



emPerform Frequently Asked Questions (FAQs)

Frequently asked questions (FAQs) about emPerform from Corporate Renaissance Group (CRG).

What is emPerform?

emPerform is an easy-to-use, web-based employee performance management system that integrates employee reviews, 360 multi-rater feedback, goal management, surveys, and reporting. This collaborative tool automates the evaluation process to increase efficiency, improve workflow, and develop skills and competencies.

Why would companies use emPerform?

emPerform can be used to:

- Automate the employee appraisal process
- Reduce the amount of paper generated through the evaluation process
- Achieve consistent ratings and appraisals across the organization
- Develop talent
- Create a succession plan
- Improve career planning
- Report on key performance indicators (KPIs) and the evaluation process

What types of businesses can benefit from emPerform?

emPerform is designed to suit any size enterprise or industry segment – large or small, private or public sector and not-for-profit. emPerform is extremely flexible and can be easily configured to any organization. Additionally, companies that are spread over a wide geographic region can benefit from the web-based access emPerform and the multilingual capability.

What is the advantage of using emPerform over other employee performance software?

- **Flexibility.** emPerform is a highly flexible solution.
 - Employees can be evaluated on more than just goals and competencies. Employees can be evaluated on any corporate-defined criteria, such as core duties, professional compliance, etc.
 - CRG offers a variety of deployment and licensing options:
 - Deployment options: on-site or hosted
 - Licensing options: perpetual or subscription
 - emPerform can handle every evaluation process regardless of the routing options, approvals, or number of participants.
- **Easy to Use.** emPerform is easy for every employee to use and navigate. It makes use of icons and has the look and feel of popular Microsoft applications
- **Adoption.** No matter how advanced the product, it is only valuable if people will use it.
 - emPerform is multilingual.
 - Companies have full editing capabilities over all of the text in the system; consequently, organization-specific terminology can be used in



emPerform. For example, if “Goals and Objectives” are referred to as “Commitments and Measures”, then “Commitments and Measures will appear in emPerform.

- Paper-based forms can be recreated in emPerform.
- **A Complete Solution.** emPerform is a complete, web-based employee performance management solution that provides collaborative appraisals, goal management, 360 multi-rater reviews, online surveys, succession planning, and reporting.
 - emPerform includes all modules, content libraries, and survey content. The company receives the entire solution plus new features and updates as they become available.
 - emPerform integrates with various ERP, HRIS and Payroll systems.

Do you have to be highly technical to use emPerform?

No. emPerform is extremely easy to use and navigate. With the extensive use of icons, emPerform is quick and intuitive to use. Additionally, emPerform has the familiar look and feel of many Microsoft Office applications, such as Outlook and Word. Some training for the administrator is required; however, a technical background is not necessary.

How do I get data into emPerform?

There are three ways to load data into emPerform:

1. **Database Integration** – emPerform can integrate with the business system that contains the employee data.
2. **Electronic File Import** – employee data from Excel spreadsheets can be imported into emPerform.
3. **Direct** – employee data can be manually entered via the emPerform data entry screens.

Can emPerform be linked directly to an ERP or external database?

Yes; emPerform can integrate with any SQL database (i.e. ERP, HRIS, or payroll system) if it resides in the same technical environment as emPerform.

Can I keep the format and content of my current paper based review in emPerform?

emPerform incorporates Dynamic Page technology that allows companies to maintain the style, format, content, rating scales and weights used in the current paper based forms.

Can we have more than one review in emPerform?

Yes. emPerform can accommodate an unlimited number of review models, and employees can participate in multiple reviews.

Am I limited to reviewing employees on goals and competencies?

No. With emPerform, companies can evaluate employees on more than just goals and competencies. Some possible evaluation criteria can include learning and development, professional compliance, and training.



Does emPerform come with a library of competencies?

In addition to over 80 competencies, emPerform includes a catalog of questions for 360 multi-rater reviews, employee engagement surveys, employee satisfaction surveys, new hire surveys, and exit interview surveys.

Do I have to use the content that comes included with emPerform?

There is no obligation to use the provided content. Companies have the option of using some or all of the content, editing the content, and augmenting their existing content.

Are the emPerform reports customizable?

emPerform administrators can customize reports using Report Builder.

How big can my emPerform model be?

There is no limit to the size of the model. Review models can incorporate an unlimited number of manager levels, measures, and evaluation criteria.

