

# EmpXtrack Implementation for a Not-for-Profit: Benefits

## Abstract

[EmpXtrack Lite International](#) implementation was recently completed for a Not-for-profit organization based out of Washington DC. This case study covers the benefits seen by the organization post the implementation of the package and is based on the feedback given by the customer.

## Customization of the product

Empxtrack took into consideration the way the organization was structured and what our priorities were in improving performance management. Goal alignment to Priority Interventions will greatly assist as AWF moves into a phase of more accountability and address areas such as staff development and capacity building.

Empxtrack is flexible and was able to meet our needs - the entire website and user interface was customized to reflect AWF's themes. Functionalities such as Auto Save, Ready for Discussion, Spell Check, Print Report were based on our organization's needs.

Workflow was customized to accommodate different reviewer levels and also the capability to upload documents and serve as a message board was advantageous.

## Training Requirements

Generally, Empxtrack is user friendly. Most employees were able to begin using the tool after the initial training that was provided to our team using train the trainer format. I think if there was a 'Help' or 'How To' tool it would have been helpful too. Additional training/instructions had to be done for supervisors and reviewers when new features (Ready for Discussion, Send back to employee) were uploaded.

## Process Improvements

- ▲ EmpXtrack helped in elimination of paper based process that saved on resources (**time and money**).
- ▲ It cut down on the delays in feedback between supervisors and employees with email notification tools and prompts as well as tracking tools for administrators.
- ▲ The system is able to run customized reports that help in tracking performance reviews and improving efficiency of delivery.
- ▲ It has improved participation at all levels since the workflow requires input from employee to supervisor to review before eventually signing off.
- ▲ It has opened communication across the board where employees who report to dual supervisors, for example, each is able to weigh in on the employees appraisal.
- ▲ It has bridged the distance divide through features as 'Ready for Discussion' where a supervisor

and reviewee do not have to be in the same physical location to conduct the reviews.

- ▲ It also serves as a one stop portal for a wealth of human resources information – policies and procedures, employee contracts, employee biodata that in the long run with further customization aid in HR metrics and reporting. Some options such as the Self Service component will also empower staff to be more engaged in the HR process.

## Recommendations

Empxtrack can be recommended to all not-for-profit organizations because they were able to work within a short deadline and cost and customization was the key driving force.

(For more information visit : <http://www.empxtrack.com>)