Microsoft

Dynamics 365 for HR Management

David Blumentals

d365.Global

“
...at a time when the need for superior talent is increasing, companies are finding it difficult to attract and retain good people.”
“War for Talent”, 1998

Over 20 years later

Rising employee expectations, wide-spread skills shortages, and intense competition for top talent has made RETENTION a top priority

27%

percent of employees who expect HR to check in with them at least quarterly.[1]

46%

of employees expect performance feedback at least twice a year.[1]

32%

Only 32% of employees said they understand the next steps and actions they need to take to use HR products and services.[2]

56%

of typical "hire-to-retire" tasks could be automated with current technologies.[3]

84%

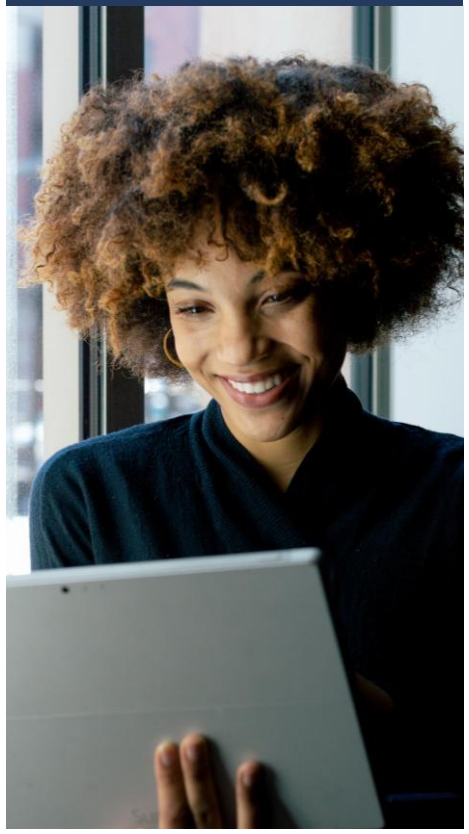
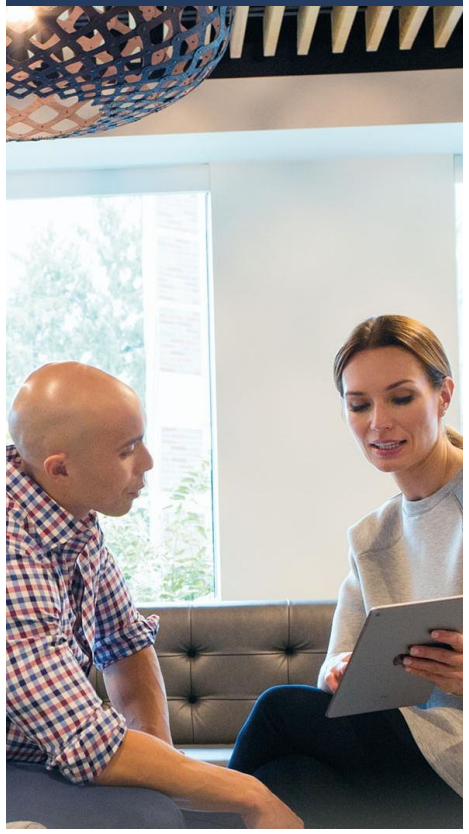
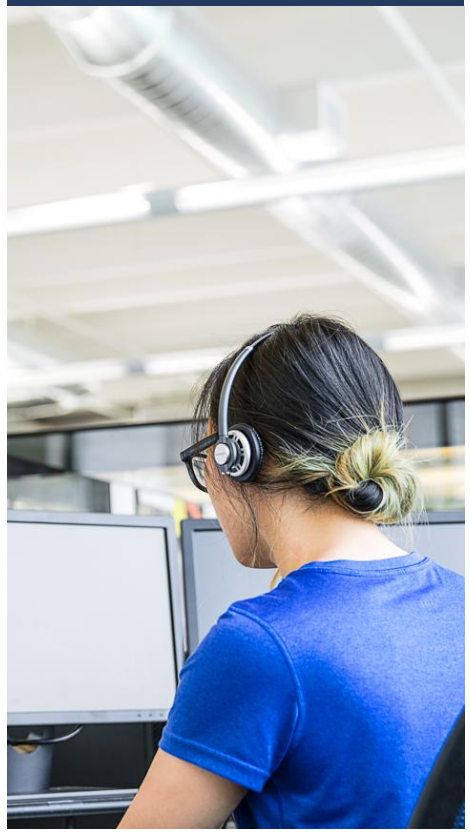
of business leaders said they need to rethink their workforce experience.[2]

88%

of HR leaders say they need to invest in three or more technologies within the next two years.[2]

1. Harris Poll, 2018. 2. Deloitte, 2019. 3. McKinsey, 2018.

What trends are impacting employee retention today?

Skills shortages	Digital market competition	Employee Experience (EX)	Personalization-Diversity and Inclusion	Multi-generational workforce
				

The key to retention is a *connected employee experience*

Align people to impact

Create the right organizational structure to deliver business results and agilely adjust as expectations change.

Empower employees

Ensure leaders, managers, and employees have visibility, self-service access, development, and collaboration tools.

Engage with programs

Create and optimize HR programs that fit a diverse workforce and create a workplace where people can do their best work.

Continuously innovate

Streamline processes to drive cost-efficiency and adjust programs based on data to deliver sustainable results.

HR faces complex automation challenges

Siloed people and engagement data	Low revenue per employee
Disconnected HR systems	High total cost of ownership
No visibility into HR program impact	Low employee satisfaction index
Low employee engagement	High attrition rates

Employee retention

Inefficient HR processes are costly

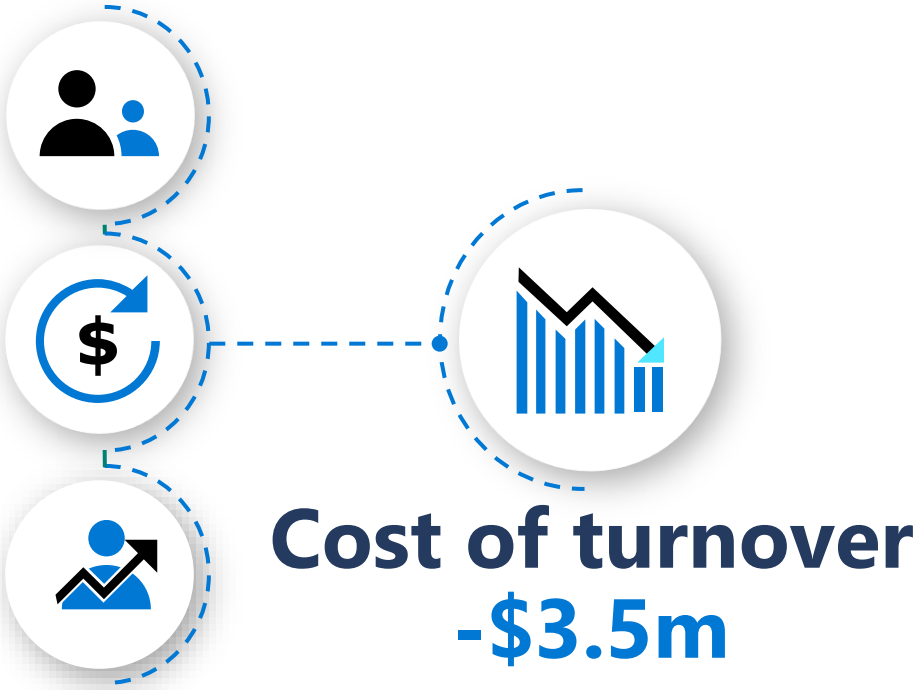
Data is isolated in silos

Employee experience is disconnected

33% attrition of 100 employees
=33 people leaving

Median salary of 80k
=$26,400

+$80K Salary
an employee



Cost of turnover
-$3.5m

The average cost to fill a position is **33%** of an employee's annual salary, yet despite **78%** of companies say digital transformation is important, only **5%** have programs in place

Centralize critical people data to create a connected employee experience and improve retention rates

forcare NDIS Disability Support and Independent Living

Situation

For Care had a variety of systems in place for tracking business performance and employee data, but it was hard to get a holistic view when information was spread across these systems or captured in numerous spreadsheets.

