For* list since 2012, and #1 on Fortune's *Best Workplaces in Technology* list, in the "Large Companies" category, since 2016. Ultimate employs more than 5,600 professionals and serves more than 6,600 customers worldwide.

More information about PeopleDoc by Ultimate Software can be found at www.people-doc.co.uk

