



## Self Service Readiness Assessment

### Not Sure How to Prepare for a Self Service Implementation?—Let Us Help!

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“Today’s preparation determines tomorrow’s achievement.”  
- Unknown Author

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#### The New Path to Efficiency: Self Service

The Accero Cyborg Self Service solution includes three key interactive modules: Employee Self Service (ESS), Benefits Self Service (BSS) and Manager Self Service (MSS). Collectively, these modules give your employees and managers secure real-time access to view, add, and update their personal information held within Accero Cyborg via a user-friendly, web-based interface. Because all interactions are conducted in real-time, employees, managers and HR staff are more confident knowing they have access to the most reliable, up-to-date information.

#### A Thorough Review

Your decision to provide employees and managers with self service will be wildly popular, greatly appreciated, and keenly anticipated. So you want to be sure that you’re ready for a fast and efficient deployment.

But how do you get from your current implementation to an online version? After all, it’s not as simple as flipping a switch or plugging in a USB port.

That’s where consultants from our Professional Services Operation can help. We offer a Self-Service Readiness Assessment program that can ensure your organization—and its employees—are ready for the transition to online access. Our consultants will thoroughly review your business processes and procedures, evaluate your customizations and work with you to put a roll-out plan in place.

### Accero Cyborg Self Service Modules

#### EMPLOYEE SELF SERVICE:

- View or maintain full legal and mailing address
- View or maintain personal contact information
- View or maintain family member information
- View or maintain Emergency contact details
- View or maintain direct deposit account
- View or maintain reimbursement account
- Request time off
- View Time off balances
- Update skill set, education and memberships
- View Pay information current and history
- View Annual Statements current and history

#### BENEFITS SELF SERVICE:

- Enroll and track their progress has employees select between benefit choices
- View helpful information and news about this year’s open enrollment
- Learn how to prepare for enrollment
- View a summary of plan choices and their cost
- Make benefit plan elections from home
- View current and next year’s benefits enrollment
- Revise plan enrollment and dependent assignments (Life Changes)
- Select beneficiaries and allocate benefits
- Select family members to be covered by plans
- View balances for the current year’s flexible spending accounts

#### MANAGER SELF SERVICE:

- Approve or deny staff time off requests
- View staff time off balances
- Approve or deny staff skill set changes
- View staff personal and contact information as needed
- View staff work data , like Position, Hire date, Last and Next review date, Wage and Salary
- View Applicant for position reporting to them

## What a Readiness Assessment Includes

### Employee Self Service Deliverables:

- Review of current New Hire processes to evaluate which steps will now be entered by the employee in ESS.
- Review of current maintenance processes to determine which pieces Self Service will replace (e.g., Name and Address changes, Emergency Contact, Employee Contact).
- Review of current direct deposit policies and procedures to determine how they change when employees have the capability to control their own information.
- Review of current reimbursement procedures to determine if they can also be made available to employees.
- Review of how the Enhanced Dependent Information screen will impact your current processes (e.g., Smoker ID and Disability added; also includes New Relationship Option List).
- Review of customized screens in Accero Cyborg that are used in Self Service modules

### Benefits Self Service Deliverables:

- Implementation of Flex Benefits
- Review of all plans and rules from an employee election standpoint
- Review of search arguments and calculation codes and how they will be impacted
- Bringing all enrollments up to current year to view benefits in Benefits Self Service
- Review of the Life changes and their impacts on existing enrollments
- Review how changes will impact your current benefit processes.
- Review the current beneficiary and dependent data and determine if changes are required

### Manager Self Service Deliverables:

- Implementation of Position Administration (Consider a phased roll out).
- Implementation of Requisition Admin (Optional: only if using Self Service to apply for open positions.)
- Review of what personnel and work related information will be available to the managers.
- Implementation of using Skills and Competencies (optional). Determine what skills, training and competencies you would like to track. Update related option lists.
- Review of the approval process for Time off requests. Determine which time off you will like to have the employee request and which one will be approved by the manager versus HR.

## The Value of Preparation

Empowering an employee to update his or her key information fosters trust and develops loyalty. And offering self-serve access to this information can make your organization more efficient. However, this is most likely a big change to your current processes. Accero has you covered. With our Self Service Readiness Assessment program, you can hit the ground running and deploy Accero Self Service quickly, correctly and efficiently. Our consultants can help guarantee your organization is well prepared and ready for the transition. With PSO, it's all systems go.

## Accero Professional Services

Accero's Professional Services organization is a team of software consultants who are domain experts in HCM, as well as experts in implementing and customizing Accero's solutions. The team's goal is to ensure that each client engagement is delivered "on time, in a short time, the first time."

Accero's PSO team knows Accero Cyborg applications better than anyone on the planet and can ensure you maximize your HCM software investment.

Services provided include:

- Implementations
- Version Upgrades
- Business Requirements
- Analysis
- Platform Migration
- Data Interfaces
- Process
- Documentation
- Risk Assessment
- Best Practices
- Training