Solution

For Care deployed Dynamics 365 to modernize HR processes and take better care of their employees—who care for their client participants. For Care adds Microsoft Teams Enterprise for even greater integration of information across the group.

Impact

For Care can easily track employee achievement, ensure regulatory compliance, and streamline processes that have been manual and time-consuming. These successes have inspired the group to pursue a greater digital transformation that will help For Care provide even better service to clients, leveraging Dynamics 365 for NDIS and Aged Care along with Business Central for finance.

Products and Services

Products and services:
Microsoft Dynamics 365 for NDIS and Aged Care
Microsoft Dynamics 365 for HR Management
Microsoft Dynamics 365 Business Central
Employment Hero Payroll/KeyPay

Organization Size

475 employees

Industry

Health Provider

Country

Australia

"We're tracking employee achievements better, helping ensure regulatory compliance, and streamlining processes that have been manual for a very long time."

— Human Resources Manager, For Care

Resources https://d365hr.com/

Our vision: Human Resources

Increase organizational agility

to align employees to impact and thrive through business model changes and digital transformation initiatives.

Transform employee experiences

to empower people with simplified and personalized self-service experience that work for a diverse workforce.

Optimize human resources programs

to boost employee engagement and satisfaction, while lowering people operation costs.

Discover workforce insights

to meet compliance regulations, continuously innovate using data-driven decisions and evangelize HR execution.

Balance operational excellence, organizational agility, and the employee experience to create a workplace where people and the business thrive.

Dynamics 365 Human Resources

Deliver HR operational excellence to create a workplace where people and the business thrive

Microsoft Power Platform

Give everyone the ability to create solutions that accelerate business

Power BI

Analyze data

Make informed, confident business decisions by putting data-driven insights into everyone's hands.

Power Apps

Build solutions

Turn ideas into organizational solutions by enabling everyone to build custom apps that solve business challenges.

Power Automate

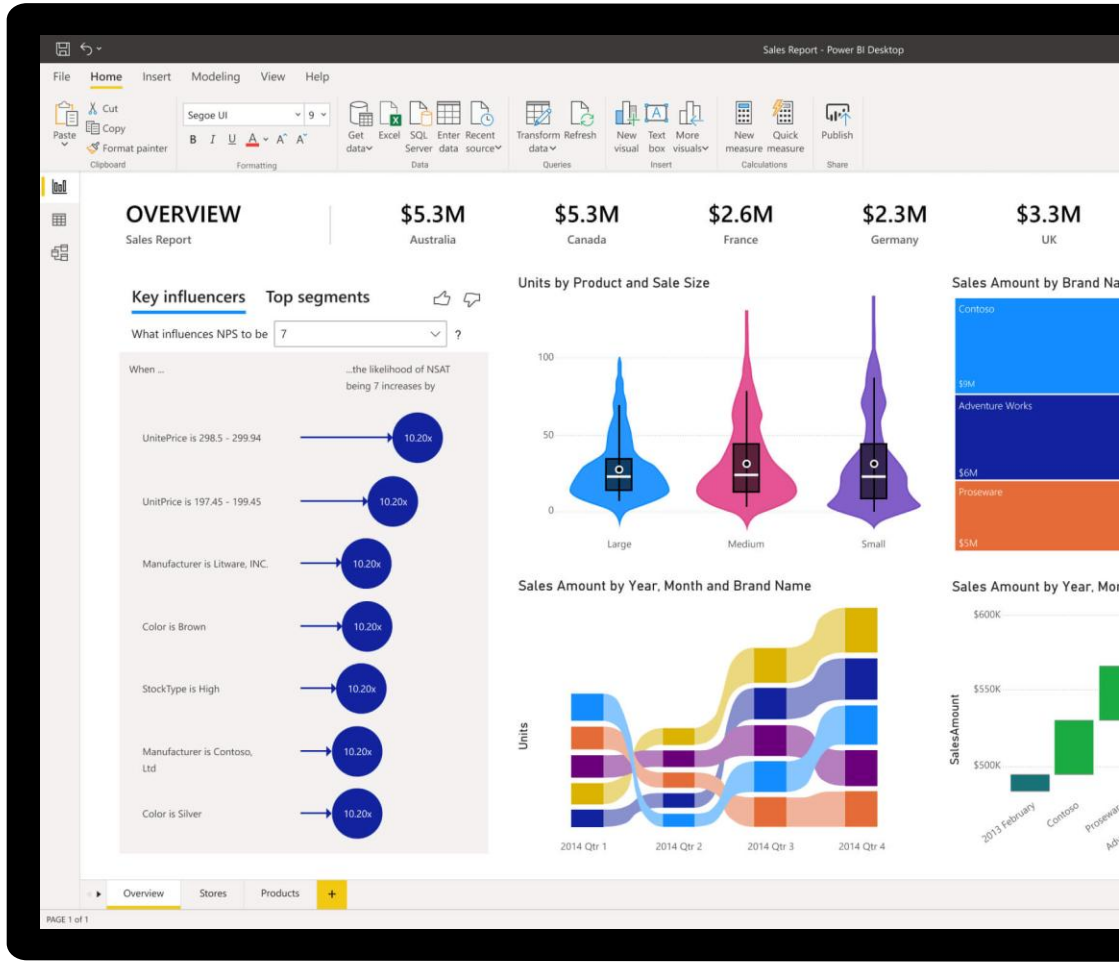
Automate processes

Boost business productivity to get more done by giving everyone the ability to automate organizational processes.

Power Virtual Agents

Create virtual agents

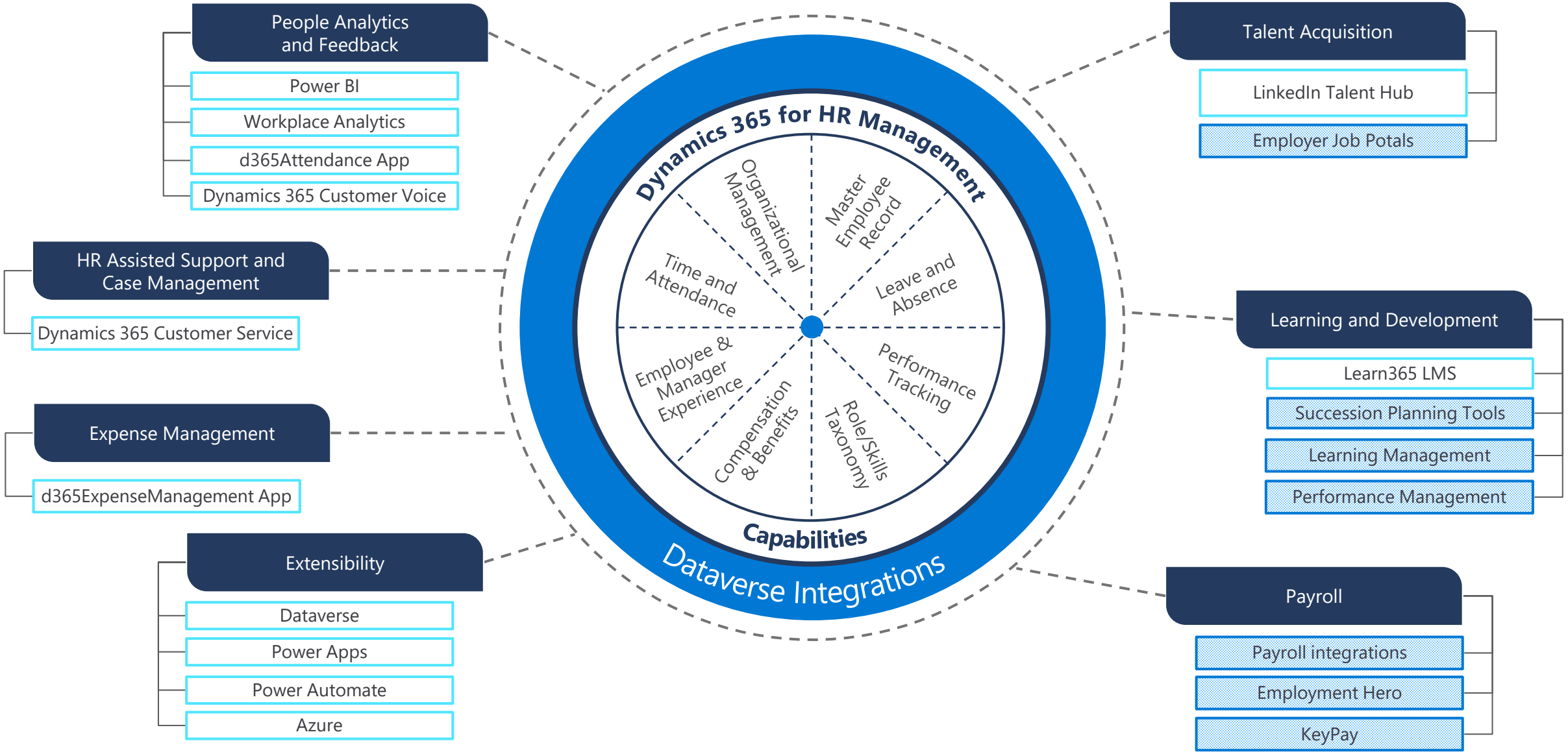
Easily build chatbots to engage conversationally with your customers and employees—no coding required.



