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## About emids:

emids is a premier provider of healthcare **IT services** and leading industry solutions, including healthcare application development, healthcare data migration, healthcare business intelligence solutions and mobile healthcare software. Some of the top healthcare providers, health plans and healthcare technology providers in the U.S. count on Emids to improve their services.

## Highlights:

- Automated Performance Management System decreases time, increases engagement
- 89% of the employees agree Engagedly helped with feeling better connected
- Integration with existing systems enhances, doesn't disrupt, daily workflow
- Ongoing performance feedback provides continuous documentation—and peace of mind
- Social Media Module increases overall employee engagement by 16%

## Employee Engagement Didn't Excel with Spreadsheets

For many years, Emids, a leading IT provider for the healthcare industry, used an employee evaluation management template that worked just fine. Every six months, employees filled in an Excel spreadsheet to rate their performance according to different goals. Managers included their own ratings, consolidated the information, then helped their employees set new goals for the next review—six months later.

In the fast-paced IT industry, however, a system that “works just fine” is rarely enough.

The Excel system required much time-consuming oversight. According to Guru Channappa, Director of Tools and Framework, “we had to check with each and every employee and each and every manager” to make sure the process got completed. Even then, “we would reach the end of the month and find out that people were lagging behind.”

Time wasn't the only concern. Eventually, the employees and their managers would compile the performance information they needed. But according to Channappa, employees weren't satisfied with a one-dimensional process that was "related only to business and work. We wanted to accomplish more personal employee engagement."

In 2015, Emids set a goal to improve just that. That's when Engagedly came in.

## **Engagedly Works with What Works**

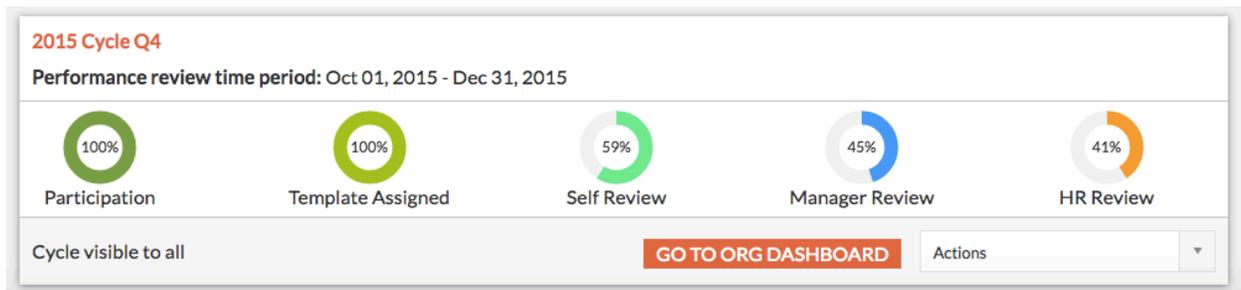
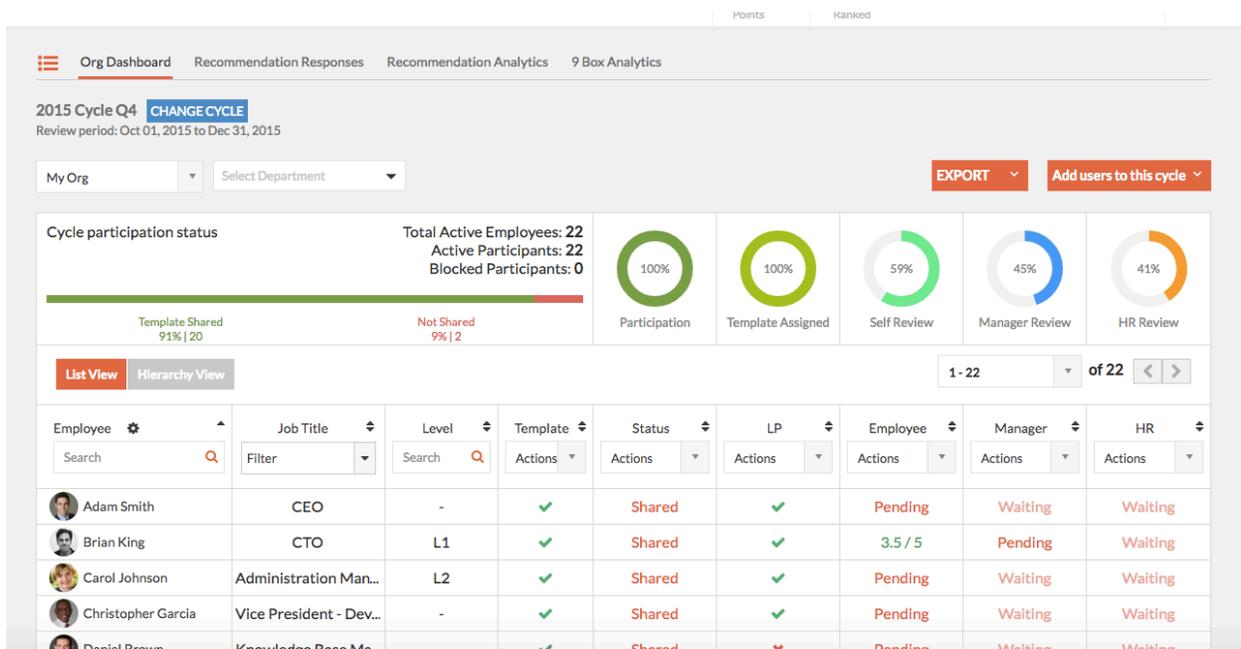
The first step to engaging employees is minimizing their stress. As a result, business leaders often hesitate to introduce a new software platform, even when they know their company will benefit from the adoption. Learning curves, training commitments, and other disruptions to the daily workflow make it easy to put off the change. An even greater concern is how a new platform will integrate with existing systems that already work.

