

How Companies Can Compete and Win In Today's Global Market By Improving Recruitment Processes

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In today's global market, companies need to hire the best and brightest talent worldwide. Finding an IT solution that streamlines recruitment processes is critical to success. But today's contenders fail to meet demand. Solugenix SGX RecruitAX provides a cost-effective solution that simplifies recruitment and integrates with Microsoft Office applications for increased efficiency, improved quality control of hiring workflows, improved performance and higher return on investment.

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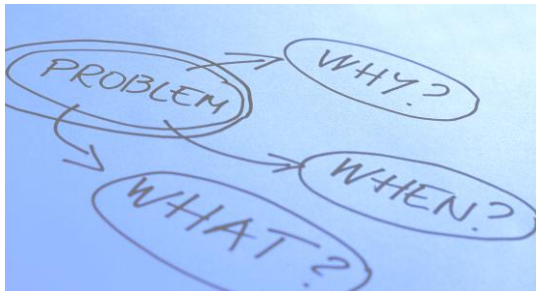
Synopsis

Companies in today's global market need to improve Human Resources recruitment processes to maintain their advantage against competitors in newly emerging economies such as China and Indonesia. But global companies face unique challenges -- intense competition for talent, large numbers of applicants, and widely varying suitability of candidates.



Solugenix' research indicates that Microsoft Dynamics AX business application and its Human Resource Management Module offers a strong foundation for streamlining enterprise recruitment processes. SGX RecruitAX, a new product by Solugenix, enhances Microsoft Dynamics AX to enable companies throughout the world to compete and win the war for talent in today's global market.

Challenge



Trends and conditions in today's global market challenge existing recruitment management techniques and processes for several reasons.

War for Talent Increases

Demographic trends, globalization, and the growth of knowledge work have intensified competition for the most talented workers world-wide and put pressure on hiring managers. Global competition from newly emerging economies such as China and Indonesia has put additional pressure to improve productivity and raise quality. Business analysts forecast that such trends and conditions will continue to shape world markets over the next decade.

Managing Hiring Needs

As companies worldwide expand into new markets, they need to hire workers with specific qualifications -- executives willing and able to work abroad, talented local people with an international turn of mind, those who understand local ways of doing business and local consumers as well as the needs of an expanding middle class. Finding and hiring job such applicants depends upon how effectively companies can integrate these requirements into their IT solution workflows.

High Volume and Variability of Job Applicants

Currently, the world has an unprecedented volume of highly educated candidates from which to choose. However job applicants exhibit widely varying degrees of suitability. Soft skills such as proficiency in English, experience on teams, comfort in assuming leadership roles, and other cultural issues vary dramatically. To effectively manage the large numbers and increasing variability of applicants, companies need to identify and fast-track the most valuable candidates for processing through the system.

Business Needs

Growing companies in today's market, often manage recruitment processes using ad hoc systems based on Microsoft Office Excel spreadsheets, Outlook emails, and attached Notes. These systems typically work well until companies reach about the 100-employee mark. Given higher volume and increased demand, tracking job applicants through the recruitment process workflow using Microsoft Office applications alone, becomes overly complex and inefficient.

Many companies realize they need an enterprise-level solution and choose MDAX, a business application that integrates with Microsoft Office and other legacy applications easily, allowing companies to store information in a structured easily retrievable manner across their enterprise. With the additional AX Human Resource (HR) Management Module installed, the solution affords HR managers with many benefits. However, upon closer examination, the solution fails to meet all business requirements for global recruitment management.

Recruitment Management Worldwide – Is There An Ideal Process?



What is the ideal process for worldwide recruitment management today? It could be one that successfully meets the demands of today’s global market, where project management at “light speed” is just barely able to keep up. After many years of testing, evaluation, remediation, and trial under real-world conditions, Solugenix has developed a recruitment workflow that provides an excellent working model for global recruitment management processes.

