

# RoleSync™ Role Management System Solution Guide

*Face Workforce Transitions with Confidence*

## An Overview of Today's Workforce Challenges

In today's economic climate, workforce changes are becoming more and more frequent. Job cutting, new hiring, and workforce rebalancing often lead to confusion during the onboarding or transitioning process, which leads to decreases in productivity.

What tools do you have to help your employees succeed during workforce transitions?

Your company may have a great program for finding the best talent. You may have a proven process to conduct onboarding to and training about your company. You may even have tools to procure office equipment and gather all pertinent information for a new employee.

However, what do you have in place to:

- Help a newly hired or transitioning employee get up to speed on his/her job-specific assignment?
- Enable that employee to quickly become proficient in his/her position?
- Assist each employee in becoming revenue generating as soon as day one?

## The Solution: RoleSync™ Role Management System

You need a solution that can help your employees accelerate and adapt quickly to new job responsibilities.

Studies have found that enabling employees to better understand their day-to-day work helps them to become more engaged with strategy of the overall company. A Corporate Leadership Council (CLC) study in 2009 found that:

"Understanding how to do one's job, believing in the importance of it, and understanding how to complete one's work are more critical in driving effort than any other day-to-day work factors, including safety, resources, job quality, suitability for the role, and personal goals."<sup>1</sup>

How can you help both your incoming and transitioning employees be proficient in their new roles and assignments?

**RoleSync™ Role Management System** (RMS) from Accelerous is a Human Capital Management Software tool that provides organizations a more efficient

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<sup>1</sup> Corporate Leadership Council, *Engaging the Workforce: Focusing on Critical Leverage Points to Drive Employee Engagement*

way to manage workforce transitions. Our role capturing software can decrease the gap between when new employees are acquired and when they become revenue generating. With RoleSync™ RMS, you will be able to significantly reduce the time it takes for your employees to become proficient in their jobs during transition.

## **How RoleSync™ Can Work For You!**

### **Accelerate Workforce Proficiency**

RoleSync™ improves the onboarding and transitioning experience for both the employee and manager. Beginning at day one, new employees will be able to view a compilation of tasks to complete that are specific to their responsibility.

Additionally, by syncing up with the previous employees Outlook calendar and SharePoint files, new employees will know what meetings to attend, SharePoint groups to join, and distribution lists to be a part of.

RoleSync™ provides a method for outgoing employees to quickly capture video tutorials demonstrating specific job-related functions. The employee transitioning into the new role can watch these tutorials to learn the tasks they are responsible to complete.

RoleSync™ also consolidates each of the job-specific documents in one central location. Transitioning employees then have the key documents they are responsible for right in front them, as well

as the documents that will help them learn their responsibilities quickly.

### **Manage Transition Effectively**

Managing turnover and transition can be a daunting task. However, RoleSync™ simplifies these challenges so managers can maintain productivity during changes.

RoleSync™ displays a dashboard of pending items that the new employee needs to complete based specifically upon that job description. Managers then can monitor the level of employee engagement through the transition process.

Another feature RoleSync™ offers is a tool to manage workload rebalancing. Managers can determine the percentage of time it takes each employee to work on certain tasks. When transitions are needed, RoleSync™ can help you rebalance that workload among other employees.

With the dashboard and rebalancing tools, along with the tracking of key documents, RoleSync™ allows managers to be able to retain critical, job specific knowledge when employees leave or move positions.

### **Improve Employee Satisfaction**

Studies have shown that employee retention is directly related to how well the company integrates that employee during the first 90 days of employment. New employees often receive company specific training, but the job-specific

training is more drawn out. Getting up to speed in their new role can take weeks, or months. RoleSync™ provides intuitive tools so employees can hit the ground running on day one.

If employees are left on their own to figure out what their job entails, they not only become inefficient, but they could also become frustrated and unsatisfied with their job. All of which may lead to high employee turnover. The cost of employee turnover comes directly off the bottom line, a cost typically calculated at 30%-40% of their annual salary. By using RoleSync™ RMS to successfully integrate employees into new roles, your organization can save money and increase profits, while increasing employee satisfaction in the process.

### **Create Proficient Employees Today!**

RoleSync™ Role Management System gets your employees up and running fast and accelerates their time to proficiency. Each employee will benefit from a standardized role documentation process which allows for seamless transition throughout your company and provides a mechanism for knowledge capture and transfer.

With RoleSync™, you can face transitions with confidence.

### **A Transition Headache Example**

Experience of a finance employee at a large high-tech company...

*"I recently changed roles within my company and was looking forward to the excitement of a new challenge. To ensure I provided my replacement with the necessary information to do her job, I created a list of tasks in a spreadsheet along with some calendar items. This allowed her to have a sense of what was required for the job.*

*"However, when I moved into my new role, the previous employee had to transition to her new role immediately and was not able to provide me with an understanding of what was required of me in this new role. It was very frustrating to wade through all the documents, folders, and contact lists to see what I was supposed to be doing. The transition was slow and de-motivating. The partners I supported assumed that my lack of understanding was because of incompetence instead of climbing the learning curve.*

*"I wish my company had some type of transition plan so I could have hit the ground running."*

## RoleSync™ Features

RoleSync™ isn't simply a place for document sharing. It provides organizations with a way to maintain productivity throughout the organizations during times of transition. This role capturing and transitioning software is designed to decrease the gap between when new employees are acquired and when they become revenue generating.

