

Séntrel skills management

In today's knowledge economy, the ability of an organisation to implement a strategy to the best ability of its workforce is one of the key contributors to success

Séntrel - skills management is a new software system that enables effective management of skills within the contact centre by creating a Skills Management Infrastructure (SMI). This infrastructure allows organisations to better assess, acquire and deploy skills to meet their current and future business needs.

Transforming Performance

The Séntrel - skills management solution helps transform contact centre performance by optimising an organisation's skills and people at corporate, department and individual level. Through a complete inventory of personnel skills, the true strength of the workforce asset can be assessed and business strategies devised and executed successfully.

Séntrel works with existing contact centre workforce optimisation technologies, providing detailed agentskills manifests to leverage the effectiveness of skills based routing and workforce management systems. Séntrel can also help realise the full value of contact centre Quality Monitoring and eLearning solutions by including real-world assessment of competencies and directing training to fill specific skills gaps.

With Séntrel organisations can be remodelled or integrated, project teams built, experts identified and people re-skilled to execute business goals and strengthen existing capabilities. Séntrel targets the business-critical challenges of rapid organisational change, constant skill adoption and regulatory demands for compliance and certification.

Strategy into Action

In today's knowledge economy, the ability of an organisation to implement a strategy to the best capability of the workforce is one of the key contributors to business success. Séntrel ensures that board and management strategy

objectives filter down through an organisation undiminished, relating each and every individual's skill objectives to these directly. Whether preparing for a new product launch, building project teams or introducing a new service, the ability to identify who in a contact centre is ready and who requires additional skills is critical to timely success. Integrating Séntrel organisations can turn their skills gap analysis into an accurate training needs analysis; ensuring that they have the correct learning content available to skill the individuals who will action strategies.

By using Séntrel contact centres will understand the skills of each individual - providing a readiness planning, objective setting, mentoring, collaboration and risk assessment framework that will ensure they can put their business' strategy into action - undiminished.

Enterprise Wide Access for Enterprise Improvement

The SMI that Séntrel provides allows all staff - senior executives, managers, employees, HR professionals and trainers to participate in improving company performance.

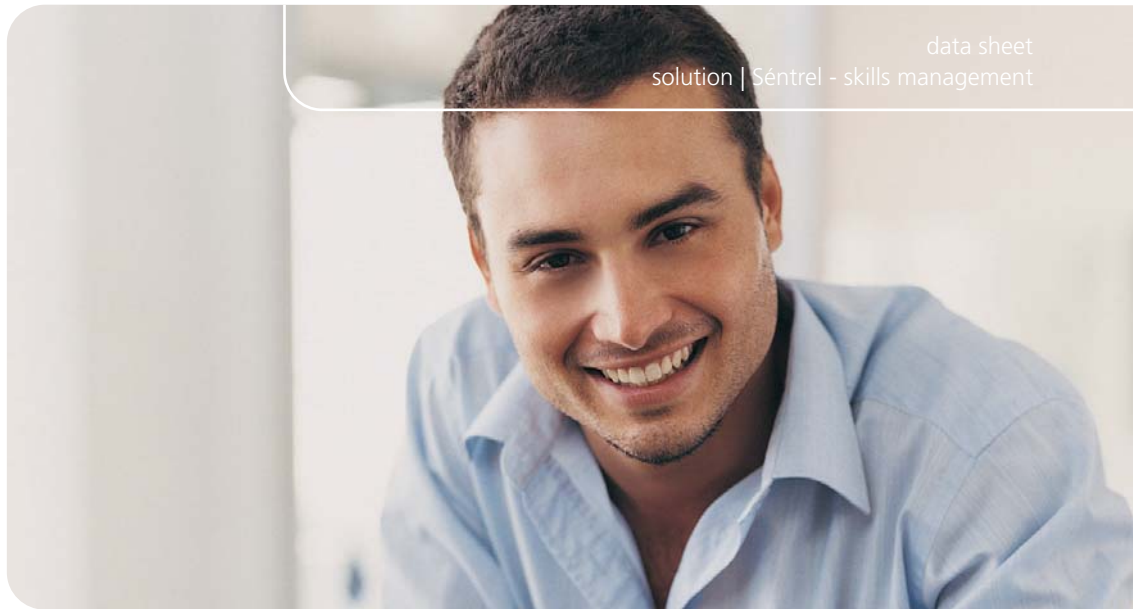
The foundation of Séntrel is the skills inventory, a highly granular audit of staff skills and roles that is authenticated by managers and team leaders and is visible at all levels of an organisation. It provides a cascaded view of skills and competencies against which business objectives, organisational models, job roles, vacancies and training requirements can be understood and aligned.