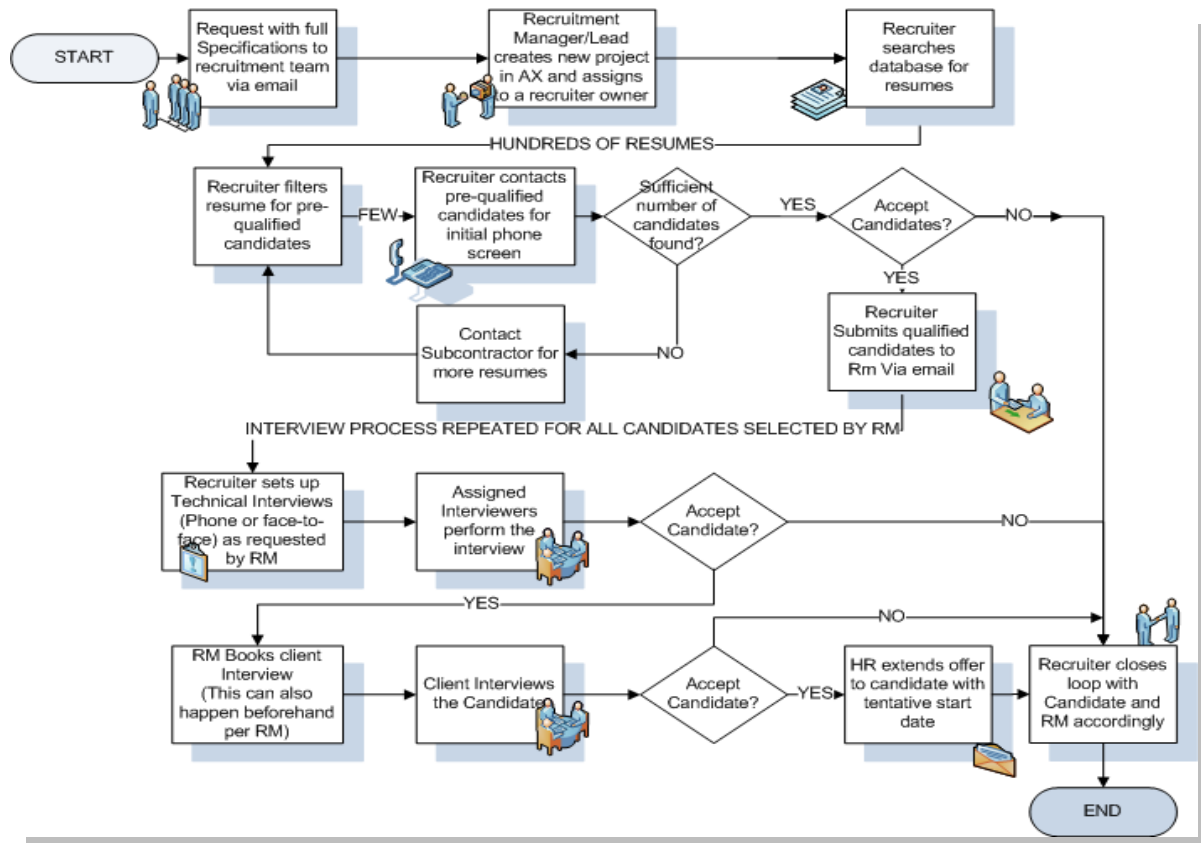
Solugenix Recruitment Process

Like many companies throughout the world, Solugenix uses Microsoft Dynamics AX (MDAX), an enterprise business application platform, with the Human Resource Management Module, to manage recruitment. The company’s recruitment workflow is represented in the Figure below. Each step illustrated in the workflow will be explained further in the following section. Workflow issues and MDAX application enhancements to correct these issues will also be fully addressed.

The workflow revolves around four primary users which are:

- Recruitment Manager (RM)
- Recruiter
- Interviewer
- Applicant/Candidate

Figure 1 Solugenix Recruitment Process Workflow



Steps in the Workflow

The steps in the Solugenix' recruitment workflow are listed below. Please note that the workflow is a high-level overview. Using project management best practices, Solugenix reviews its processes regularly, continually improving on this model.



Step 1.

Open a Position

The Recruitment Manager (RM) sends an email to the Recruitment Team, and an "owner" Recruiter, containing all information about the new position.



Step 2.

Gather Candidate Resources

The Recruiter gathers a list of candidates by searching resumes in the company database, soliciting referrals from personal networks, emailing headhunters and vendors, and advertising online with Web sites such as Monster, Dice, and Hot Jobs.



Step 3.