Some key features include:

- One central location to find files specific to that job
  - Benefit: Both employee and manager have access to job specific documents
- RoleSync™ automatically builds virtual transition "binders" and folders with the most frequently used spreadsheets, slide sets, reports, web sites, and other documents specific to that job responsibility in one location
  - Benefit: Incoming employees know their responsibilities, the documents they own, and where to go to increase their job proficiency
- The ability to create video tutorials showing how to complete frequent/critical tasks
  - Benefit: Incoming employees quickly understand how to complete job specific tasks by viewing these "click-by-click" tutorials
  - Benefit: Outgoing employees are able to completely focus in their new role without

being constantly pulled back for routine questions

- Dashboard view of pending tasks and manager/mentor updates
  - Benefit = Clearly understand, view, and track key action items to the employee's new role
  - Benefit: Simplify communication with regard to mentoring and training
- Track the level of employee engagement throughout the transition process
  - Benefit: Know if your new employees feel like they have the tools to succeed in real-time, not when it is too late
- Workload rebalancing tool
  - Benefit: Managers can easily reassign tasks and workload when their group dynamics change during transition

When your employees utilize RoleSync™ each day to capture the day-to-day tasks of their specific role, your entire organization will benefit.

## Benefits of Software-as-a-Service

Accelerous utilizes the software as a service (SaaS) model for licensing its software.

According to a study by Gartner, "nearly 90% of organizations surveyed expected to maintain or grow their usage of SaaS. The organizations cited 'cost-effectiveness and ease/speed of

deployment as primary reasons for adoption.<sup>2</sup>

IT departments are constantly required to do more with less. Many companies today are looking for a better and more cost-effective way to maintain their infrastructure. Using the SaaS licensing allows organizations to scale as fast and as much as needed without replacing costly infrastructure or adding IT staff.

When you begin using RoleSync™ via the SaaS model, you'll receive the following benefits:

- **Lower Upfront Cost:** Because we utilize the SaaS model, our software licensing is subscription based. There are no upfront licensing fees, which means lower initial costs. Accelerous will manage the infrastructure needed to make the application work.
- **Rapid Deployment:** The simple, single click setup process allows your employees to start using RoleSync™ immediately.
- **Quick and Painless Upgrades:** Accelerous manages all updates and upgrades so there are no patches for you to download or install. You won't have to worry about availability since there's no need for you to add hardware or resources to manage the upgrades.
- **Simplified scalability:** Our application can scale to meet your demands as your user base grows.

Accelerous takes care of that for you.

### RoleSync™ Setup Requirements

This software is easily installed over the internet using click-once technology. After setting up the initial copy of the software, all future updates are handled automatically.

Minimum System Requirements:

- Supported Operating Systems: Windows XP; Windows Vista; Windows 7
- Processor: 1 GHz Pentium processor or equivalent RAM: 1 GB (Minimum) Hard Disk: Up to 2 GB of available space may be required
- CD or DVD Drive: Not required
- Display: 1024 x 768 high color, 24-bit
- Support for Microsoft DirectX® 9.0 graphics with Windows Vista Display Driver Model (WDDM) Driver, 128 MB of graphics RAM or more, Pixel Shader 3.0 in hardware, 32-bits per pixel

### Security

Your data is protected at all times by our complete security infrastructure, including:

- Double data backups.
- Round-the-clock data security monitoring and intrusion detection.
- Firewall and access control enforcement.
- Data-in-transit SSL transport layer encryption.

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<sup>2</sup> User Survey Analysis: Software as a Service, Enterprise application markets, Worldwide, 2008

## Support & Training

- Enjoy complete business hour technical support from our helpful support staff at no charge, with optional after hours support on a pay per usage model.
- On site, individualized training available to ensure quickest time to proficiency for all employees.

## What Forrester Thinks: Onboarding is a six- to nine-month process

"Onboarding begins with the offer letter and continues through most of the first year of employment. It is a process rather than a one-time event. The onboarding experience is *'the process of acquiring, accommodating, assimilating, and accelerating new users into a system, culture, or methodology.'*<sup>3</sup>

"This means that onboarding is much more than an administrative task of collecting paperwork, getting new employees on the payroll, and organizing an orientation meeting. Onboarding maximizes the first months on the job and includes activities such as: consistent communications to employees; automation of logistical details, including formerly manual processes; understanding the organization's key work processes; helping with relationship building across the organization; job mentoring as a way to build competencies; and access to online learning modules and job-specific materials."<sup>4</sup>

<sup>3</sup> Source: George Bradt and Mary Vonnegut, *Onboarding: How To Get Your New Employees Up To Speed InHalf The Time*, John Wiley, 2009

<sup>4</sup> Forrester Case Study: *First Horizon National's 90-Day Onboarding Program Benefits The Company*, April 2010

## Next Steps

Accelerate the time to proficiency of your transitioning employees and begin using RoleSync™ in your organization today.

**Web site:** For more information about Accelerous or on utilizing RoleSync™ in your organization, please visit [www.accelerous.com](http://www.accelerous.com)

**Demo of RoleSync™:** To see a demonstration of RoleSync™ at work, please fill out the information located at [www.accelerous.com/demo\\_request](http://www.accelerous.com/demo_request)

**Contact Accelerous:** If you have more questions, feel free to contact us at [info@accelerous.com](mailto:info@accelerous.com)

**Refer a Colleague:** Do you know someone else that could use RoleSync™? Refer RoleSync™ to another organization and receive three months of RoleSync™ service for your organization for free.\*<sup>5</sup>

## Download RoleSync™ Today!

To download RoleSync™ Management System, visit [www.rolesync.com](http://www.rolesync.com).

<sup>5</sup> \*This free service is based upon two qualifying conditions. 1) The company referred must purchase at least a one month subscription to RoleSync™ in order for the referring organization to receive three months of free service. 2) The three months of free service will be given to the referring organization after they have purchased a subscription to RoleSync™.