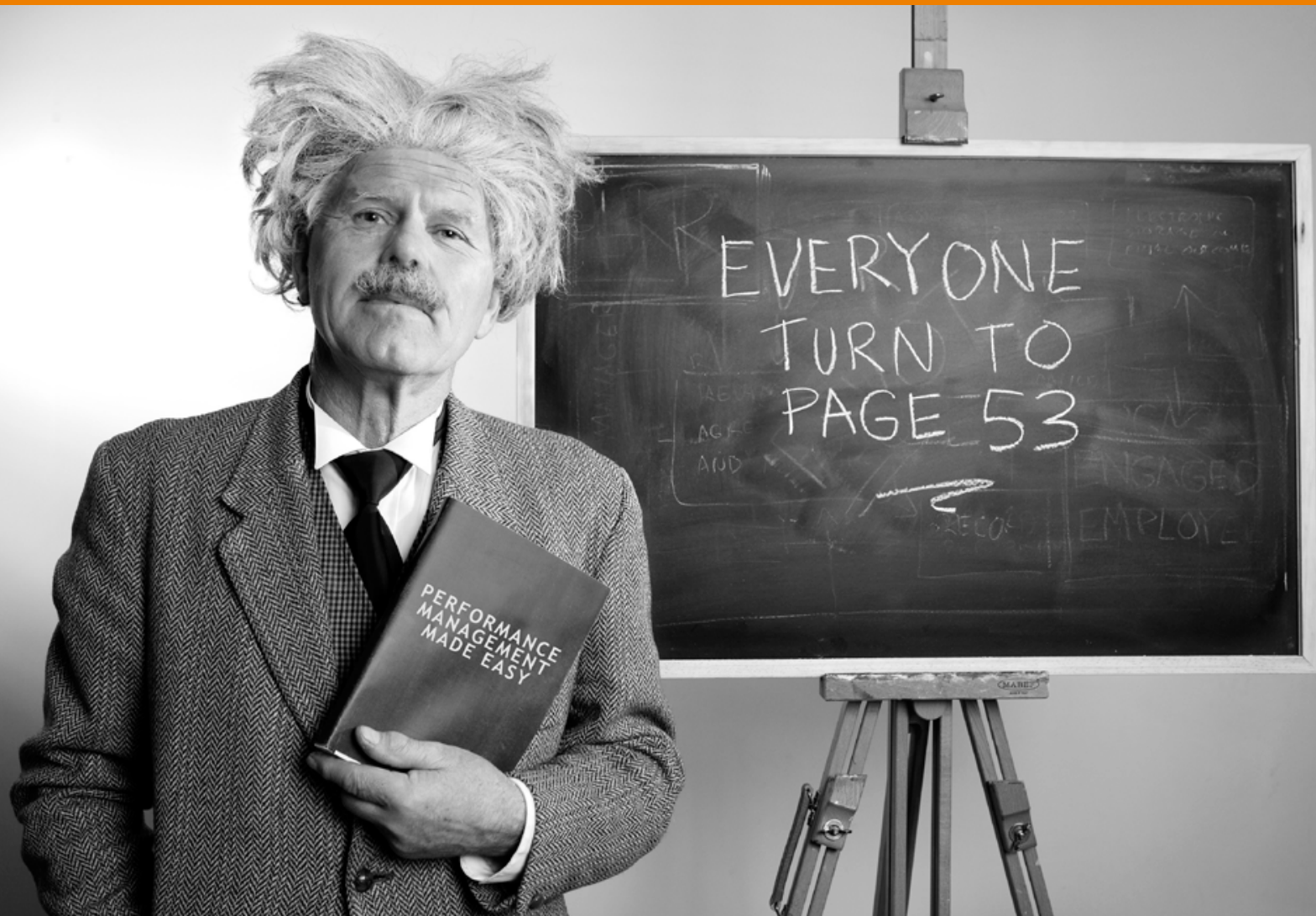


*You don't need to be an Einstein to work smarter with performance management*



## **PERFORMANCE ALLY MEANS WE'RE ALL ON THE SAME PAGE**

Software that keeps your performance management process on track

Performance management is the area of human resources with the most potential to enhance employee engagement and productivity. It is also the hardest to get right.

Performance Ally is a software-as-a-service product that helps organisations make performance management something authentic, effective and capable of delivering to the bottom line. It keeps performance management on track, headed in the same direction as corporate strategy.

It does this by helping aligning individual reviews with company strategy, streamlining processes, enhancing visibility, and empowering line managers to take control. These outcomes are based on Pivot's strengths: flexible, configurable products that are easy to use, backed by deep HR knowledge and outstanding support.

## WHY DO PERFORMANCE MANAGEMENT SYSTEMS FAIL?

Performance management projects start with so much optimism but typically fail to deliver. The development of them is given a lot of time and effort, but often they don't achieve employee engagement and alignment.

Too often we see organisations where performance management isn't aligned with company direction because:

- Line managers see the performance management process is too lengthy and over-engineered - a "paperwork" exercise.
- HR teams are frustrated at manager's unwillingness to complete performance reviews according to policy, and a lack of real employee involvement in the process. They are also hampered by document management and version control that becomes unwieldy.
- CEO and other executives are unable to see regular reports on how individual performance is connecting with company strategy.
- Staff are unhappy at lack of meaningful participation in their performance management reviews, and frustrated at the length of time taken and the flow-on impact for remuneration adjustments.

## A FLEXIBLE SOLUTION

Applying technology to the performance management process can either make a real difference, or simply exacerbate the problems. Performance management systems fail when they are simply applying new technology to an already flawed process. With Performance Ally Pivot Software can offer something different.