Using processes and workflow, Séntrel accommodates and evolves the workforce structures and procedures of any organisation, without constraint. Séntrel's ability to analyse and manage staff skills leverages traditional development and eLearning solutions, allowing

Séntrel's key benefits

- Leverages investment within CRM, quality monitoring, skills routing and workforce management
- Aligns and optimises resources to meet business objectives and operational needs
- Increases staff productivity and utilisation
- Improves staff retention
- Optimises training effectiveness
- Improves risk and compliance management





Strategic Planning

- Capability Modelling
- Workforce Asset Valuation
- Communication Business Change
- Performance Measurement

Risk Management

- Succession Planning
- Individual Contributors

Operations & Mobilisation

- Readiness Planning
- Team Building
- Expert Finder
- Compliance

organisations align training with business direction and to achieve a greater return from their existing investments.

Strategic Planning

Séntrel provides a unique strategic planning capability, accessible to management at all levels of an organisation - corporate, divisional and departmental.

Managers are provided with a cascaded view of the organisation including the people, skills and capabilities under their responsibility. A suite of business intelligence tools allows skills levels to be quantified and new organisational scenarios modelled.

Capability Modelling

Complete visibility of skills allows managers to understand how their organisation can meet its current and future business goals. Séntrel's capability modelling tools can be used to apply 'what-if' scenarios, that integrate with workforce management solutions, and assess how an organisation will need to transform to meet the skill-agent requirements required for new strategic objectives.

Workforce Asset Valuation

To date, companies have only been able to quantify the cost of their human capital using HR and payroll systems. Séntrel allows the cost of skill acquisition and other value measures to be associated to skill levels and job functions so that the true worth of your personnel can be measured as a revenue generating entity.

Communicating Business Change

Séntrel incorporates a robust deployment process to communicate new business directives through the organisation, to the management layers where mobilisation is required to execute the objective. The deployment process uses configurable templates and forms to

provide structured information detailing mobilisation levels, from which managers can plan resourcing and up-skilling.

Performance Measurement

Management can review performance improvements through Séntrel's reporting suite. This provides a quantitative and qualitative view of resource changes and re-skilling so far undertaken. By further integration into core business systems, such as contact centre and sales systems, manager can also view improvements in the business goals set, for example improved customer service.

Risk Assessment

In today's knowledge-centred organisations, it is essential to maintain an on-going risk assessment of key personnel, skills and the costs attached to their loss.

If a resource planner was incapacitated tomorrow, who has the skills to fill their position? What training would be required and how long would it take for a replacement to be operational? Using Séntrel's skills inventory, organisations are able to identify, track and manage such risks to minimise their impact on operations.

Succession Planning

Séntrel provides succession planning tools to identify the individuals best placed to fill essential positions in organisations. By quantifying the skills gaps, and the training lead times needed by individuals to reach full efficiency, Séntrel enables contact centres to locate their future directors, managers and team leaders.

Individual Contributors

Within organisations there may be individual contributors with unique skills that cannot

'Séntrel - skills management allows HR, line managers, external parties and staff to collaborate in the hire process to reduce costs and leadtimes and to increase the accuracy of recruitment'

be replaced from within. Who are these individuals, what are their roles, and what unique skills do they possess? By analysing an organisation for individual contributors, you can assess the risk of having no internal contingent staff and plan accordingly.

Operations & Mobilisation

Séntrel enables business operations to improve the speed by which their workforce can be mobilised to meet business objectives.

The granularity of the Séntrel skills inventory, allows managers to quickly identify and bring together the appropriately skilled personnel, experts and like-minded individuals on a permanent or ad hoc basis. They can likewise set learning objectives for a team or individuals and monitor progress.

Readiness Planning

In the case of strategy changes or new product introductions, Séntrel provides business managers a complete view of the skills within their team to assess readiness for the change, requirements for re-skills and new positions. Time is critical, and lead times on training, internal transfers and recruitment can be built into the planning process to ensure mobilisation meets scheduled deadlines.

