Human Resource Management System
HeRMeS®

Software Development
Business software
TechnoLogica

We make Information work for you Technologies
The system combines efficient administration and management processes and procedures in the following areas:

Organizational and human resources management
- Creating organizational structures with defined jobs, positions and roles;
- Use of project structures;
- Creating, modifying and terminating employee appointments.

Talent management
- Identifying vacancies and managing the recruitment process;
- Performance assessment;
- Planning and administration of training and qualification courses;
- Talent development and continuity management;
- Corporate personnel retention programmes.

Management of staff, attendance and leaves of absence
- Administration of skills and competencies relating to work operations;
- Management of rosters and shifts;
- Tracking attendance and leaves;
- Project management.

Remuneration and salaries
- Defining the parameters of different remuneration programmes;
- Automated management of changes in remuneration;
- Automation of flexible calculation algorithms;
- Performance-based remuneration;
- Provisioning of future expenses;
- Calculating bonuses, commissions and other financial incentives.

Self Service portal
- Involvement of all employees and managers in HR procedures;
- Creating work procedures for application approval by managers;
- Flexible definition of steps and roles in work procedures;
- Access to information and possibility for its sharing on the portal;
- Fully automated performance management process.

Automated work procedures
- Defining roles and steps in automated procedures;
- Assigning roles to system users;
- Creating automatic links between procedures.
HeRMeS® offers excellent adaptability to the complex management models of various types of organizations from all sectors of the business and public administration.

HeRMeS® can automate company-specific processes and procedures for the management of human capital. The steps and roles of each procedure can be customised to match unique customer requirements.

The numerous Self Services for managers and employees make the system useful beyond the human resources management units by covering activities across the organization.

The system ensures a very high level of data protection and precise definition of access rights for each user.

The built-in analytical reports and metrics support effective decision-making at all levels of management. The use of multiple analytical dimensions, such as cost centres, etc., including various staff remuneration components, enable the accurate reporting of the live labour costs and calculating their share in the cost of the products and services the organization provides to its clients.

A possibility for integration with external systems: ERP, accounting and other systems enable HeRMeS® to fully integrate into the information environment of the organization.

Continual development and expansion of the capabilities of existing system processes and functionalities and adding new Self Service procedures that enable the use of HeRMeS® in a dynamic and continually changing business environment.
Advantages for the organization:

» HeRMeS® as an integrated and centralized human capital management system enables the rapid implementation of general policies and ensures their application.

» Labour and costs savings, improved budgeting, close control over reporting and implementation of standards in human capital management make it possible to achieve real reductions in the cost of human labour in the organizations using HeRMeS®.

» Options to introduce different models of compensation structuring in response to the labour market, as well as different schemes for flexible compensation, bonuses and commissions.

» The comprehensive and up-to-date information stored in a centralised database enables the automatic generation of a variety of analytical reference documents, depending on the needs of senior management.

Advantages for the employees:

» The set of clearly defined rules and relationships within the organization and lack of any exceptions are key factors that enhances staff motivation and their trust in the organization.

» Transparent selection procedures, performance evaluation and employee development that preclude subjectivity and are based on actual performance.

» Access to personal and employment data entered in the system as well as complete history of changes. Options for corrections and updates.

» Use of automated procedures that save time and keep a full history of the actions of all participants.

» Access to the full history of all compensations and all of their constituent elements, such as paid taxes, social security contributions, days worked, etc. for any given time period.

Advantages for the managers:

» Simplified and intuitive interface saves time and provides sufficient information at any time and for any process.

» Ability to monitor operational performance and use it in a variety of flexible compensations, bonuses and commissions schemes.

» Standardization of the processes of human capital management delegates decision responsibility to the particular manager while also reducing atypical actions and responsibilities.

» Simple and clear rules used in the Self Services are a prerequisite for elimination of subjectivity and for mitigation of interpersonal conflict within the organization.

» Remote access, including via mobile devices, gives managers independence from their location and reduces the time for decision making.

Advantages for the human capital management professionals:

» High level of automation of the processes and procedures opens the HR experts’ capacity for the execution of purely managerial activities.

» Ability to define and monitor entire processes and policies across the organization.

» Built-in HeRMeS® analytical reports and metrics are an effective tool for performance measurement. Thus, the HR professionals have reliable feedback on the effectiveness of their work.