Extensibility ecosystem

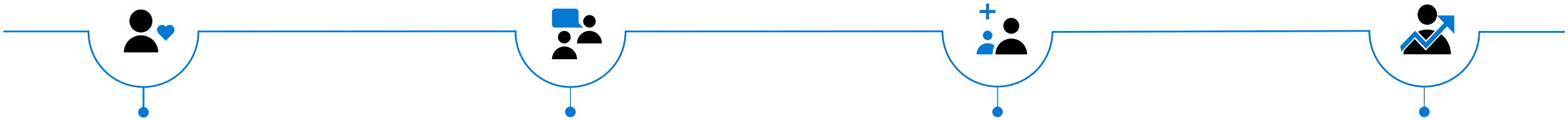
Microsoft & d365.Global commercial/ connected offerings

Partner SaaS integrations



Connected employee experience

Demo



Transform employee experiences

Optimize human resources programs

Improve organizational agility

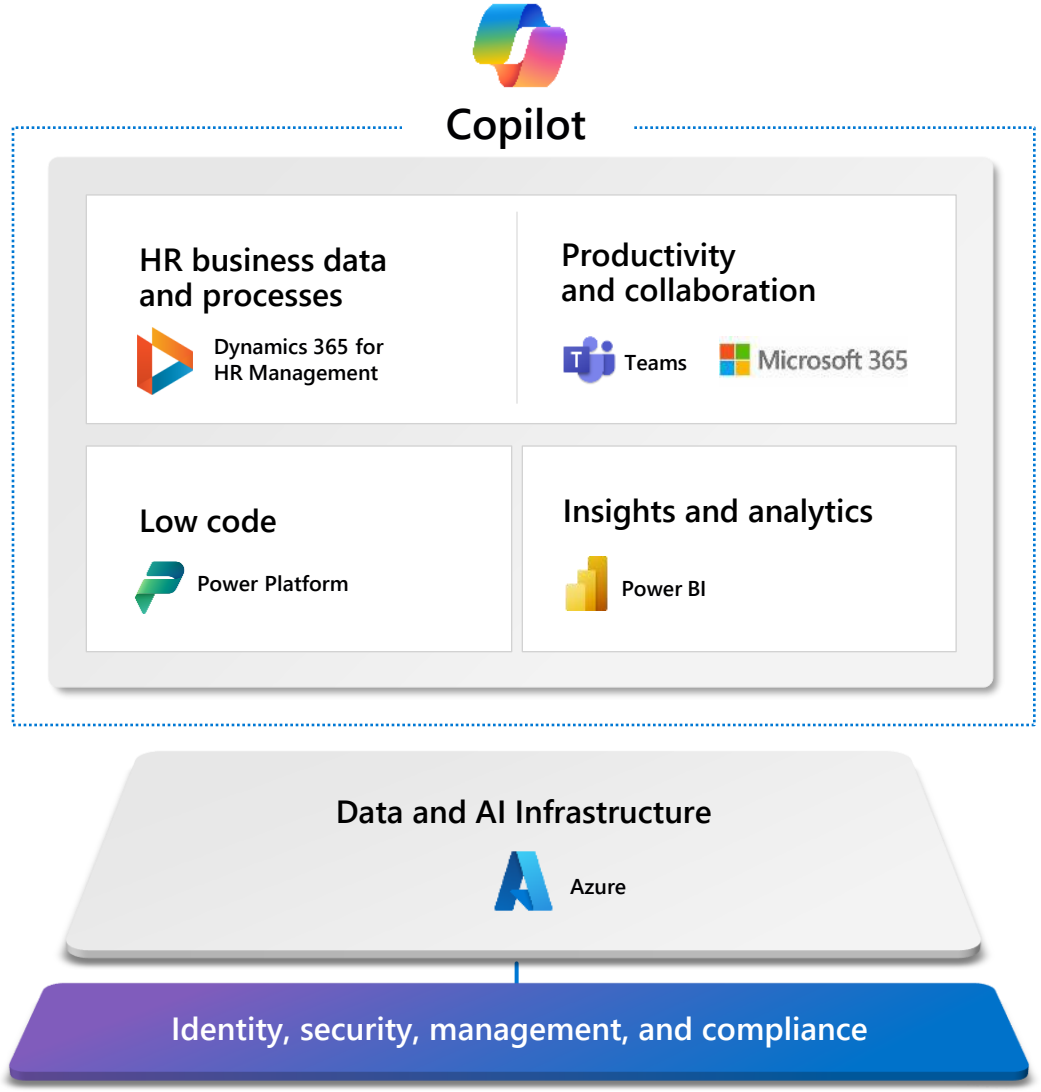
Discover workforce insights

Dynamics 365 for HR Management

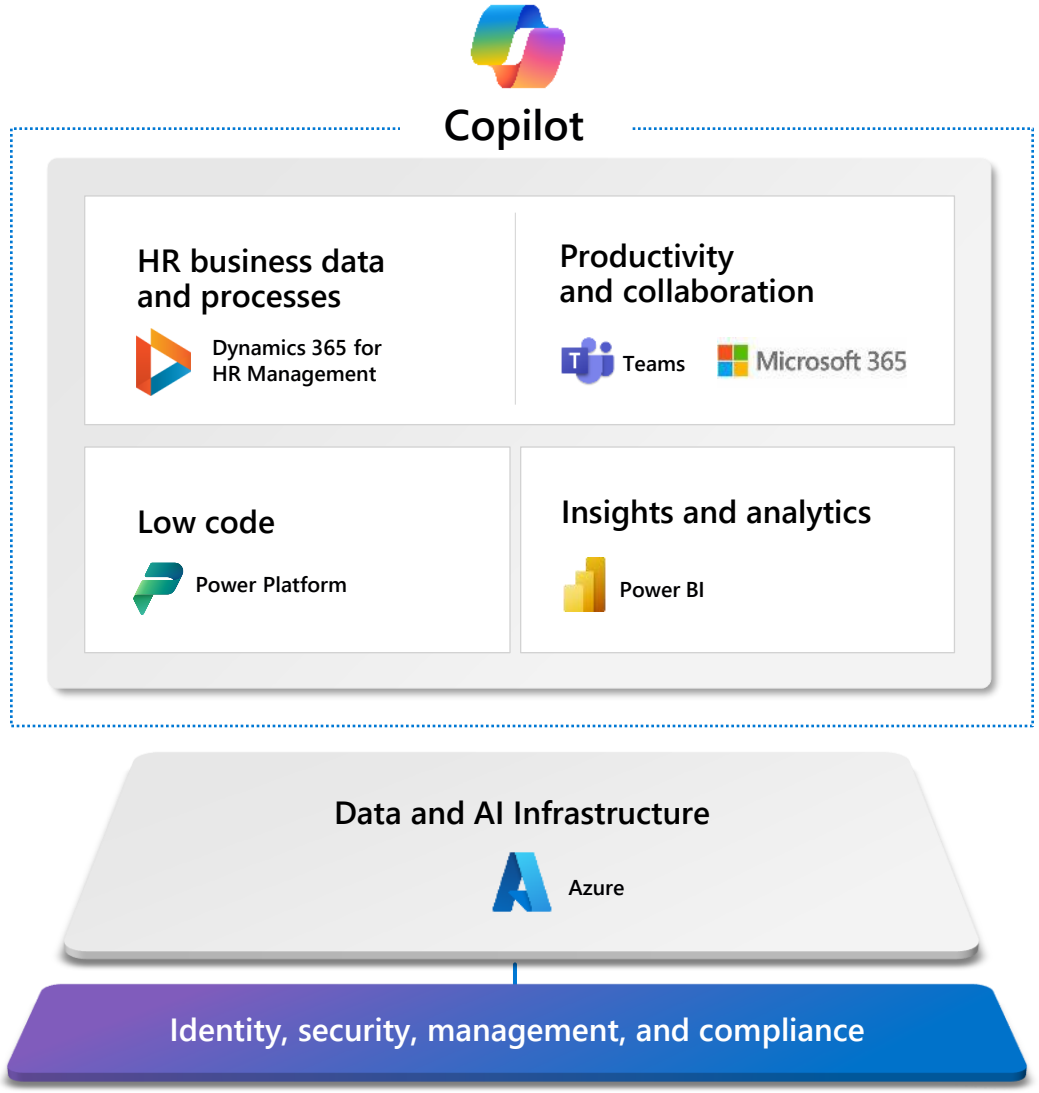
Out of the box capabilities summary

Organizational management	Employee experience	Compensation and benefits	Leave and absence	Extensibility
Org hierarchy	Microsoft Teams app	Fixed and variable plans	Plans	AppSource
Jobs and positions	Employee Self Serve	Performance	Requests	Dataverse
Employee profile	Manager Self Serve	Benefits	Employee eligibility	Analytics & Power BI
Personnel management	Employee development	Employee enrollment	Contractor eligibility	Power Apps
Task management	Performance reviews			Power Automate
Business process	Goals and skills			Microsoft AI
Compliance	Training and certification			Microsoft Cloud
				d365Attendance
				d365ExpenseMgt