Team Building

Séntrel's skills inventory is ideal for identifying and building teams to address specific projects on a full time, ad hoc or virtual basis. Projects can be specified by skills, location and timeframe and, using the skills inventory, the project team can be pre-populated with resources from across the organisation.

Expert Finder

In fast moving businesses where specialist knowledge is rarely documented, the

dynamic skills profile plays a crucial role in the Séntrel expert finder. This allows subject matter experts to be immediately identified providing a collaborative framework for instantaneous mentoring or expert assistance.

Skills Management

Séntrel ensures a contact centre is properly resourced according to readiness requirements. Continued analysis of staff skills against job specifications drives competencies to consistent standards across the organisation. Séntrel allows all staff levels - human resources, executive, operational and individual - to participate in this vital process.

Skills Inventory

Séntrel's skills inventory rests at the heart of all skills management and workforce optimisation processes. Skills inventories can be configured to a contact centre's unique skills schema - its specific organisational model, job roles and competency levels - to which staff skills are mapped. Alternatively, Séntrel can also use industry standard schemas like e-skills UK's Call2Contact framework.

If a bespoke skills schema is required to meet specific requirements, or even if modifications to an existing scheme are required, QPC can provide the extensive knowledge and consultancy required to define the roles and skills that are most relevant to an organisation and its business goals.

The skills inventory is highly flexible and it allows new schemas to be modelled and implemented as the company evolves, and extensive analysis of staff skills to be performed.

Skills Gap Analysis

Skills gap analysis identifies divergence

Skills Management

- Skills Inventory
- Skills Gap Analysis
- Workforce

Development Planning

- Skills Capture and Assessment

Recruitment Management

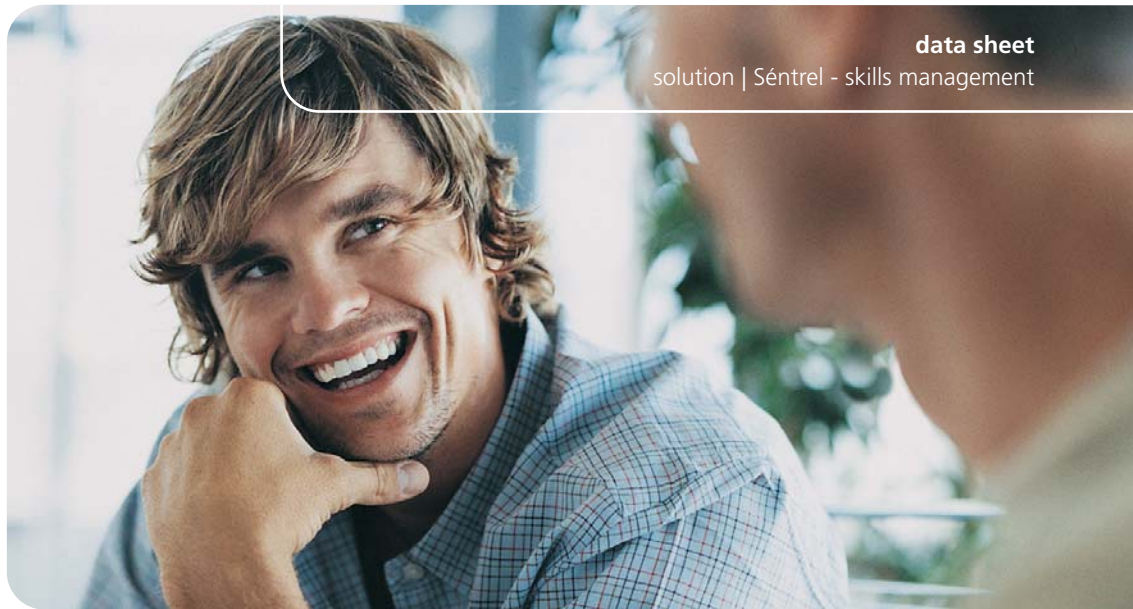
- Recruitment Planning
- Recruitment Automation

Learning Management

- Training Needs Analysis
- Learning Programme and Policy

Development

- Personal Learning Development
- Knowledge Management



Séntrel features include:

- Strategic Planning
- Capability Modelling
- Communicating Business Change
- Performance Measurement
- Risk Assessment
- Succession Planning
- Individual Contributors
- Operations & Mobilisation
- Readiness Planning
- Team Building
- Expert Finder
- Skills Management
- Skills Inventory
- Workforce Development Planning
- Skills Capture and Assessment
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- Learning Management
- Training Needs Analysis
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- Skills Capture and Assessment
- Skills Gap Analysis

between business objectives and operational status, by comparison of the objectives set by management against the staff skills deployed. Skills gap reports can be produced for specific areas of the company, whilst drill-down tools allow managers to identify specific individuals and areas that require up-skilling.

