



An ESKADENIA Whitepaper

September 2019

# Maximizing task efficiency and employee retention through system integration

# Team Management Case Study

## Executive Summary

As many businesses are facing more demands and greater needs, they are required to keep up by maintaining and retaining employees as best they can; whether that means the need to hire more employees or simply keeping up with the quality of current ones. Employees continue to be the backbone of an organization's success and being able to create sustainable development and collaboration is a must.

Many business leaders understand the goal of a successful company revolves around the needs to find the right talent, retain top performers and drive enterprise agility and innovation. This is possible with the help of digital transformation with many enterprises moving towards technological and software solutions.

The rise of software management systems, as well as Cloud-based systems are becoming the core of many HR solutions. That said, HR contains massive elements and sectors to focus on, one that only one software may not be able to handle. Aside from data security, the second most important element enterprises look for in HR technology is ease of maintenance or agility, which means flexibility is a continuous need and hassle.

Many business owners understand that in order to fully utilize such management systems, they require customization in order to suit their business needs. Budget cuts and time limitations do not help situations where organizations must meet increasing demands. The obligations of having an integrated system is more prominent than ever.

An issue that has arisen is the lack of systems that provide a form of integration. Many businesses struggle with so much tech that does not seem to support the full need of a company's HR goals.

This whitepaper looks to form a better understanding of the demands and need of an integrated enterprise system, one that can fulfil all levels of HR tasks. Such understanding is done through the observation of ESKADENIA's, a leading software company in the Middle East, collaborative team management software suite ESKA Synergy.

Acknowledgments of how ESKA Synergy works will help to better understand how an integrated system can help to improve the productivity of employees and overall business workflow. We aim to see how an integrated HR system can help a business function in comparison with a system that provides only a single functionality.

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## Introduction

Many organizations are struggling with achieving their goals. Rising demands and increasing needs is leading towards a more competitive environment where businesses risk failing if unable to keep up. Thus, the rise of digital transformation has become the new standard in the way one conducts their day-to-days.

With the rise of technology management tools, we are witnessing new opportunities to not only increase efficiency but maintain quality. Creating a sustainable environment for employees is a must in order to retain talent, agility and innovation. Developments to go digital is creating simpler methods of getting the job done, which is why digitalization will continue to be a powerful tool for organizations to succeed.

According to a survey by ISG, data security tops the list of must-have functionalities when selecting a HR technology platform, following second with ease of maintenance and agility<sup>1</sup>. Agility and flexibility is important when choosing a software system. Each business is different and cater to different employees and workflows, therefore such systems need to be able to adapt to not only to different needs but also to changing times.

Many companies struggle with technology that was made for increased efficiency, however, lack the ability to integrate with other systems. Ensuring employees retain quality and talent will require various functionalities that may involve different sectors and department. To be able to create a unified system essentially means employers are able to have all the required functionalities through one system; be it for organizing recruitment, payrolls, team projects or more.

An employee goes through many phases of the business lifecycle. To be able to track all activities and tasks there needs to be an integrated system that can help with all types of assignments.

Through conducting an observation on a collaborative team management system, ESKA Synergy, we are able to analyse the efficiency of such integration and whether they are truly helpful for organizations or not.

This whitepaper showcased the power of a fully integrated system between an HR, financial and time-tracking systems. The correlation between these three functionalities create a complete suite to help with the management of teams and all their tasks. By maintaining a seamless workflow amongst the three systems, employers are able to easily track their employees, as well as keep their activities on point.

By making use of an integrated suite, we are able to witness how employees can maintain their tasks and goals, as well as any HR needs; and with many organizations realizing that many HCM and other technological solutions may not address all needs, it is time to find a more comprehensive solution to the issue at hand.

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<sup>1</sup> ("2019 Industry Trends in HR Technology and Service Delivery", 2019)

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## Integrated team management suite capabilities

A series of systems made into one suite functions to ease up the process of collaboration and HR management amongst teams and employers. An integrated system for team management can help to achieve some of the below functionalities, as well as benefits.

### Team management

Managing your employees does not only mean management of HR, it also means tracking team performances, as well as their tasks. A collaborative team management system should be able to track different teams, their members, as well as all tasks.

This will help employers to keep track of any projects involved and those responsible and in charge. Such systems can even divide permission of access depending on the task. By being able to insert and customize teams and projects, teams can be easily distributed and directly updated.

### Project management

In relation to team management, such systems can also create customized workspaces and projects, all which will be documented through one digital platform. It can showcase a history of tasks and the teams and projects involved.