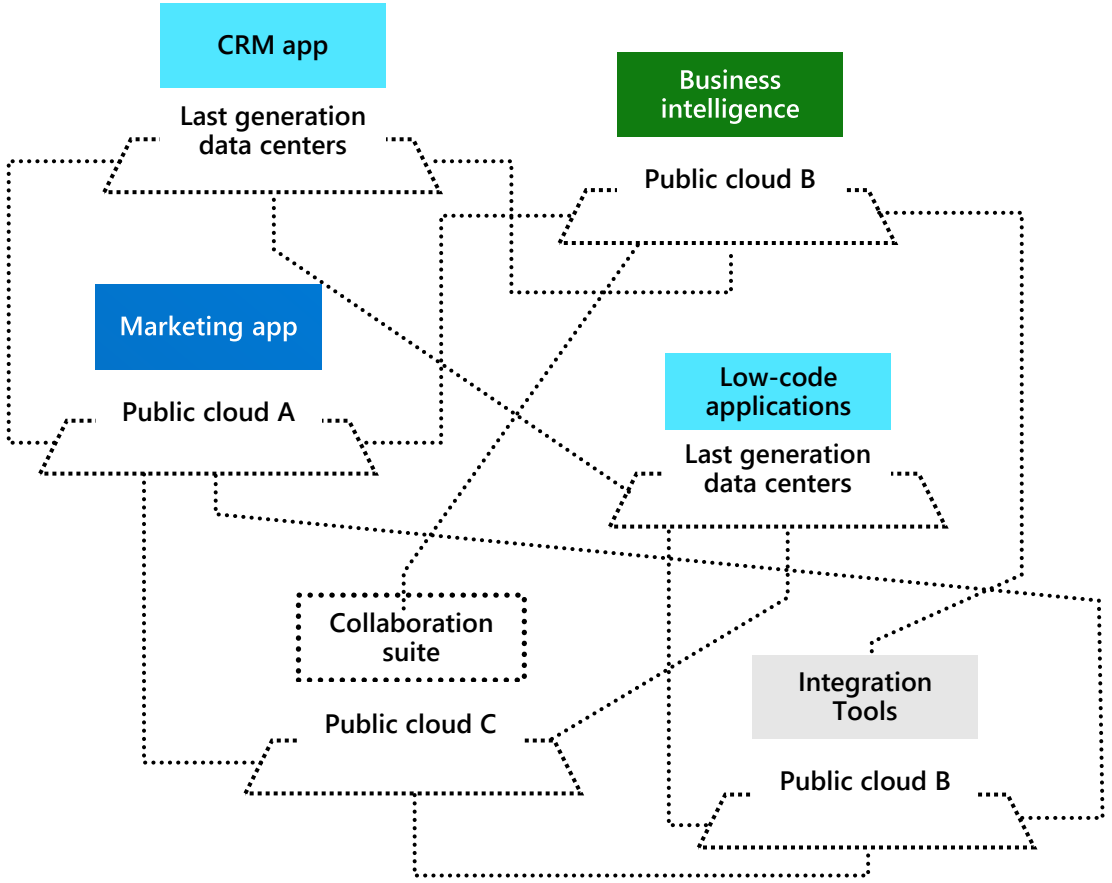
Microsoft cloud



Microsoft cloud

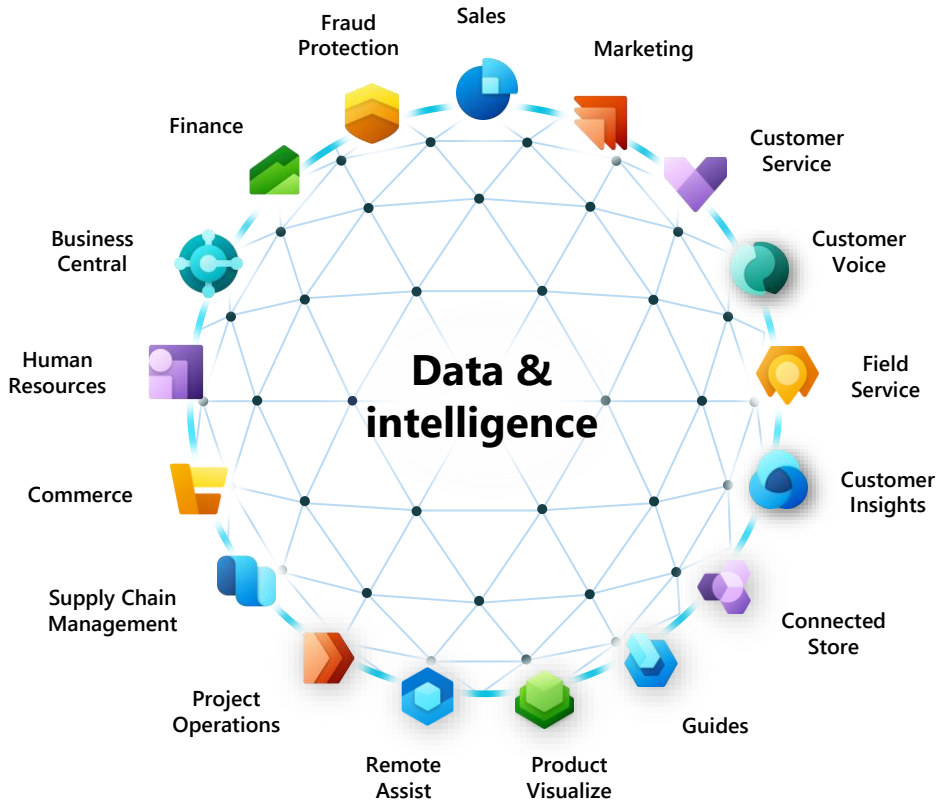


Our competition



Digital feedback loop

Microsoft business applications



Power BI

Power Apps

Power Virtual Agents

Power Automate

Additional solutions for HR Management

d365Attendance

d365ExpenseMgt

Microsoft 365 and Teams

Workplace Analytics

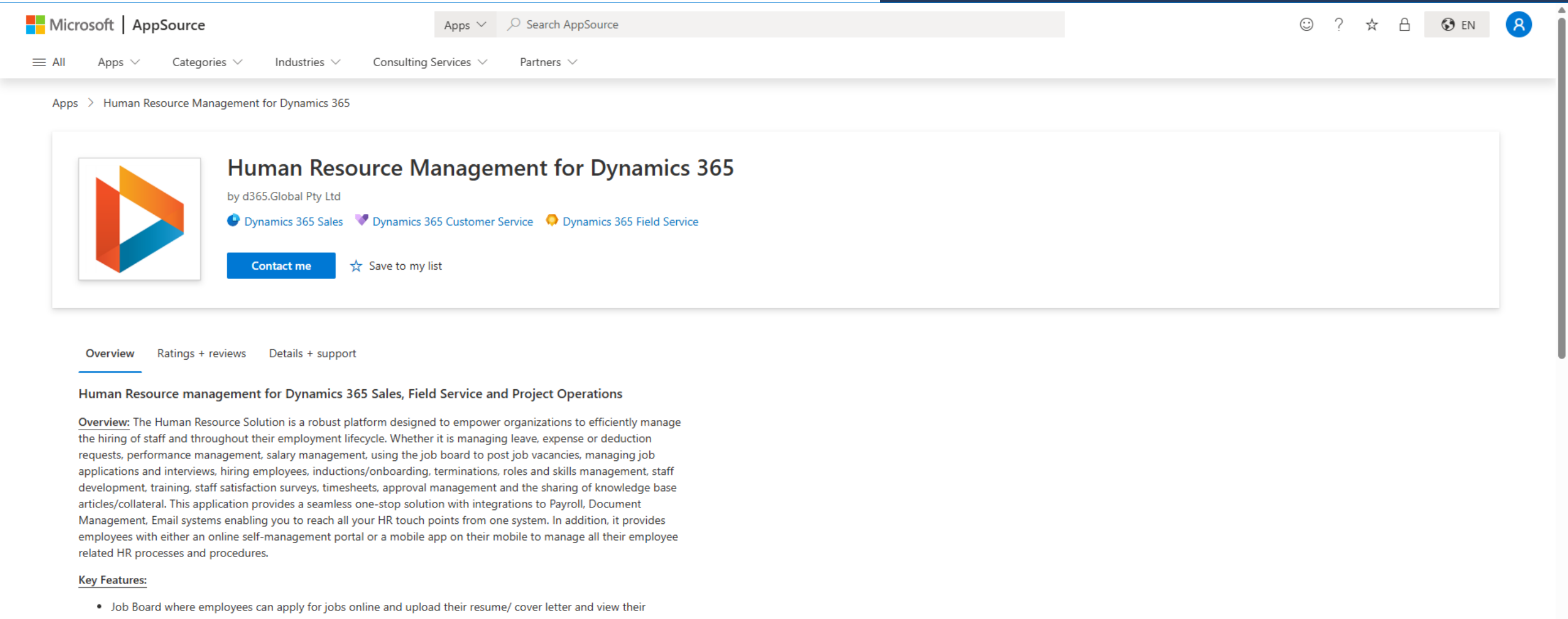
Azure and SharePoint