Workforce Development Planning

By making the skills of the organisation highly visible, managers can quickly establish where the workforce is over-skilled, and where there is a definite skill requirement. By setting the appropriate skill objectives, managers trigger a training needs analysis process that ensures effective delivery of appropriate learning content, within a specified time frame.

Skills Capture and Assessment

Séntrel's skills capture processes encourage staff to regularly update their skills. Information is captured and validated using a number of established methods - self assessment, manager appraisals with Quality Monitoring, 360 degree assessment, certification of training undertaken and compliance configured to specific industry regulations. Workflow agents ensure assessments and manager validation occur at prescribed intervals.

Recruitment Management

Ineffective recruitment, whether internal promotion or external hire, can have a major impact on the development, success and security of an organisation. Séntrel's recruitment management ensures that the process of identifying and filling vacant positions is highly efficient and is carried out in a well managed and timely fashion to avoid constraints to the business.

Recruitment Planning

Operations and HR managers can maintain a

constant view of recruitment needs, assessing current staff resources, skills development and individual career aspirations, against the immediate and longer term roles required by their organisation. Internal candidates, for vacant or upcoming roles, can be identified, as can their replacements in the chain of progression. Gaps in available resources are simultaneously identified to be augmented through the external hire process.

Recruitment Automation

Séntrel allows HR, line managers, external parties and staff to collaborate in the hire process to reduce costs and lead times and to increase the accuracy of recruitment. Candidates - external as well as internal - are registered in the skills inventory, from where all participating managers can update and review the candidates' progress through the hire process. Based on the skills and competency profiles of job roles

maintained in the skills schema, Séntrel can output predefined candidate profiles for use internally, provide them to agencies or present them on-line through any internet-based recruitment service. A flexible range of 'hard' and 'soft' assessment criteria can be associated with the candidate profile. These enable the consistent measurement of candidates by internal and external interviewers, and can be used for self-assessment with on-line recruitment.

Learning Management

Séntrel's learning management helps organisations avoid skills gaps at time critical points and optimises the quality and value of training resources.

Contact centres can develop corporate training policies, provide training roadmaps for the individual and comprehensively plan, deploy

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and track training delivery. By building a skills management infrastructure Séntrel, delivers learning management facilities at human resources, training, executive, operational and individual levels across an organisation.

Training Needs Analysis and Skills Audits

The effectiveness of training is governed by the accuracy of training needs analysis. By utilising Séntrel, the exact training requirements of every individual in the organisation are aligned to the central business skills taxonomy - making for highly accurate, granular data, captured directly from the training recipients and aligned to an organisation's objectives. This provides precise foundation data to drive the organisation's training delivery.

Learning Programme and Policy Development

With visibility of training requirements across an organisation, together with knowledge of long-range business plans, Séntrel allows HR and training professionals to build training programmes that truly support the business.

The necessary training courses, content and providers can be identified and course delivery scheduled both by instructor-led and self-service on-line training.

Personal Learning Development

Séntrel helps automate the process of personal learning and skill development. From a manager-validated personal learning roadmap, individual staff members can manage their own training needs, subscribing to, and taking, courses as and when time permits. Staff can also set their own personal learning objectives, outside of their main job role, and work towards these career aspirations.

Knowledge Management

By integrating a full knowledge management solution into the learning management system, learning content can be generated by your own experts and captured, reviewed and re-deployed as course content. This provides the perfect mechanism to build an extensive knowledge base within your business, utilising your internal skills and collateral to the maximum.

- Learning Programme and Policy Development
- Personal Learning Development
- Knowledge Management

For more information on how Séntrel - skills management could benefit your contact centre and organisation, or to arrange a demonstration, call,

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Séntrel typically provides ROI by:

- reducing overhead costs by better staff utilisation
- improving agent productivity
- more effective staff recruitment
- improving agent retention
- using training resources more efficiently
- reducing resources required for skills, training and recruitment administration

QPC - customer service transformation

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