Qualify Resumes

The Recruiter qualifies each resume against job responsibilities, location, and type of employment desired, flagging some for removal from the system, if necessary.



Step 4.

Conduct Telephone Interview

The Recruiter interviews each candidate by telephone, verifying Visa status, salary, rate, location, and soft skills such as "people" skills. The Recruiter may request an updated resume or other information. The Recruiter may also target the candidate for consideration to additional positions.



Step 5.

Review Candidate

The Recruiter submits the resume to the Recruitment Manager (RM). The RM can request a technical interviewer, interview the candidate personally, delegate the interview to another staff member, or decline the candidate altogether.



Step 6.

Schedule On-site Interview

The Recruiter schedules the RM's requested interviews, locating interviewers by using the Skills Matrix available on SharePoint under "Recruitment Tools," or asking the RM to refer an interviewer.



Step 7.

Conduct Technical Interviews

The Recruiter sends the candidate's information to the Interviewer, and schedules technical interview. After each interview, the Interviewer fills out an email feedback form and sends it to the RM and Recruiter.

Step 8.**Conduct Second Technical Interview**

If an RM or Recruiter requests a second interview, the Recruiter contacts the candidate and keeps them "warm" during the elapsed time in the process.

Step 9.**Conduct Client-Candidate Interview**

The RM reviews and submits the candidate's resume to the client, and then schedules an interview. Depending upon location, the interview may take place by telephone or in person. The client sends feedback about the candidate to the RM, and may request additional interviews.

Step 10.**Candidate Accepts Position**

If the client accepts the candidate, the RM notifies the Recruiter and the Human Resources department which handles the paperwork. Together they coordinate and schedule the candidate's start date.

Step 11.**Vendor Accepts Candidate**

If the candidate has been submitted by a vendor, the Recruiter, the vendor, and HR personnel will process the paperwork using Solugenix' contract agreement with that vendor.

Step 12.**Candidate Receives Offer Letter**

HR creates an Offer Letter. Upon approval by the RM, Recruiter and client, the letter is sent to the candidate. If the offer is accepted, HR coordinates a start date and notifies the RM and Recruiter.

Step 13.**Complete Project Placement**

Once the candidate accepts the offer, the RM notifies the client of the start date. When all placements for the position are filled, the RM notifies the Recruiter who sends an email to all vendors informing them that the position has been closed.

Step 14.**Candidate Rejection**

If the candidate is rejected, the Recruiter provides feedback to the candidate, and confirms that the company will consider the candidate for any future openings.

How to Enhance the Solution?

Over many years, Solugenix has incorporated project management best practices into its recruitment management process. After carefully evaluating internal workflows, the company has created a new product designed to enhance the functional capabilities of MDAX Human Resource



(HR) Module. The product is named SGX RecruitAX, and it optimizes MDAX HR Module by adding the following capabilities.

Search by Keyword

Issue: When opening a new position, the Recruiter searches the database for resumes. The HR module in MDAX HR module does not support keyword searches, so the Recruiter must manually search through a large number of records, a process that is inefficient and time-consuming.

Solution: SGX RecruitAX solves this issue by adding “search by keyword” functionality to the HR Module.

Email Integration

Issue: Much of the recruitment workflow depends upon email, and “keeping the candidate warm” during the elapsed time in the recruitment process. The HR Module does not support integrated email, so Recruiter or RM must exit the system and use an external email client to contact vendors, candidates, clients, or internal HR staff. The process is time-consuming, and also makes tracking of project correspondence more difficult.

Solution: SGX RecruitAX solves this issue by adding email integration to the HR Module.

Filtered Search

Issue: The RM and Recruiter assess and evaluate information such as project schedules, start dates, cancellations, and application and applicant status. The HR module does not support filtered searches, so RMs and Recruiters must manually search the database on a regular basis, to find the information they need. The process is inefficient, and leads to bottlenecks in the workflow.

Solution: SGX RecruitAX solves this issue by adding filtered search capability to the HR Module.

Feedback after Interview

Issue: Knowing *why* a particular candidate was accepted or rejected is critical to maintaining and improving the quality of the recruitment process. The HR module captures only whether the candidate was accepted or rejected, so RMs and Recruiters must depend on word-of-mouth, personal databases, or other informal means to track a candidate’s suitability. The process is inefficient, subject to human error and ambiguity, and could result in loss of promising candidates for consideration.