Learn more | https://www.d365HR.com

Microsoft AppSource

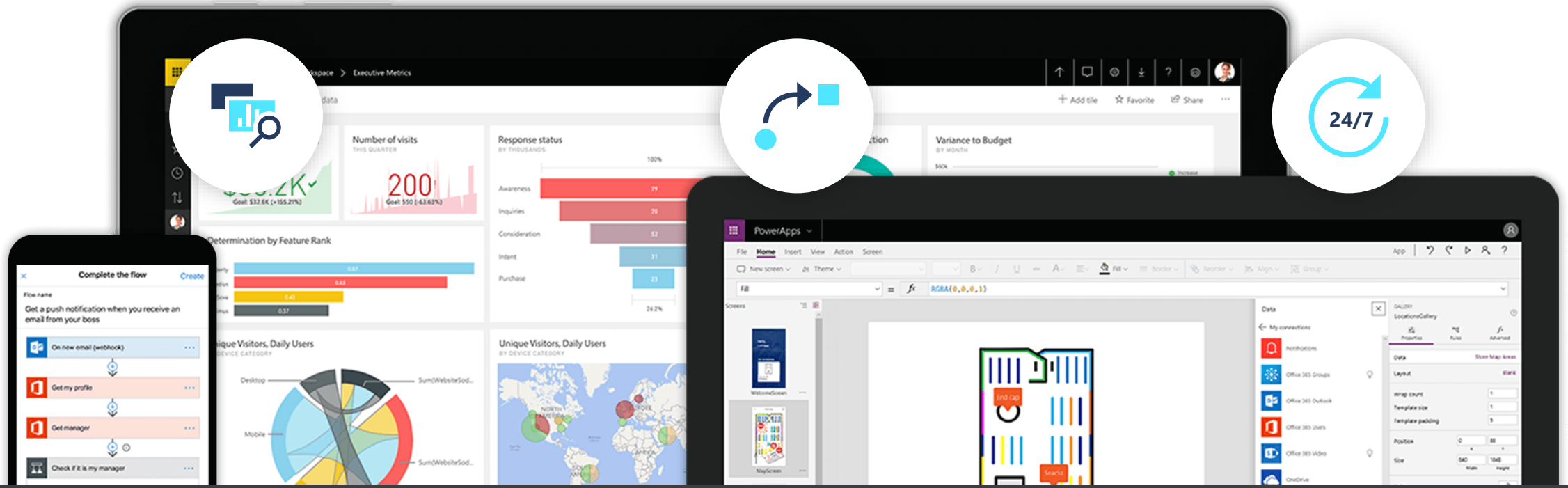
Find the right app for your business needs

d365.Global



Microsoft Power Platform

One connected platform that empowers everyone to innovate



Power platform

Power BI

Power Apps

Power Automate

Take the next step to connect your employee experience

Understanding business value

Answer key questions

Why spend?

Why spend now?

Appropriate funding?