» Automated procedures significantly improve work organization and lower the need for special training of system users.
FUNCTIONAL PACKAGES

The HeRMeS® system is constructed on a modular principle. Each module combines functionalities and procedures related to a given area of human resources management and all modules are fully integrated, i.e. information entered via any module is available throughout the system wherever needed. The HeRMeS® modules are grouped into packages that automate the main business processes.

Basic Package

The Basic Package includes the system’s basic components and modules. It is the foundation used by all other modules. This is where the basic structures and rules by which the organization is managed are defined. Additionally, this module provides employee administration, including hiring, leaves and business travel. The Basic Package provides the capability to create and conduct surveys among employees. The processes that it automates are available to all managers and employees in the organization via the Self Services for managers and employees.

Recruitment Package

The Recruitment Package manages all procedures related to the recruitment and selection of employees in the organization. It includes extensive tools that enable the creation of a database of applicants, the management of vacancies and job applications and automation of the processes for selection of successful employees. The package supports the creation of internal standards for the recruitment procedures. They are fully integrated and can be accessed not only by specialists in the human resources department, but also by line managers who are the actual end users of these procedures.

Human Capital Management Package

Human capital is the most important asset for any business organization as well as a fundamental factor for the achievement of its long-term strategic goals. To be successful today, organizations need to be able to implement new flexible management policies and to use effective practices in target setting, interaction and continuous training for employees. The modules and Self Services included in the Human Capital Management Package enable the organizations to mobilize their human capital and turn it into a strategic advantage.

“... We have been using HeRMeS® for more than 10 years, continually building on the basic modules and deploying new functionalities, which reflect the dynamic of our work, and boost efficiency and speed of human resources management processes at Mobiltel. Our TechnoLogica consultants always have a bespoke decision at hand that is tailored to our requirements and the specific nature of our business needs.”

Miglena Uzunova-Tsekova
Head of Human Resources
Mobiltel EAD
Compensation Package

This package manages two fundamental processes for any organization: the definition of the employee compensation structure and the calculation of all taxes, social security and other contribution and respectively calculation of employee pay slips. The Compensation Package provides the capability for detailed formalization of the compensation for different types of contractual relationships and includes a variety of tools that allow users to create formulas and rules for their calculation. The package also includes procedures for automatic integration with banking and financial systems, for labor cost accounting, as well as allocation of amounts by cost centers useful for financial analysis.

Shifts Package

The Shifts Package offers all the tools needed for managing the attendance of employees who work on a shifts. Its flexibility makes it possible to choose between different scenarios for centralized and decentralized administration of schedules, individual or group (team) shift assignment. The package automates the planning and reporting of hours worked, schedule changes, employee reassignment across rosters and reporting of extra hours worked. The included Self Services provide managers with this efficient tool. All the information entered by them is stored in the centralized database of the system and automatically used in other processes (such as compensations). The managers themselves also automatically receive the information recorded as a result of other processes (such as absence management).

Supplementary modules

In addition to the modules included in the packages, HeRMeS® offers many supplementary modules that automate various other human resource management processes. Manager and employee Self Services can be added to most of these modules to further extend the automation of processes across the organization. These procedures have been integrated into the Communications, Workplaces, Projects, Admission System, Incentives and Bonuses, Exam Centre and other modules. The list can be expanded with the procedures available from the Self Service portal for managers and employees.

“At Albena AD efficient human resources management relies on the full range of functionalities of HeRMeS®. The HR software is used to streamline and, more precisely, plan the staff needs of all departments and facilities operated by the touristic company: administrative offices, hotels, restaurants, beaches, maintenance units, which employ more than 4 000 people during the summer season. HeRMeS® was integrated with the hotel booking system of the resort specifically for the needs of our company — a valuable function that enables us to plan hotel and restaurant staff rosters against confirmed bookings and in line with hotel business standards.”

Tatyana Djilyanova
Head of Human Resources
Albena AD
TechnoLogica provides a wide range of services for the analysis and modelling of business processes, implementation, training and support for HeRMeS®, ensuring maximum efficiency of software use. These services are used to design and create a working model that reflects the best practices in the implementation of a human capital management system while also being adapted to the specific characteristics of the business of each client.

The services are performed by a team with extensive experience in the field of human resource management acquired while working with leading companies and large employers. Since the creation of the first version of HeRMeS® in 1996, the team has always succeeded to meet the high requirements of clients from various sectors of the economy.