Solution: SGX RecruitAX solves this issue by adding the capability to attach documents and ad hoc information to candidate records.

SGX RecruitAX

Solugenix SGX RecruitAX recruitment management solution adds essential enhancements to MDAX – Human Resource Module that gives businesses throughout the world truly integrated enterprise-level recruitment management capabilities. Solugenix offers customization services to accommodate source and destination version upgrades and adapt for environmental variables, if necessary.

Solution Pre-requisites



SGX RecruitAX requires that the following Microsoft products be installed:

- MDAX 4.0 SP2 and
- Microsoft SQL Server 2005 SP2,
- MDAX (MDAX)
- MDAX Human Resource Management Module
- MDAX Questionnaire Sub-module
- MDAX Administration Sub-module
- MDAX Basic Sub-module

Enhancements to HR Forms

SGX RecruitAX extends the functionality of four primary forms in the MDAX Human Resources Management Module. The four forms are:

- Recruitment Project
- Applicant
- Application
- Interview

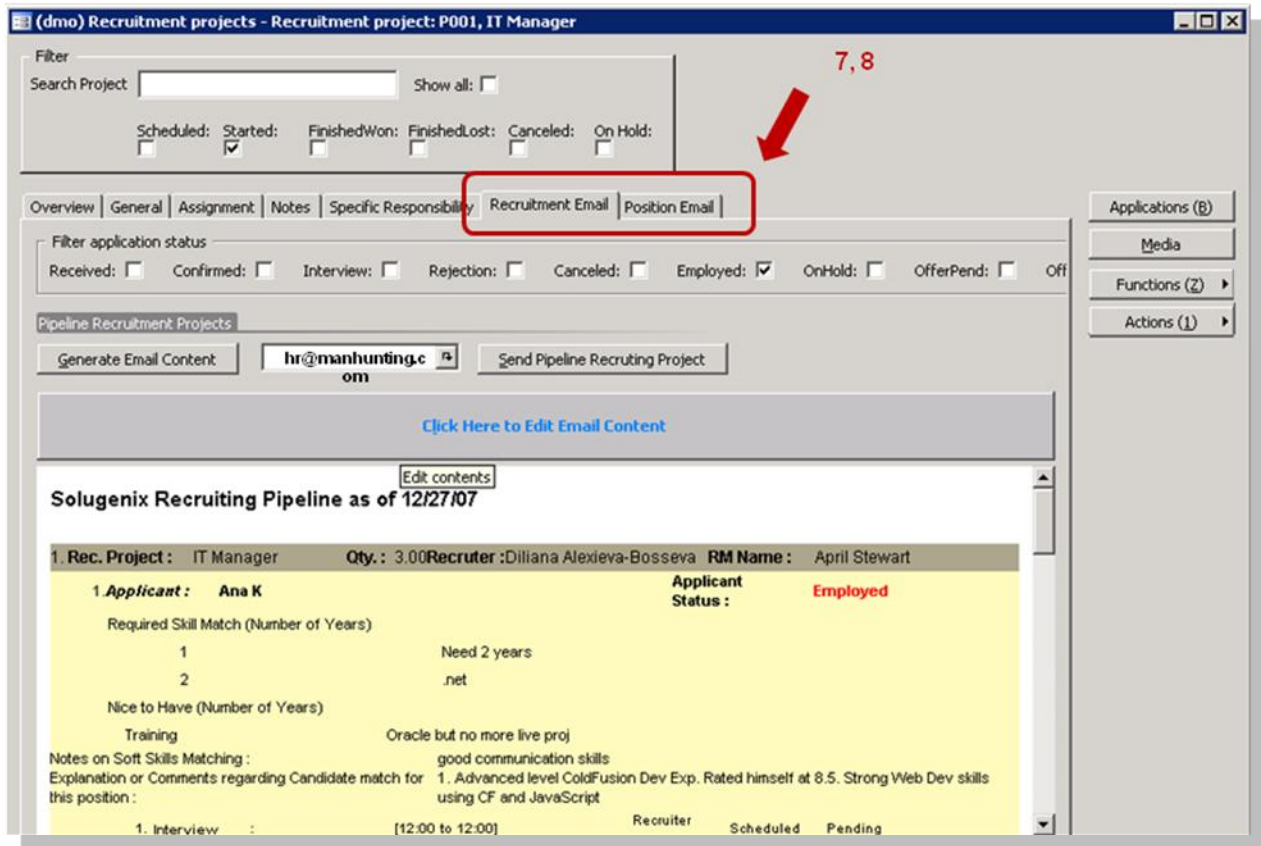
Each form plays a part in the recruitment management workflow. The following sections list enhancements to the HR Module, by form and activity.