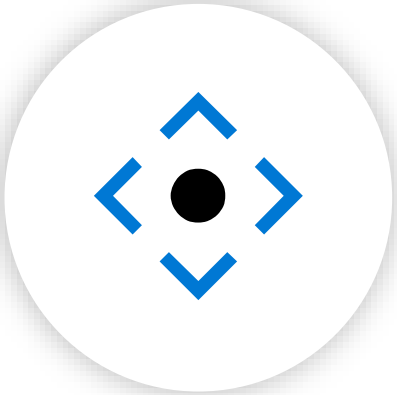
Uncover hidden benefits

Qualify benefits

Align business drivers

Review financials

Provide business value focus



Stakeholders' justification

Auditable business case

Roadmap to ROI

Next steps

Envisioning

Technical demo

Proof of concept

Results

Starting your journey

Assess where your organization is in your journey

Participation of the right stakeholders

Define internal and external outcomes

Start smart, start small

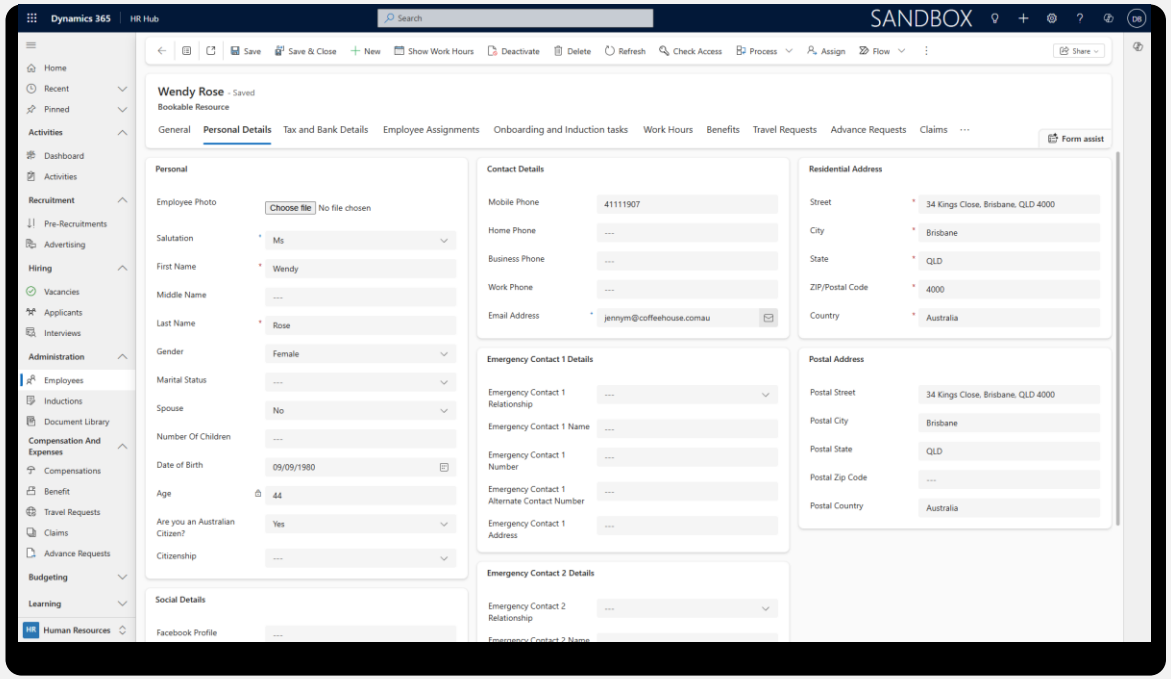
Microsoft

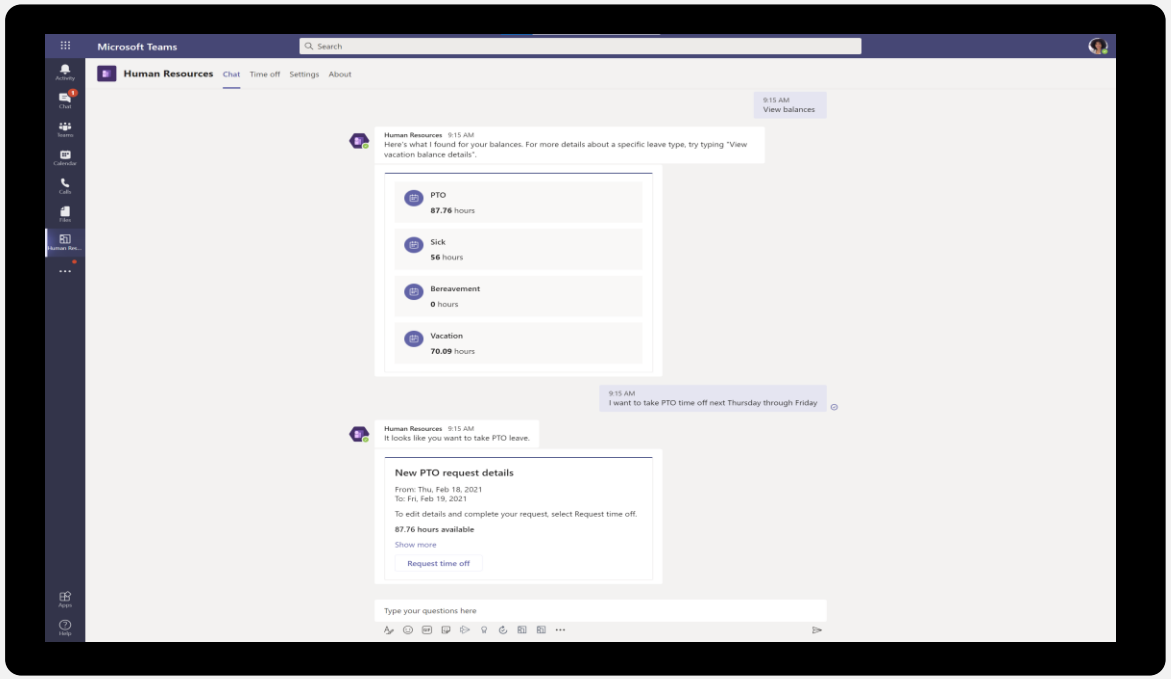
Thank you

d365.Global

Appendix – Use these product slides when not showing a demo