Such digital documentation of tasks and projects can help to simplify the tracking process of the operation. In addition, any automated updates of tasks will help to create instant and direct results.

### Recruitment capabilities

Finding employees is not an easy task. This requires a number of steps and processes, until finally reaching that onboarding stage. Manual recruitment is also an error-prone operation, where losses and challenges may be big possibilities.

Having technology driven process means having all recruitment data on one platform, such as CVs, interview results and more. All data and processes will also be tracked and updated automatically, so the acceptance or rejection stage of an employee may be quickly documented and registered.



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## Employee maintenance

Having a digital HCM system will help to digitalize all HR needs, from the onboarding process to the payrolls and self-service capabilities. By providing an online platform this can all be done quickly and efficiently.

Such systems will help to document all updates and employee information needed in the database; from there, employees can receive any onboarding materials or activities digitally, and through integration with finance, employers can then easily receive their payroll.

## Reporting and analytics

As data security continues to be a crucial point in the tech world, a team management system will also need to ensure a secure and safe process. Having all data in a digital platform is important for reporting and analytics purposes, so creating a safe environment is no longer a benefit, but more of an obligation.

Digital data makes reporting and analytics into a simple and fast one as well, thanks to automated summary generation and digital access. A summary or report, in addition to invoices, of any relevant information or projects may be produced in no time.

## ESKA Synergy: an integrated suite

**ESKA® Synergy** works as a case study of an integrated team management suite, as a system that covers a number of functionalities for a seamless business workflow. ESKA Synergy is a plug-and-play software suite that enhances teamwork in small teams and larger businesses alike, covering everything from time-tracking and project planning to recruitment and payrolls.

ESKA Synergy incorporates essential enterprise management processes into its line-up, from two-person teams to large enterprises, including **ESKADENIA's Time-tracking, HR, Payroll, Bookkeeping and Financial systems (ESKA® Time Tracker, ESKA® HR & ESKA® Financial)**.

ESKA Synergy consists of a number of functionalities including:

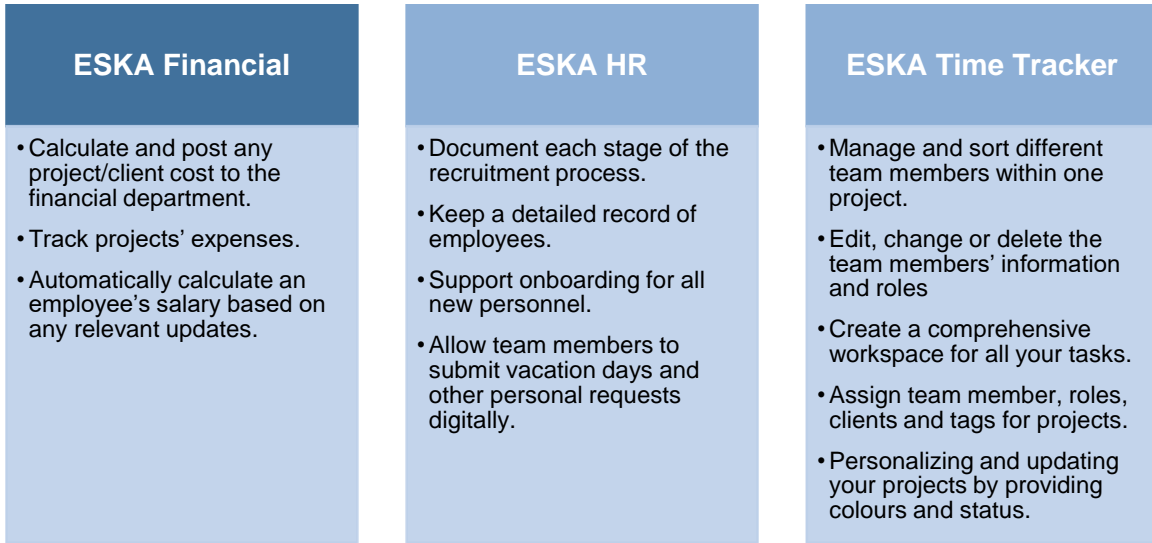
- ✔ Team management
- ✔ Workspaces and projects
- ✔ Human resources
- ✔ Self-service
- ✔ Workflow
- ✔ Reporting and dashboard
- ✔ Collaborative portals
- ✔ Financial management



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As a system that combines three existing systems, ESKA Synergy comprises of the following functionalities.