Recruitment Project Form

The Recruitment Project form enables the RM to track projects on a global level. The following enhancements add to the functionality of the form and allow for the capability to:

- Assign status and priority classifications to projects
- Assign a confidential salary and rate code for budgeting purposes
- Filter project search results by status
- Record the reason for a project's cancellation or on-hold classification
- Email project and position details to Recruiters or others from within the application

Figure 2 Recruitment Project Form



Applicant Form

The Applicant form enables users to record information about the job candidate. The following enhancements add to the functionality of the form and allow for the capability to:

- ☉ Search for applicants by keyword
- ☉ Attach supplementary documents such as candidate resumes to a record
- ☉ Block an applicant from appearing in searches
- ☉ Assign an applicant for consideration to multiple positions
- ☉ Filter search results by title and relocation criteria
- ☉ Email applicant information to Recruiters, vendors and sub-contractors from within the application
- ☉ Record an applicant's expected salary using confidential salary and rate codes

Application Form

The Applications form enables RMs and Recruiters to capture a job applicant's information. The following enhancements add to the functionality of the form and allow for the capability to:

- ☉ Classify application by status
- ☉ Assign ownership of an application to a Recruiter

- ④ Assign an expiration date
- ④ Filter search results by application status
- ④ Record ad hoc remarks and “nice-to-have” comments about applicants
- ④ Assign confidential salary and rate codes to applications
- ④ Email application details to Recruiters from within the application

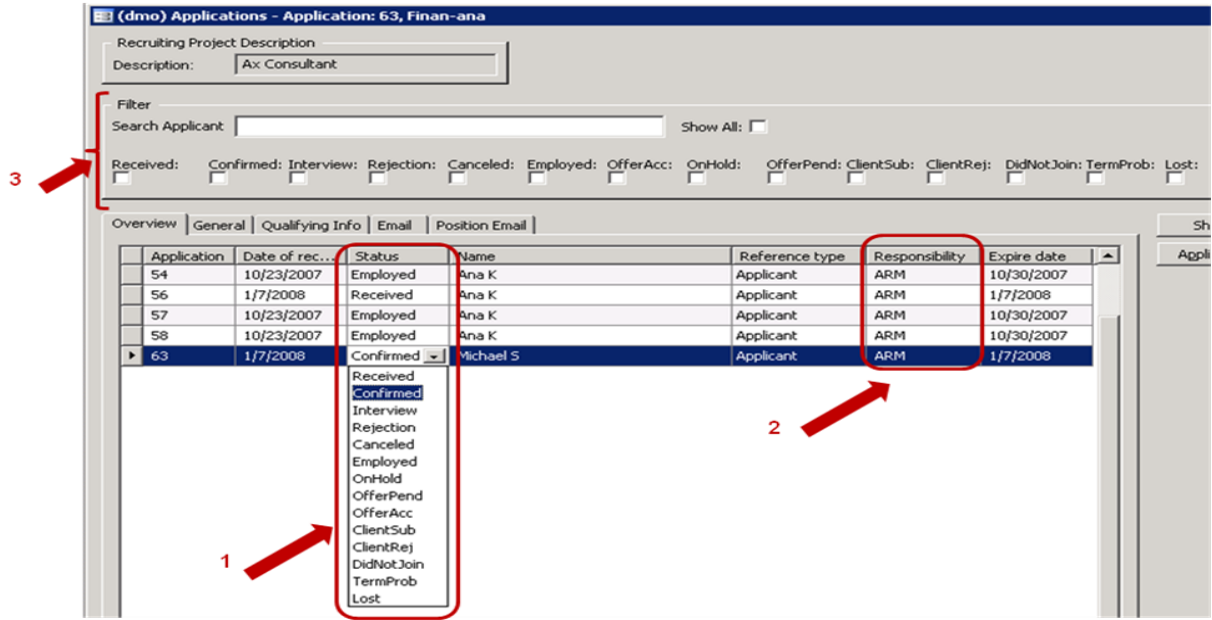


Figure 3 Applications Form

Interview Form

The Interview form enables interviewers to capture the results of interviews with candidates. The following enhancements add to the functionality of the form and allow for the capability to:

