

**Synergita-Go Live Document**

# Go-Live Readiness

Synergita helps you to manage the end-to-end performance of your entire workforce. The SMART goal setting process sets clear expectations for the employees. The system enables the progress of the goals to be tracked on a continuous basis, regular conversations between employees and managers. Depending on the product edition, you have implemented, various other processes such as Performance Improvement Plans, promotion processes are also available.

The Go-Live process is very important in creating awareness about the new performance system across your Organization. Each employee and manager must know about the new system, understand the goal setting, performance review processes and so on. This document helps customers rollout Synergita in the most effective manner in the Organization.

# Are you ready for the launch?

Here is quick checklist to check the readiness of the product launch (customers shall fill the checklist)

|  |  |
| --- | --- |
| Activity | Completed (Yes/No) |
| User acceptance testing is completed |  |
| HR admin training is completed to the HR team |  |
| Login/Authentication is tested in production (either SSO or standalone) |  |
| The application URL us accessible within and outside the office network |  |
| Checked the delivery of email notifications with 1 or 2 employees |  |
| Optional – Dry run the goal setting or the review process for 1 or 2 employees from the HR team in production – It is possible to delete the data after this testing |  |

# Internal Announcements/ Launch Emails (From – CEO, CFO, VP or HR )

* Once the Live Environment implementation is complete and the system is all set to Go Live, you can send the communication i.e. internal announcement regarding PMS launch in the organization which can be sent through CEO, CFO, VP or HR to all the employees. This will show the commitment from the top for this initiative.
* Sample announcement emails for your reference



System sends out the credentials to access the system for all the employees. Here is the sample content of this email. Incase of SSO implemented, you can just inform the employees about the launch and steps to access the system.

# Poster Designs for Announcements

Give a heads-up to your employees about the upcoming Appraisals/Reviews. The following poster templates are some of the sample posters. You can also create your own posters and display across the organization.

# Celebration

Cut a cake to celebrate internally for the big change what you have brought into the organization; bring in your business teams (CEO, CTO, CFO, etc.) for this cake cutting

# Training

* HR Admins are already trained to manage the product end to end
* HR Admins can train the employees and managers before launching the system If required (Generally it is not required)
* Refer the user manual for any clarifications
* Reach out to the implementation consultants for any queries or concerns

**PS: The detailed scope is captured in the training plan.**

# Post Go-Live

## Product Access Report

Synergita support team shall help you ensure all the employees are able to access the system as soon as it’s launched.

Synergita customer support team shall provide the product access report in the following format for 1 month (on alternate days for the first 2 weeks and on a weekly basis thereafter.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Employee Number | Employee Name | Email ID | Designation | Logged into the web app (Yes/No) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Synergita customer support team shall send the weekly reminder emails to those employees who have not logged in to the web application yet.

## Synergita Mobile App

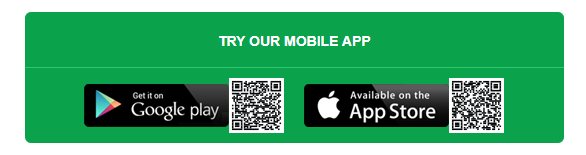
Synergita has a mobile app for iOS and Android platforms. **Mobile App** helps you to share continuous feedback anytime, anywhere with instant awards, appreciation. Approvals and status can be checked easily.

Here are the links to download the mobile apps.

<https://play.google.com/store/apps/details?id=com.asteor.synergita&hl=en_IN&gl=US>

<https://apps.apple.com/us/app/synergita/id1305021356>

These links are also provided in the home page of the product.



Synergita customer team will provide the mobile app download & accessed report on a weekly basis.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Employee Number | Employee Name | Email ID | Designation | Logged into the mobile app (Yes/No) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Synergita customer support team shall send the weekly reminder emails to those employees who have not downloaded the mobile app yet. Here is the format of the email.

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Greetings from Synergita!!!

Would you like to provide an instant feedback to your teammates?

Download our mobile app today to stay connected with your teammates and foster employee engagement via ongoing feedback.

We have few more additional features you might like

View key performance trends & progress through a powerful dashboard. Managers can check out the team level and HR the organization level trends.

* Check out your goals, its status and update the achievements instantly.
* Share continuous feedback, appreciations, and comments to your colleagues
* Give virtual awards and rewards
* Have instant check-ins with continuous conversation specific to each goal
* Review and approve or reject the ratings or recommendations
* Provide values adherence rating to your peers & leaders (Core Values Rating)

To motivate and track your workforce today's achievement and overcome tomorrow's challenges download and install the latest version of our mobile app using Google Play Store/ App store

Here are the links to download the mobile apps.

<https://play.google.com/store/apps/details?id=com.asteor.synergita&hl=en_IN&gl=US>

<https://apps.apple.com/us/app/synergita/id1305021356>

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## Monitoring the goal setting/review process:

* Encourage the respective managers and department heads to track the status of the review process in the system
* Have frequent conversations on the overall progress.
* View key performance trends & progress through powerful dashboard. Managers can check out the team level and HR the organization level trends.

## Manage the employee data

HR Admin will be responsible for managing the entire employee data.

Scenario 1 – Synergita is integrated with HRIS

Employee data changes including the new joiners, relieved employees, work details, reporting changes flow seamlessly into Synergita. When the integration fails, our customer support team shall inform you and work you in case of any data related issues.

Scenario 2 – Synergita is not integrated with HRIS

Have an identified person from the HR team to regularly update the employee data changes in the system.

## System reminder notifications

Depending on the implementation, the following email reminder notifications go to the employees automatically from the system.

* Reminders for goal setting and review activities
* Continuous feedback reminders on weekly basis

# Support

* The implementation consultant will provide Hyper Care support for **15 business days** after Go-Live.
* Post Hyper Care Support you will be moved to our regular customer support team. The team will provide the support basis the support plan you have subscribed to.
* For any queries send an email to “[support@synergita.com](mailto:support@synergita.com)”, the system will create a ticket and a support executive will respond to your queries through the ticket. For the first time you will receive “Synergita Support Portal” login credentials to track all your tickets.
* Support Hours: 9 AM to 6 PM (Monday - Friday)