Transform employee experiences



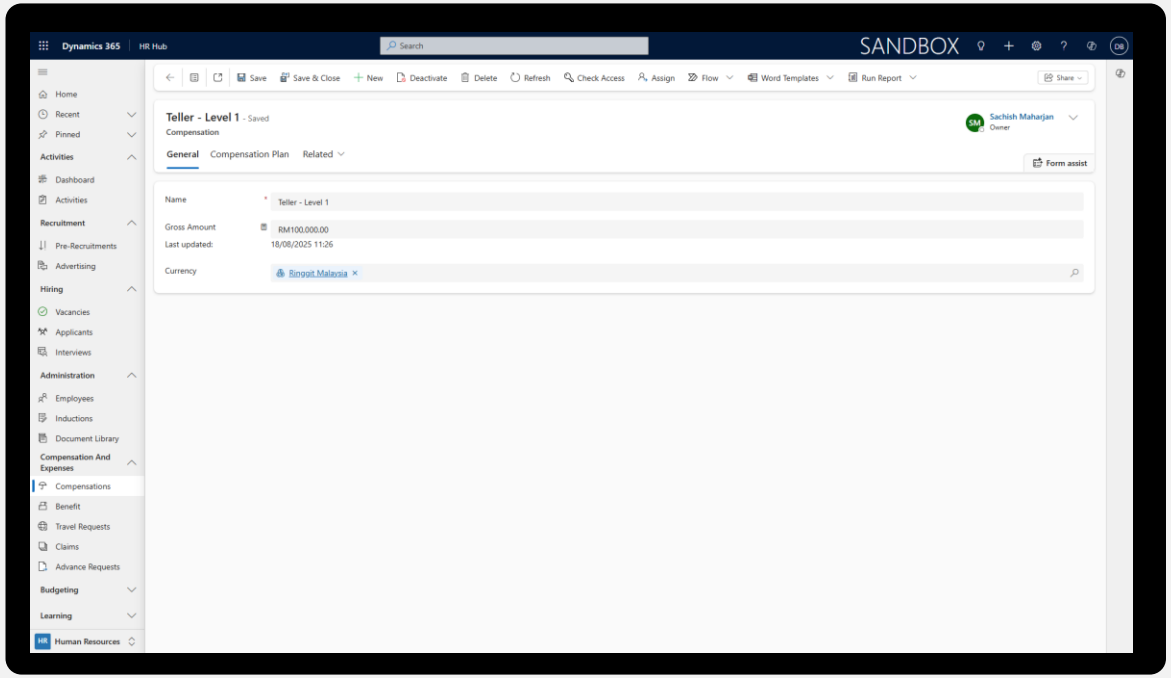


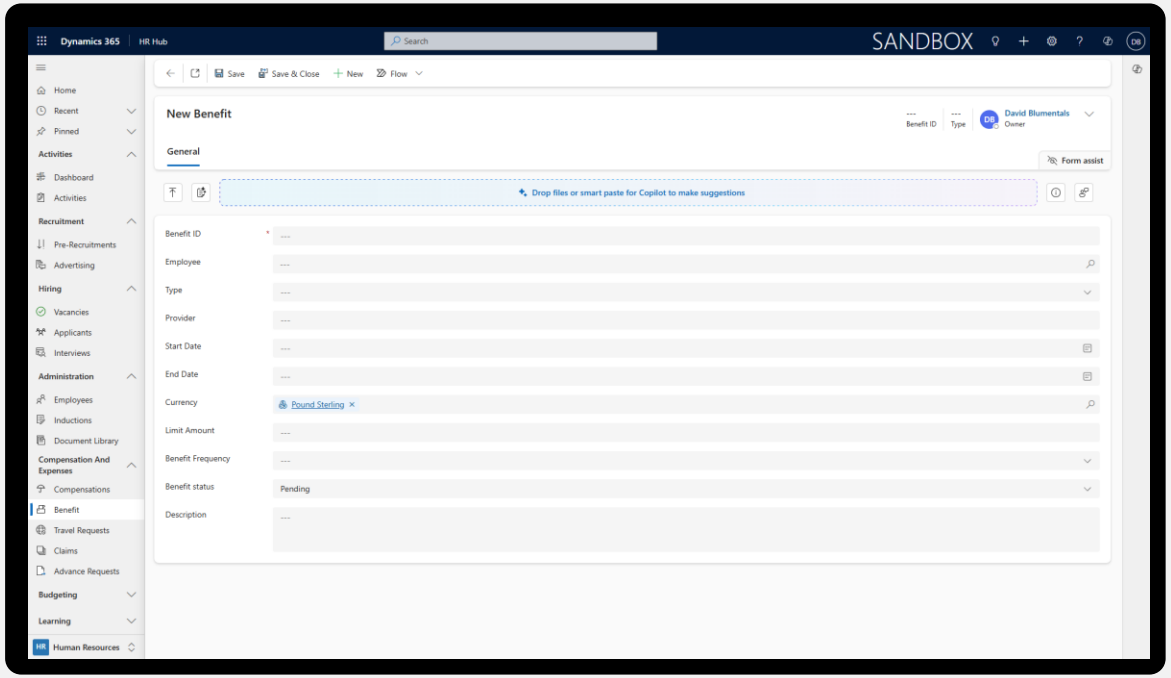
Foster employee connections with rich employee profiles that showcase career success and are easy to find.

Empower managers with team insights and process workflows—helping them take better care of people.

Enable self-service HR tools for employees including a Microsoft Teams integration that allows employees to manage time-off.

Optimize HR programs



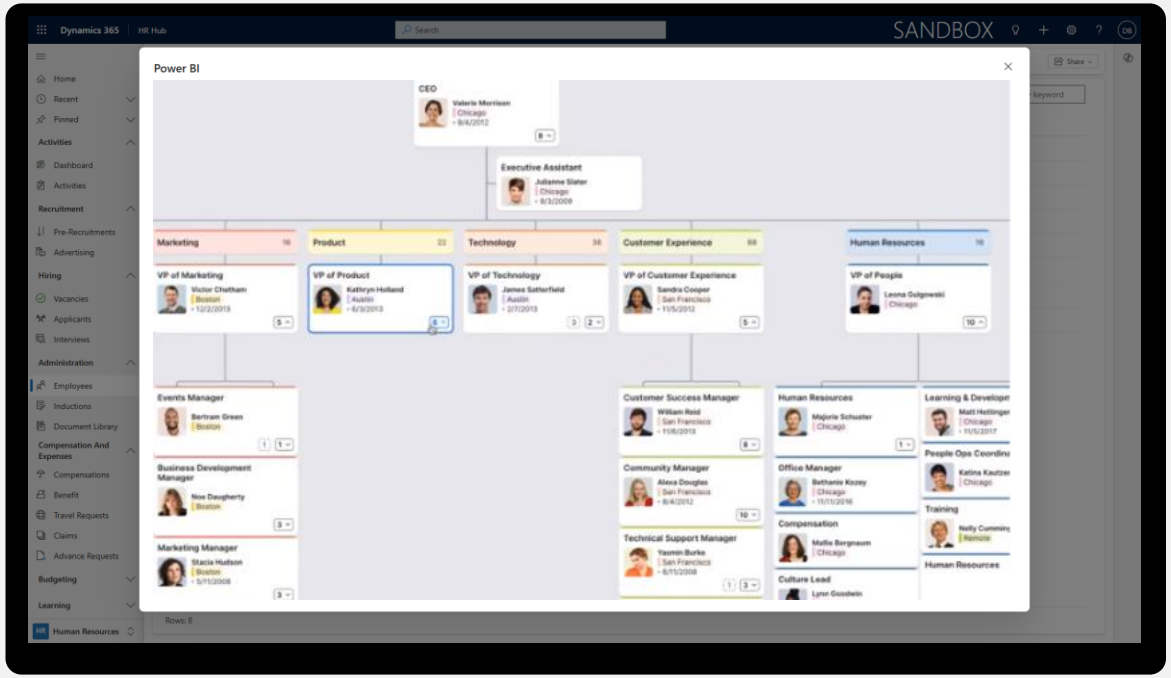


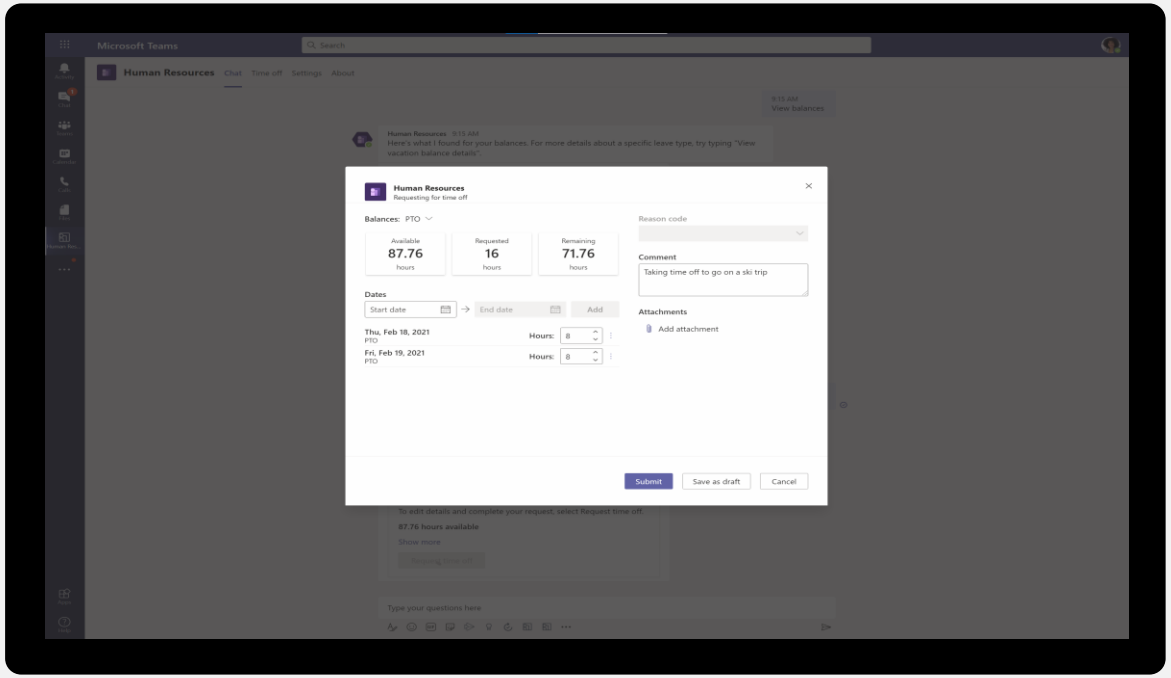
Create complex compensation programs that meet the needs of a diverse workforce.