Delivered as software-as-a-service so it easily fits into any corporate IT infrastructure, Performance Ally has been designed to aid a collaborative approach between the company, manager and individual in the setting of performance objectives, reviewing competence and agreeing on learning and development needs.

As a configurable solution, the performance management process clearly reflects an organisation's own culture and unique focus. There is a "line of sight" created between an individual's role and how that translates to company objectives.

Standardisation is achieved with everyone (from staff member to CEO) using the same, simple, well disciplined system. Information is gathered in a uniform way and according to a process designed by your organisation.

HR and general management can see in real-time how the process is going. They can be confident people are following the right process, or can take action quickly when they are not. They can also get a clear picture of how individual reviews are aligned with corporate goals and regularly measured.

A hallmark of Pivot systems is ease-of-use, which is critical to widespread adoption. Performance Ally is as easy to use as a typical website, requiring minimal training to use properly.

## GETTING PERFORMANCE MANAGEMENT ON TRACK

Performance Ally enables you to deliver on the promise of effective performance management. Increased margins result from the boost in productivity that improved engagement provides; quicker execution of company strategy from the improved agility and tighter alignment; and reduced costs from lower employee turnover. From a planning point of view you have a clearer, more current view of your workforce capability.

The benefits are felt right through the organisation.

## THE EXECUTIVE:

- After setting company strategy and targets, reports provide details of overall progress towards company objectives, in terms of actions versus outcomes
- Organisational efficiency improved - paper war and document management issues are eliminated
- “Stars” are clearly identifiable: high level reporting of performance and capability at any time
- Easy configurability of the system allows the organisational branding, culture and values to be reflected in both the process itself and the system that manages it

## LINE MANAGERS:

- Informal and confidential notes can be kept to aid discussions
- Ability to give clear direction on performance against goals - easily updated if things change
- Individual goals clearly aligned to team goals and ultimately organisational goals - gauging and reporting on team performance is easy

## EMPLOYEES:

- Own input to goals and performance can be recorded and shared with manager
- Clearer connection between individual activities and organisational goals
- Active involvement at all stages of the process

## HR TEAM:

- Monitoring of the process is simple, clear and easy - automated follow-ups if necessary
- Organisational consistency can be assured
- Compulsory objectives can be cascaded to qualifying roles (e.g. Health and Safety)



PERFORMANCE ALLY  
MEANS WE'RE ALL ON  
THE SAME JOURNEY.

“Performance management is about deciding at the highest level what the company wants to achieve, and then driving that vision throughout the organisation so that each business unit supports it. Performance Ally is an enabler - it's the regular reviews that the tool facilitates that are important. The benefit is the visibility around compliance.”

*Andrew McLachlan, Performance and Capability Manager, Meridian Energy.*

One of New Zealand's largest electricity providers, Meridian has 650 staff.



“We've seen increased consistency and visibility of key processes, a reduction in data duplication errors, and an overall enhancement in the way performance reviews are performed.”

*Andrea Brunner, General Manager, Human Resources, FMG.*

FMG is a rural financial services company with 27 offices across New Zealand.



## ABOUT PIVOT SOFTWARE

Since 2001 Pivot Software has been providing advice and software solutions that enable large organisations to improve the effectiveness of their remuneration and performance management processes. We are human resource professionals who understand how well-managed remuneration and performance management contributes to employee engagement.

Pivot software solutions are used by organisations with workforces ranging from 400 to more than 6,000 in sectors like banking, insurance, professional engineering, utilities, retail and government.

Headquartered in New Zealand, Pivot also has offices in Australia, and partners with global advisory firms like Hewitt to deliver our services.



## TECHNICAL INFORMATION

Performance Ally is delivered as software-as-a-service. Pivot hosts your Performance Ally application which you access through a secure internet connection.

### MINIMUM SYSTEM REQUIREMENTS

Browser: Internet Explorer 6  
Adobe Acrobat Reader v7 or higher  
Internet access  
800 x 600 screen resolution

### RECOMMENDED SYSTEM REQUIREMENTS

Browser: Internet Explorer 7 or higher  
Adobe Acrobat Reader v7 or higher  
Internet access (high speed)  
1024 x 768 screen resolution

### CONFIGURED APPLICATION

- Performance Ally is configured to your requirements following a user-needs analysis process.
- Screens and processes are configured (incorporating your own corporate branding) to ensure the system fits your organisation.
- Full training is provided to the client's subject matter experts (SME).
- All software updates and new features are automatic and available next time you log in.
- Performance Ally can co-exist with your existing payroll or HRIS system.

### BEST IN CLASS HOSTING PROVIDER

- Pivot applications are hosted in Tier 3 rated data centres in Auckland and Wellington, NZ.
- Our hosting partner is one of the country's largest providers of hosting services, who also manage systems for major government departments and corporations.
- This facility offers 99.98% availability, 24x7 monitoring and a high level of server access control.

### HIGH LEVEL SECURITY

As your application stores sensitive employee data Pivot implements high levels of security:

- Application traffic is subject to a Thawte 128bit security certificate renewed on a regular basis.
- Remuneration data is further protected with a SHA-1 algorithm.
- Sophisticated password control is in place.
- Full audit logs are kept to track any access and data changes.
- Access is restricted to authorised users i.e. your IT staff cannot access the application without approved access.
- Connections are via HTTPS, but can be limited further to identified IP addresses.

### BACKUP STRATEGIES IN PLACE

- Pivot's hosting providers have a standard backup strategy in place.
- Data is available instantly for the last five days.
- Older data is stored offsite and can be accessed with 24-48 hours.
- Disaster recovery sites are available to ensure continuity.

### CONTACT US:

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