Can CRG help with the modeling?

The implementation process includes a review of the model and training on its set-up. With a “train-the-trainer” approach, once the implementation is complete, users can fully administer emPerform. CRG can also build the models for the organization.

How does emPerform get implemented and is training required?

emPerform can be implemented in as little as five days. The total number of review templates, surveys, data loading and training requirements will determine the length of the implementation period.

Training for the administrator is required. Training is normally conducted face-to-face; but, in certain circumstances can take place remotely.

Does emPerform support a single sign-on for users?

Yes. If deployed on-site, emPerform can provide Active Directory Authentication. Employees will not need a separate login and password to access emPerform from their computer.

How secure is emPerform?

There are two levels of security relevant to emPerform:

1. Security access set directly within emPerform
2. Microsoft SQL Server

emPerform Security

- The HR administrator has full control over the assignment of rights to view reports, access to employee reviews, and read/write privileges.
- To access emPerform, users need an emPerform login name and password or Active Directory Authentication.



Microsoft SQL Server Security

- Microsoft SQL Server security rules apply to emPerform as emPerform is built on a Microsoft SQL Server database.
- SQL authentication is used by emPerform as an application to connect to the emPerform database on the server.

What is the cost of emPerform?

emPerform is an affordable solution with a variety of purchase options. Please contact us to find the solution that best meets your needs.

Perpetual Licenses:

The client controls the content and is able to access emPerform at any time. The software is deployed on the client's server or for an additional annual hosting fee; the client can have emPerform hosted on a CRG server. The client pays a one-time perpetual licensing fee based on the total number of users, plus implementation costs.

Subscription:

For an annual fee, the software is hosted on a secure CRG server. CRG hosts the software on a secure server and the client manages the content of the evaluation and the reporting. There is an annual subscription fee for the use of emPerform based on the number of users, in addition to the purchase of one of our Implementation packages.

onDemand:

emPerform onDemand is a Software As A Service solution. This is a completely outsourced option that allows the client to select the content while CRG hosts the software and manages the process. CRG provides full reports and is able to assist the client in content development. There is an annual subscription fee for this option, and it does not require any Implementation package.

What do I do if I need help?

CRG offers ongoing support by phone, over the web, or on-site. Support hours are Monday to Friday, 9am to 4pm (EST). Additionally, three implementation and support plans are available. More information regarding the plans is available on request.

Is emPerform a proven technology?

emPerform is built entirely on Microsoft technology. emPerform has been used in North America, Europe, Africa and Asia in a multitude of industries including: professional services, distribution, public sector, not-for-profit, high technology, commodity trading, consulting, marketing and manufacturing.

Corporate Renaissance Group is a Microsoft Gold Certified partner.

What is the future development path for emPerform?

emPerform is continuously being improved based on research and user feedback.



What are the technical requirements for emPerform?

emPerform is a web-based employee performance evaluation tool. It requires the following components:

Hardware Requirements

- a Web server capable of supporting the desired number of concurrent users
- minimum recommended configuration is 2 GB (or higher) of RAM and a dual 2.0 GHz (or higher) processor

Software Requirements

- Database: SQL Server 2005
- Server Operating System: Windows 2000 Pro/Windows 2000 Server/Windows 2003 Server/Windows XP
- Web Server: Internet Information Server 5.x or higher
- .NET 2.0 Framework architecture
- SQL 2005 Reporting Services

Client Machines:

- Internet Explorer 6.x or higher
- The best resolution is 1024x768 although it is not a requirement.

How can I get more information on emPerform?

More information about emPerform can be found at www.employee-performance.com/.

How can I see a demo of emPerform?

A product tour of emPerform can be viewed at www.employee-performance.com/Demo/Online_Employee_Evaluation_Demo.php.

I've viewed the online Product Tour of emPerform. How can I get a live demo?

After viewing the online demo, please sign up for one of our regularly scheduled live webinars www.employee-performance.com/Demo/LiveWebinar.php.

About Corporate Renaissance Group (CRG)

Established in 1989, CRG is a global provider of innovative solutions that drive better business management and performance. With expertise in business management applications, CRG has established itself as a leading provider of solutions that drive operational effectiveness.

Headquartered in Ottawa, Canada, with offices in North America, South Africa and India, CRG provides global solutions to global challenges.

For more information about CRG and emPerform, please visit www.crgroup.com or www.employee-performance.com.