AG Technologies

Intranet Application

Windows SharePoint Services 2.0 - Case Study

The Summary

Client which had manual resource recruitment and hiring process as well as a process for manually allocating hardware/software resources to employee in place, wanted an automated and centralized application. AG Technologies developed an Intranet Application which consisted of two modules viz, Resource Requisition Application (RRA), and HR Job Posts application hosted within SharePoint Intranet. The Intranet Application facilitated and automated many of the labor-intensive, paper-driven aspects of the Resource Allocation, Approval Workflow, staff recruitment, and hiring process.

The Client

Founded on October 27, 1991 by the country's biggest hospitality and real estate players, from its inception, client has progressed from being a single brand shop to becoming a Fashion & Lifestyle store for the family. Today, client is a household name, known for its superior quality products, services and above all, for providing a complete shopping experience. With an immense amount of expertise and credibility, client has become the highest benchmark for the country's retail industry.

The Business Requirement

Client wanted to develop an Intranet Application which would consist of two modules viz, Resource Requisition Application (RRA), and HR Job Posts to be hosted on their intranet to improve the efficiency of their business operations.

Client was handling the Resource Management procedures manually. A Resource Request form was duly filled in by the hiring manager or the resource themselves. The form was then set off for the formal approval process by the business head and IT head. The Approved requests were then submitted to the resource administrator for formal allocation of the resource.

Vacancy postings were managed by the HR department or the line managers in respective departments. Line manager or HR recorded a vacancy on a "form" which was then approved by Department Head and the HR manager. Recruitment team referred the pool of resumes and identified prospective candidates. Identified candidates underwent up-to three rounds of interviews. Candidate's Interview records are maintained in the candidate assessment forms.

Project Summary

Industry: Retail

Client Profile: Leading Fashion and life-style retail store

Business Requirement:

Wanted to develop an automated system for Resource Requisition Application (RRA), and HR Job Posts

Solution:

Developed an Intranet Application which consisted of Resource Requisition Application (RRA) and HR Job Posts hosted on their intranet

Solution Benefits

- Facilitated and automated the entire recruitment cycle.

- Cost and Time Saving

- Access to real-time information and updates about the status of campaigns and candidates

- Reduced the time to hire, improved communications

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Entire process of Resource and candidate management was centralized and controlled from the corporate office. This created a delay in form movement in case where the employees are located in branch offices or stores all over the country. To make the operation quick and efficient, Company was looking for a secured Resource Requisition automated system which would allow centralized processing and at the same time could facilitate the workflow with e-mail notifications and automated escalation mechanism. The goal was to usher in total automation of job requests, collection, filing and retrieval process using uniform methods and benchmarked standards.

The Solution

AG Technologies designed, developed, and implemented the Resource Requisition Application (RRA), and HR Job Posts application hosted within SharePoint Intranet providing functionality of resource management and job vacancy management. The Resource Requisition Application (RRA) and HR Job Posts application streamlined the resource approval workflow and HR Management Workflow respectively.

The following are the broader section of the each System:

Resource Requisition Application (RRA)

1. Provision for identifying resources as either normal resource or special resource was offered for the smooth resource classification.

2. Workflow configuration was being tied to Business Unit, Type, Location, and Department.

3. Workflow had 3 Levels and in each level there were 2 sub levels and each sub level can have n numbers of approver and/or escalator and/or administrator.

4. For every approval step there was one or more approver assigned that allowed administrator to configure whether one or all of them needed to approve a particular request. If approver did not take action within configured time, request was escalated to the next defined level in approval hierarchy. In case of any emergency, application administrator could take action on open resource requests.

5. Approvers and Administrators received e-mail notifying resource requested; the same request would then be available in their "My Tasks"

6. Allowed Administrator to configure entire workflow setting viz. approvers and escalation points for each of the three levels. The same user interface facilitated setting the Service Level Agreement SLA (in hrs)

7. SLA was calculated based on the business working day and business working hours

HR Job Posts

1. HR Job posts were created by HR Managers or Line managers.

2. Allowed Administrator to configure the approval hierarchy for every line manager who created a vacancy.

3. HR could close job vacancy if the suitable candidate was selected or even without the vacancy being filled.

4. All employees within an organization could upload the resumes of theirs friends and relatives either to a particular open job vacancy or could submit to a free pool of the resume.