- ④ Assign interviews a type, time zone, and description label
- ④ Record interview feedback
- ④ Record candidate recommendation or reason for rejection
- ④ Email scheduling reminders to RMs, Recruiters, clients, and vendors

Business Benefits

Using MDAX Human Resource Management Module and SGX RecruitAX can benefit companies throughout the world in many ways, particularly as follows:

- ✓ **Practical Tool – simple, user friendly, easy to navigate**
 - ✓ **Based on natural recruitment work flow**
 - ✓ **Vacancy management made quick and simple**
 - ✓ **Improved efficiency in recruitment process**
 - ✓ **Fast and powerful keyword search tool**
- ✓ **Cost saving: Reduction in time-per-hire and cost-per-hire**
 - ✓ **Better ROI for the organization**
- ✓ **Facilitates faster, unbiased, accurate and reliable processing of applications**

Simple and Easy to Use

The SGX RecruitAX User Interface is user-friendly, simple to learn, easy to navigate, and eliminates the need for user training. The product is simple to install, integrates easily with the MDAX platform, and requires little maintenance.

Improves Productivity

The SGX RecruitAX uniform framework streamlines collaboration between Recruitment Managers and Recruiters, improving productivity, and helping managers meet strategic recruitment goals more easily.

Increases Efficiency

SGX RecruitAX increases efficiencies by providing powerful keyword search and search filters that streamline recruitment project turn-around times, simplify vacancy management, and leave Recruitment Managers with more time to develop strategic goals.

Improves Quality

SGX RecruitAX improves project tracking and follow-up, increases business insight, enables project managers to determine skill gaps quickly and develop resources to meet strategic goals, resulting in unbiased, accurate and reliable processing of applications, and higher candidate acceptance rates.

Improves Decision-making

SGX RecruitAX simplifies obtaining key business metrics such as campaign “win-loss” statistics, for improved business insight and decision-making.

Higher Return on Investment (ROI)

Streamlined workflows, higher candidate acceptance rates, and better decision-making lead to increased return on your investment and increases your ability to compete and win in today’s highly competitive and fast-paced global market.

About Solugenix

Founded in 1969, Solugenix is an award-winning Microsoft Gold Partner with proven expertise providing Enterprise Resource Planning (ERP) solutions that automate and streamline financial, customer relationship, supply chain, and recruitment processes. With a history of innovation, Solugenix has helped companies drive business success by providing strategic solutions and services -- including a Web-based mapping and routing system for Yahoo Maps and MapQuest, a structured technology support system for the Fast Food industry, and the first cell phone billing system.

Solugenix continues its spirit of innovation today by helping businesses meet the challenge of rapidly changing regulations and legislative requirements such as Sarbanes-Oxley (SOX) and the Health Insurance Portability and Accountability Act (HIPAA), to name a few.

We invite you to contact our Sales Team at (866)749-7658 to find out more about Solugenix. You may also send us an email at info@solugenix.com or visit our Web site at www.solugenix.com.

A rectangular graphic with a blue border. At the top center is the Solugenix logo, which includes the word "SOLUGENIX" in blue, the tagline "Defining excellence in consulting since 1969" in a smaller font, and the Microsoft Dynamics logo (a colorful triangle) to the right. Below the logo is the text "Solugenix works with clients to guarantee the successful implementation of customer's Microsoft Dynamics AX ERP systems. Over the past 39 years, our clients have grown to expect Solugenix's technological leadership and resilience in response to their changing needs." At the bottom of the graphic is a box containing the Microsoft Gold Certified Partner logo and a list of services: "Microsoft Business Solutions", "Custom Development Solutions", "Advanced Infrastructure Solutions", and "Networking Infrastructure Solutions".

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Microsoft Dynamics

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