Simplify leave and absence programs, while meeting changing global regulations.

Redefine benefits administration with flexible and configurable programs.

Increase organizational agility



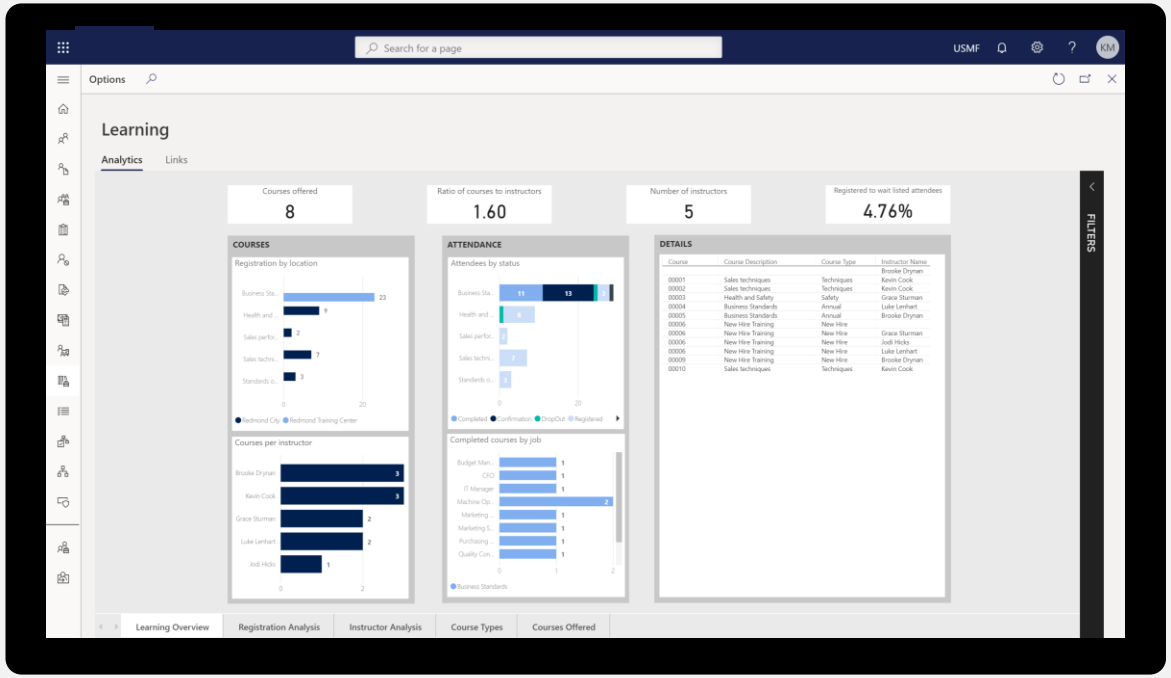


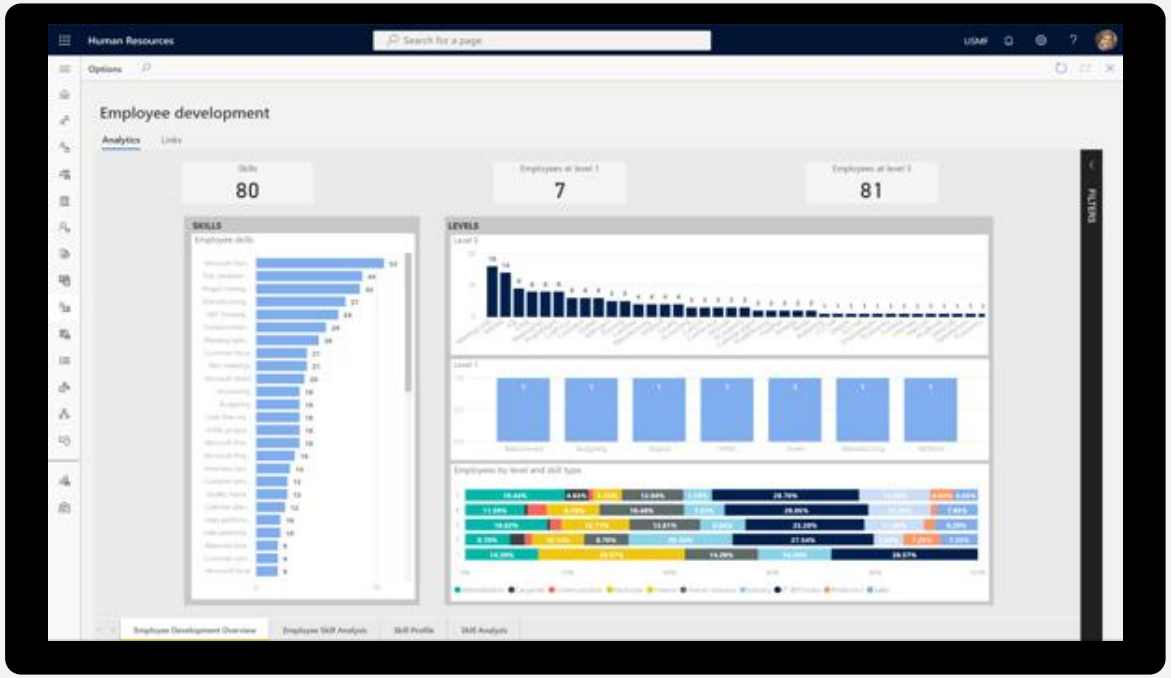
Reduce organizational complexity with a structure, hierarchy, and role management.

Improve productivity and efficiency with automated processes, workflows, and task management.

Integrate with other best-of-breed HR solutions to build an HCM ecosystem that best suits your needs.

Discover workforce insights





Make decisions confidently using embedded analytics that help you analyze HR programs.

Improve workforce planning with rich dashboards by adding on Microsoft Power BI.

Ensure the best possible EX by capturing employee sentiment with Microsoft Forms Pro.

Appendix – Payroll integrations

Why Employment Hero Payroll/KeyPay?

First global payroll provider for Dynamics 365 for HR Management with seamless integration—delivering a smooth user experience

Best of breed payroll and tax functionality

Global HR and Payroll report from directly inside Dynamics 365

Appendix – Additional statistics

Transform Employee Experiences

32%

of employees said they understand the next steps and actions they need to take to use HR products and services.[1]

84%

of business leaders said they need to rethink their workforce experience.[2]

66%

of HR leaders believe that EX is the most transformative priority for the workplace.[3]

46%

of employees expect performance feedback at least twice a year.[4]

1. Deloitte 2019
2. Deloitte 2019
3. HR Trends Report, Microsoft 2019
4. Harris Poll, 2018

Optimize HR Programs

56%

of typical "hire-to-retire" tasks could be automated with current technologies.[1]

88%

of HR leaders say they need to invest in three or more technologies within the next two years.[2]

84%

of HR leaders agree that it is critical to understand the relative performance of their employees.[3]

21%

of annual pay, on average, is the cost to replace an employee who quits.[4]

1. McKinsey 2018
2. Deloitte 2019
3. HR Trends Report, Microsoft 2019
4. *Harvard Business Review*, March 6, 2017

Facilitate Organization Agility

92%

Of executives rate organizational redesign as a critical priority.[1]

67%

of job seekers said that a diverse workforce is an important factor when evaluating companies.[2]

87%

Of employees who report to team leaders who have at least three key inclusiveness traits feel welcome and included in their team.[3]

1. Bersin and associates
2. "What Job Seekers Really Think of Your Diversity Stats," Glassdoor, November 17, 2014.
3.

Enable Workforce Insights

27%

Annual growth on average for insight-driven companies.[1]

70%

of companies consider people analytics to be a high priority.[2]

60%

Of collected data is never successfully used for any strategic purpose.[3]

1. Forrester
2. Paul Leonardi and Noshir Contractor, "Better People Analytics: Measure Who They Know, Not Just Who They Are," *Harvard Business Review*, November/ December 2018.
3. Forrester