The Solution Architecture
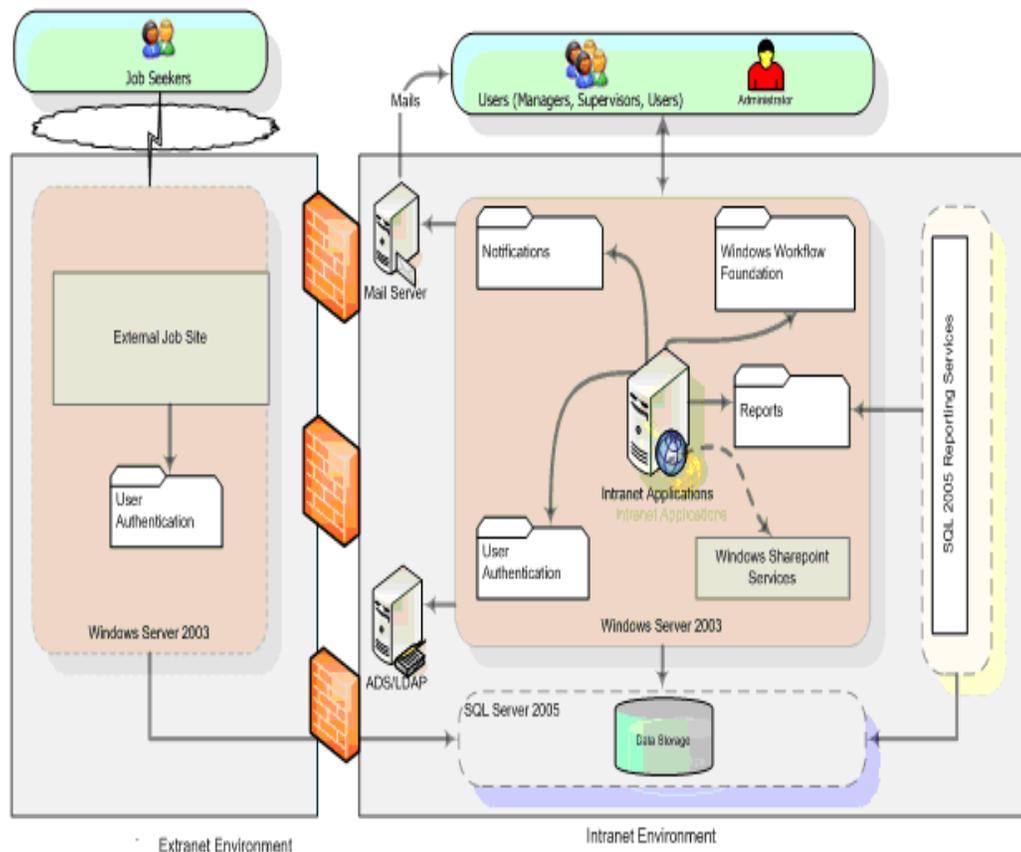
Technology and Tools:

Operating System:
- Microsoft Windows Server 2003

Framework:
- Microsoft .Net Framework (ASP.NET, C#)
- Microsoft Active Directory Services
- Microsoft Exchange Server 2003
- Windows SharePoint Services 2.0 in Framework

Database
- Microsoft SQL Server 2005

The Solution Benefit

1. Built on centralized system and integrated within the SharePoint intranet portal for RRA and HR Job posts management

2. Resource allocation became centralized and hence streamlined

3. TOT (Turn around Time) i.e. resource request to resource fulfillment got reduced drastically

4. Transparency and accountability in the entire approval process was realized effectively

5. Tracking the request status became more easy, user friendly and transparent as well

6. The Recruitment Management System, streamlined the current recruitment process and thereby delivered returns on Investment

7. Applicants could be processed more efficiently and with greater care.

8. Recruitment Management System enhanced efficiency of the HR processes and increased productivity of employees

9. Reduced cost-per-hire and time-to-hire and improved communications and reporting capabilities, and streamlined the administrative processes associated with the staff recruitment process.

10. Gave access to real-time information and updates about the status of campaigns and candidates, providing total control and absolute transparency on the performance of their business' recruitment operation.

11. Quicker, more responsive and job focused application process lead to the higher probability of making a successful appointment.

12. Helped accelerate communication by providing immediate acknowledgements for candidates, auto-prompts for administrators, together with date and status tagging throughout the system to make administration clear and straightforward. For candidates the experience was efficient and professional.