Committed to integrate with Emids' internal work management system, ARC, the Engagedly team set up a landing page that allows employees to choose "Business Process," which takes them to Arc's project management tools, or People Engagement, which takes them to Engagedly's dashboard of features, including Feedback, Performance, and Rewards. Employees don't have to log into two systems as they switch seamlessly from project management to people engagement, keeping apprised of updates on both fronts. Engagedly even customized their platform to Emids' color schemes and logos so that employees never feel like they have to "leave home."

## **Documentation: From Files to Fingertips**

Unlike the unwieldy, biannual spreadsheet system, Engagedly offers constant opportunity for input on employee performance, from peer feedback to social praise. Channappa appreciates that HR Business Partners "can always access information because the data is right in front of them" on the Engagedly dashboard.

Emids’ India location employees 800 alone, with one HR Business Partner overseeing close to one hundred people. This partner must insure that all performance reviews are completed on time. At a glance, an HR partner can see which employees have completed appraisals and follow up with managers if needed.

2015 Cycle Q4 [CHANGE CYCLE](#)  
Review period: Oct 01, 2015 to Dec 31, 2015

My Org  Select Department  [EXPORT](#) [Add users to this cycle](#)

Cycle participation status  
Total Active Employees: 22  
Active Participants: 22  
Blocked Participants: 0

100%	100%	59%	45%	41%
Participation	Template Assigned	Self Review	Manager Review	HR Review

Template Shared 91% | 20 Not Shared 9% | 2

[List View](#) [Hierarchy View](#) 1 - 22 of 22

Employee	Job Title	Level	Template	Status	LP	Employee	Manager	HR
Adam Smith	CEO	-	✓	Shared	✓	Pending	Waiting	Waiting
Brian King	CTO	L1	✓	Shared	✓	3.5 / 5	Pending	Waiting
Carol Johnson	Administration Man...	L2	✓	Shared	✓	Pending	Waiting	Waiting
Christopher Garcia	Vice President - Dev...	-	✓	Shared	✓	Pending	Waiting	Waiting
Daniel Brown	Knowledge Base Ma...	-	✓	Shared	✓	Pending	Waiting	Waiting

Engagedly’s daily tracking of performance offers opportunities for encouragement and growth at any time, not just during biannual reviews. “Say an employee puts in a lot of time over the weekend,” says Channappa. “Before Engagedly, I could praise that person to her face, but there was no record of it. It would be forgotten.” With the Social Recognition feature, he can record his praise right away so that not only the employee, but his or her peers, manager and HR

partner can see it. “Now, when someone performs well, everyone knows. The employee is happy, and the manager sees that people have been noticing their good work.”

Likewise, the feedback mechanism provides helpful documentation when working with employees to improve performance. “Let’s say I need to place someone on a performance improvement plan,” says Channappa. “I have a record of past performance to help document that plan. If I need to have a difficult conversation with an employee or manager, there are no longer any disagreements about ‘my word against theirs.’” Because of Engagedly’s continuous tracking of performance, the information speaks for itself—always at your fingertips.

## **Connected Employees Are Productive Employees**

What about Emids’ goal of increased employee engagement in 2015? Channappa has not been disappointed.

Since the integration of Engagedly into daily work life, employees have shared knowledge, articles, and important announcements, from articles about the health benefits of sleep to information about a new badminton court on campus. In one case, an employee suggested adding signage to stairwells so that those healthy “stair steppers” could easily identify the floors outside the access doors. Shortly thereafter, another employee responded by creating floor identification stickers, affixing them to the stairs, and sharing pictures on Engagedly.

Millennials, especially, have taken to the Social Media Module options of Status Update, Ask for Help, Share an Idea, and Share Knowledge, features that naturally integrate into their ease with using social media to generate ideas and build relationships.

The proof is in the numbers.



According to a survey taken in late 2015, 89% of the employees who responded “strongly agree” or “agree” that company’s new “People Engagement’ section will make it easier for people to communicate and share.” 93% of employees indicate that “Overall, I think this upgrade is a move in the right direction.” Finally, Channappa reports a 16% improvement in the employee satisfaction level after the integration of Engagedly into their platform.

With Engagedly, Emids employees have certainly taken a step in a more engaged direction.