Implementation

Implementation is the core of all the services related to the effective use of HeRMeS®. It is the activity for configuration of the system and its parameters to meet the specific requirement of the client. It is a prerequisite for the quality of the performance of the software throughout its life cycle and ensures a fast return on investment.

The HeRMeS® implementation approach is based on a methodology specifically designed for project management. It contains policies, procedures and documents that combine appropriate activities, methods and tools developed within the framework of established global standards and best practices such as the PMBOK® Guide of the Project Management Institute. Each client has a unique business model. This is why the software product can be customized to match clients’ needs at any stage during implementation, ensuring maximum automation of all processes covered by the system.

The planning and implementation of projects is done through standardized procedures for the organization and control of the activities and results. For the purpose of more efficient management, the project is divided into phases, providing the option to monitor at the end of each of them the quality of the services rendered and results achieved. The activities are grouped into work packages and assigned to managers and consultants with the requisite expertise. The correspondence between targets and results is checked by application of standardized tests that help the end users to examine all parts of the system configuration and setup. These are the means used to ensure that the implementation of HeRMeS® has achieved the planned business objectives of the client.

“HeRMeS® has enabled our NRA specialists in Human Resources Management and Budget and Finance to work in an integrated system, which stores and processes staff information and performs all monthly salary related calculations. In addition, the Self Service functionalities of the software have further enabled us to introduce an electronic process of leave approval across all NRA offices and departments. The TechnoLogica team has also developed an interface for automatic financing reporting SAP that fully conforms to the specified requirements of the Ministry of Finance.”

Maria Dimitrova
Head of Human Resources Management Department
National Revenue Agency

PMBOK is a registered mark of the Project Management Institute, Inc.
SERVICES

Training
An indispensable element of any project is the training of the users and administrators of HeRMeS® that is specifically designed to achieve the optimum result of the system implementation. Standardized courses are used for each of the modules and packages that ensure complete coverage of the necessary information and easy learning by the trainees. The classes include both lectures and self-study exercises that provide trainees with theoretical knowledge as well as practical skills in the use of HeRMeS®. Each course is tailored to the specifics of the implementation and client.

Training is held at the TechnoLogica Education Center, which is the first internationally certified private training center in Bulgaria and has a longstanding tradition in the training of IT professionals. The center has excellent conditions for an efficient learning process.

Maintenance
The maintenance of HeRMeS® is an essential part of the package of services designed for the most efficient use of the system. It ensures the continuity of the processes used by the client for the automation of various aspects of the management of its employees and guarantees updates to the system in compliance with the dynamically changing legislative requirements. The use of maintenance services for HeRMeS® enables customers to work with the latest versions of the system, containing all improvements and technological innovations.

The maintenance subscription for HeRMeS® is provided on two levels:

» License Maintenance – including the option to receive all new versions and upgrades as well as any updates related to changes in legislation.

» User Support - designed to provide services to the users of HeRMeS® aimed to assist them in using the software. It includes access to the web-based Help Desk system where users can receive assistance with the functions and procedures of the software and the user’s documentation.

Outsourcing Services
TechnoLogica provides outsourcing services for the administration and calculation of employee compensations. These can be combined with the option to use various functions and processes of HeRMeS® (Outsourcing + SaaS). Especially effective is the provision of services with the use of employee and manager Self Services. This package guarantees a professional service in payroll calculation, supplemented by highly efficient management tools and the enforcement of policies and rules across the organization.

Modelling and analysis of business processes
The innovation in the business processes in every organization carries a much greater potential to improve the operations and increase the profit as compared to the innovation in individual products or services. TechnoLogica offers business process modelling, analysis and improvement services, relying on a recognized methodology coupled with extensive know-how and a wealth of hands-on experience gained during the implementation of dozens of projects in the private and public sectors alike.

The construction of a complete model of the business processes is critical for the identification of real opportunities for improvement, for the reduction of inefficient process operation, as well as for the implementation of integrated information systems that conform to the organization's business practices. The effective use of HeRMeS® also requires the generation of an adequate model of the processes to be automated.

In order to ensure effective use, we have to first determine the processes state-of-play status and their functioning at the level of the organization and then identify the key output and performance measurement indicators.
**HeRMeS** relies on a three-tier architecture, which comprises **HeRMeS** Client, **HeRMeS** Application Server и Database Server. The link between **HeRMeS** Client and **HeRMeS** Application Server is based on Hypertext Transfer Protocol (http).

