EIR CONSULTING SERVICES CHECKLIST

CHECKLIST

☐ ### Implementation, Optimization

EIR provides comprehensive implementation services for Compensation, Variable Pay, Performance & Goals, Calibration, 360/Multi-Rater Review, Career and Succession Planning. EIR also provides hands-on configuration assistance for existing SuccessFactors implementations where optimization is needed including:

- Adding new incentive plans
- Rolling out plans to additional countries
- Implementing performance and goal programs
- Integrating Compensation and Variable Pay to EC
- Reducing manual workarounds
- Improve on a prior implementation and more

☐ ### Post-Go-Live Support (Hypercare)

Following the launch of the application by EIR, clients may wish to have EIR On-Call support during "live" cycles, in addition to SuccessFactors support options. Using a weekly retainer, clients subscribe to immediate and continued support services from EIR's support team. Go-Live Support typically entails:

- Providing guidance on data issues
- Administrator life-line calls
- Providing advice on real-time scenarios

☐ ### Custom Development

EIR also specializes in leveraging advanced SuccessFactors capabilities to create:

- Custom compensation statements
- Customized/ New YouCalc widgets
- Advanced Ad-Hoc and ORD reports

With the help of COMP*stream* Suite, EIR can create deliverables not possible in SuccessFactors such as:

- Interfaces for payroll and stock administration
- Sophisticated audit reports
- Automated processes to help prepare variable pay configuration files, variable pay employee history and special flags for compensation planning

☐ ### Cycle Prep

Once your environment is stabilized and well optimized, EIR Cycle Prep services provides assistance with yearly on-going activities such as:

- Cloning templates for the new cycle
- Making minor configuration adjustments
- training refreshers
- support for testing
- migration of changes to production

☐ ### Administrative Support

EIR's Administration Support team helps with data management, completing routine tasks, and keeping SuccessFactors current and updated throughout the 'live' cycle. EIR can support you with:

- Loading data and updating tables
- Managing data and reconciliation issues
- Supporting non-configuration changes
- Creating documentation and checklists

☐ ### Ask the Expert

Having access to SuccessFactors configuration experts can be invaluable for existing EIR clients. Our Clients use Ask the Expert when:

- Administrators are making configuration changes themselves and additional guidance and advice is needed
- System Administrator training is required
- There is a need to better understand new features, functionality and configurations
- Assistance is needed with Proof of Concept configuration change.

For the most popular custom development requests, EIR has gone even further by creating packaged software solutions as part of our COMP*stream* Suite designed to streamline every step of your compensation process.

eir-inc.com

QUESTIONS?
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