## Collaborative workspace model

Based on the observation of ESKA Synergy, we have outlined main points of the integrated capabilities of such solutions. These points cover the most important aspects of having a collaborative team management system and should function as a guideline in implementing a collaboration tech solutions.



### HR technology

A majority of companies today have implemented an HR technology platform for employees' needs. Establishing centralized accountability for HR systems is key in achieving a powerful HR strategy, which means having a system that is not only easily usable, but also one that organizations can maximize to the fullest, is crucial.

Such ideal collaborative tech solutions need to support a powerful HR process that ensures employees are taken care of and sustainable retention is achievable. As with the case study

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of ESKA Synergy, we can see how the system implements its HCM system within the suite, making an even more complete version of managing employees.

ESKA Synergy covers mostly the payroll, onboarding, recruitment, personnel and employee self-service. So in addition to covering an employees' tasks and performances, it also has the essential modules needed when it comes to HR tech. Its flexible design for integration also helps to ease any additional modules or add-ons needed for HR purposes.

An HR solution that can cover both the essentials of HR, as well as provide the ability to be integrated with external systems and modules is a pathway to success.

## Process capabilities

Many companies still fall behind in trying to implement a conducive working process, whether it is the lack of unification between one tech solution and another or the lack of technology strategy. This fall back of not being to stay on the same level as technology innovation has continued to be a constant challenge amongst various industry performers. This can be fixed, however, with a more advanced and unified solution.

An integrated and collaborative software can help to ease the tension by creating a powerful and simple method of getting the job done. A unified system will create a smooth workflow from one sector or step to the next. It also allows for simpler thoughts of implementation strategies, easing all parts of the process.

ESKA Synergy showcased a seamless workflow process thanks to the power of integration; making it easier when handling all employees' needs. From the management of tasks straight to its correlation to any financial management needs, the system was able to perform on a level that supported an ideal business process.

By utilizing such systems that support simplicity and flexibility, it can also simplify the strategy phase of a project, task, business plan, etc. ESKA Synergy's task-based feature makes it easy to plan out a project for clients, especially when comes to tracking activities, communicating finance and producing reports and analytics observations.

## Return on investment

A technology solution is not only there to make a company look good, such solutions need to give back ROI, as a method that was meant to increase productivity levels and efficiency. This can be done by implementing the right technology and planning.

The use of a proper and integrated collaborative system can help to increase employee productivity and time efficiency. This overall aspect can help in the success of a company on the long-run, creating sustainable development amongst employees and the work process. Such elements can encourage an environment of success with the aim of a powerful ROI.

The use ESKA Synergy represented this idea with the intention of creating greater productivity and greater communication between employees. The system focuses a lot on maintaining employee retention and maintaining project quality, which are two main factors of a successful ROI.

Maintaining quality on all level of business is a must, starting with the employees. Having a tech solution that can support that, as well as accelerate a businesses' workflow is important for the success of technology implementation.



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## Conclusion

Businesses are now looking for technology to support their business processes and success. It is no longer a desire, however, a need. Such customer demands and a changing society is supporting this digital transformation where we see tech solutions as the standard of organizations today. That said, tech has become a core component in creating a sustainable environment amongst employees and everyday tasks. The rise of HR tech and task-based solutions are now becoming the norm. Though, implementing such technology is not always an easy task, which is why an integrated and unified system is the solution.

With complications of maintenance and handling tech implementation, we constantly encounter businesses still struggling to create a conducive digital transformation, thus, one that can support flexibility and adaptability is the winner.

The amount of businesses, along with demands faced today requires a solution that is agile, supports its employees and tasks quality and provide ROI. This is needed to increase overall productivity and employee trust/satisfaction. The three factors of an integrated HR technology, process and ROI are some the main pillars to go to when it comes to implementing the ideal team management software.

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### About ESKADENIA

[ESKADENIA® Software](#) is a three-time [MENA Award Winner](#) & [CMMI®](#) level 3 certified company that is active in the design, development and deployment of a range of software products in the [Telecommunications](#), [Insurance](#), [Enterprise](#), [Education](#), [Healthcare](#), and [Internet](#) application areas. The company is based in Jordan and has sales activities in Europe, the Middle East and Africa; more than 85% of its sales are exported to the global market. ESKADENIA Software is a customer-oriented organization that assists enterprises and promotes businesses by use of highly effective IT strategies, solutions and tools. With customers in more than 25 countries and a retention rate of over 95%, ESKADENIA endeavors as a team to augment quality and customer gratification, build up perseverance, and foster innovation. ESKADENIA Software positively contributes and strongly believes in the crucial role of businesses in the development of their communities.