The Self Service user portal has an built-in browser, which also communicates with the **HeRMeS** Application Server by Hypertext Transfer Protocol. **HeRMeS** Client is updated via an installation website configured in the Application server. The installation relies on the Microsoft Click-Once technology and does not require administrator rights on the client machine.

**HeRMeS** uses the Oracle database server, which enables its implementation in companies with large and complex organizational structures, numerous personnel and a large number of competing users. The high productivity of the database server and the specialized data access interface (Oracle Data Provider for .NET – ODP.NET) ensure fast access to data and the generation of complex analytical reports. The Database Server can be installed on different hardware platforms and is compatible with a number of operating systems, ensuring its smooth migration and providing a possibility for system expansion.

The interface was developed using .NET Framework. This ensures optimal use of the Windows operating system - a rich user interface, close integration with popular Office applications (Microsoft Word, Microsoft Excel, Microsoft Visio, Acrobat Reader, Internet Explorer, etc.) and access management via Active Directory.

The **HeRMeS** Self Service site is built using ASP.NET technologies. **HeRMeS** Workflow is used for the management of work procedures, which enables flexible settings of the steps, roles and processes. The adaptive design of the Self Service portal enables the use of the software functionalities via mobile devices - tablets and smartphones.

**HeRMeS** offers a number of technological features that provide flexible work and fast setup of various installations:

- Plug-in technology - assures rapid changes and upgrades of the application;
- Component versions – the version control module enables the customization of the components specific to the organization (reports, forms, etc.) within the installation;
- Rules editor - secure the use of business rules for the calculation of salaries, bonuses and other organisation-specific financial incentives;
- Appointment relations - the link (hierarchical subordination) between appointments and other objects in the system through a number of different systems, which can be used for approvals and roles distribution within the different processes. They are defined by the users by means of filters;
- Additional attributes – an unlimited number of additional attributes can be attached to each object in the system;
- Audit of user actions related to any change of data.
Our Moto is: We make Information Technologies work for you.

TechnoLogica is a leading software company, which has been providing a comprehensive range of information technology services since 1990, including information systems implementation, software development, consulting and specialized training.

TechnoLogica’s Quality Management System is certified for compliance with ISO 9001:2015, ISO 27001:2013 and NATO’s Allied Quality Assurance Publication 160. The company’s headquarter is in Sofia, Bulgaria and the company has offices in the Bulgarian cities of Plovdiv, Varna and Burgas, in Skopje, Republic of Macedonia and Belgrade, Serbia. Our team numbers more than 250 experts in a variety of fields.

TechnoLogica is Oracle Platinum partner and Microsoft Gold Partner. The company operates as an authorised training centre of Oracle, International Institute of Business Analysis (IIBA®) and the Project Management Institute (PMI)®.

TechnoLogica is preferred technological partner of prestigious companies and organizations, many of whom are leaders in their own fields - financial institutions, telecom operators, manufacturers, public institutions, utility companies, commercial enterprises, etc.

The company’s product portfolio includes solutions for:

- Human Resource Management (HRM);
- Customer Relationship Management (CRM);
- Business Process Management (BPM);
- Project Management (PM);
- Data Warehouse and Business Intelligence (Data Warehouse & BI);
- Geographic Information Systems (GIS);
- Computer-aided design and manufacturing (CAD/CAM);
- Specialized solutions for various industries (Billing, Smart Metering, Emergency Management, etc.);
- Development of custom software.

The integrated Human Resource Management System HeRMeS® is a proprietary product of TechnoLogica. It has been continually developing since the first version of HeRMeS® was launched in 1996. HeRMeS® owes its success to a team of more than 60 highly-skilled consultants, methodologists, programmers and managers. Twentieth years of experience in the automation of HR processes guarantees that an adequate solution will be found for the complex and specific problems in any organization.

Since 2004 TechnoLogica has been organizing Meetings of the Friends of HeRMeS® events at which the HeRMeS® team demonstrates new and improved functionalities of the system and shares their plans for its future development. Participants in these meetings have the opportunity to learn about best practices in the implementation of the HR software presented by real-life users.

TechnoLogica’s goal is not only to be a prosperous innovative company, but to instil values and be a role model for socially responsible business. The company backs many projects for the support of disadvantaged children, education, science, culture and the development of various public organizations.

TechnoLogica’s mission is to meet and exceed clients’ expectations by significantly improving their activity through the implementation of leading information technologies.
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