



Employee Self-Service Module

A complete HR Helpdesk solution for your employees



CHALLENGES

Key challenges faced during organizational employee service management.

Employee requests are managed manually.

Manual paper procedure used to maintain employee optional benefits.

Monitoring the grievance cell is tough.

No provision for automatic reminders or notifications on assignments.

Physical meetings are necessary with HR.

Manual Management of Employee optional benefits.

Insufficient consolidation of HR contact information.

Submission of requests on their teammates' behalf is not enabled for Managers.

Analyzing data on requests and activities is time-consuming.

Lack of automated procedure for HR to address the requests.

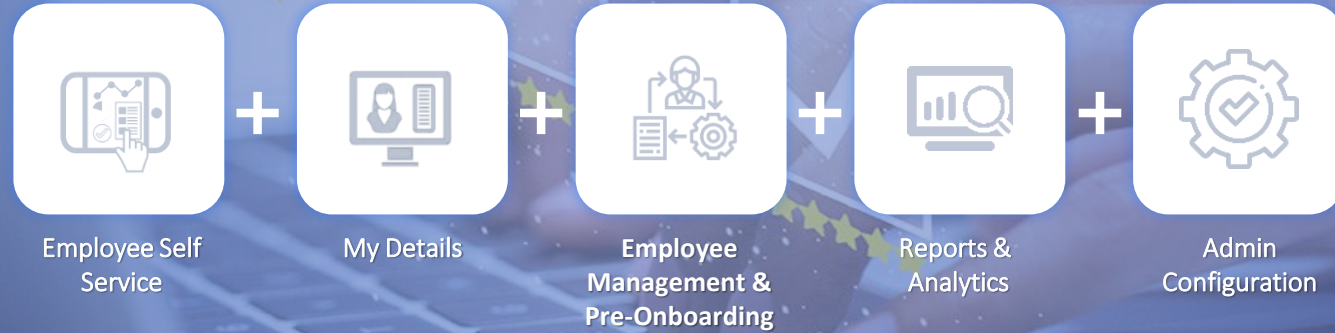
HOW DOES THE EMPLOYEE SELF-SERVICE MODULE HELPS?

An automated employee self-service platform is needed to streamline various processes of employee service.

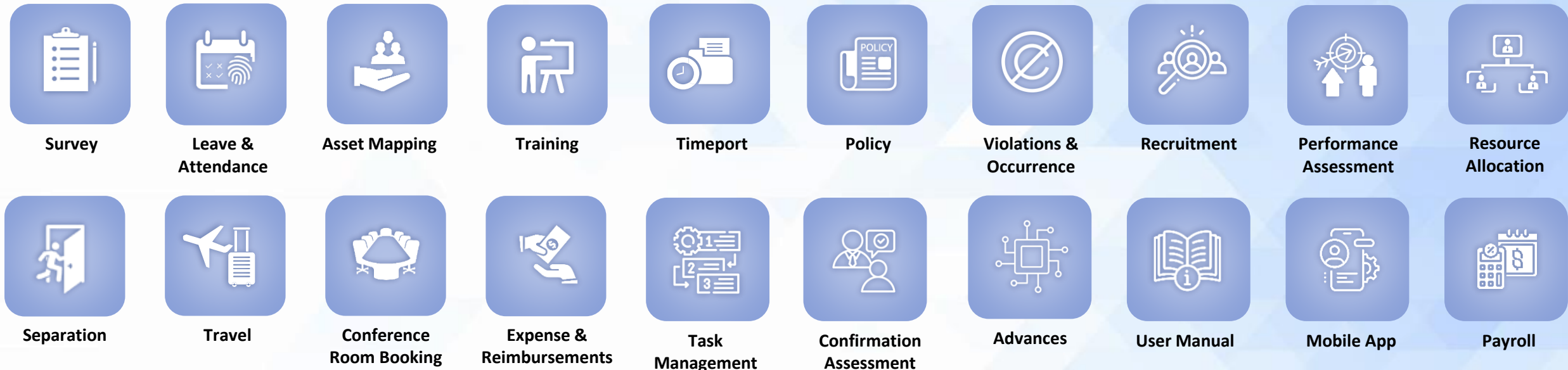
- Share ideas, lodge grievances, and make requests through the HR helpdesk.
- Obtain vouchers to avoid paying taxes.
- Receive prompt notifications, reminders, and updates of requests.
- Managers can raise requests, grievances, and ideas on behalf of the team.
- Supervisors can check the history and respond appropriately.
- Reminders, automated processes, instant access, history, and quick view are available.



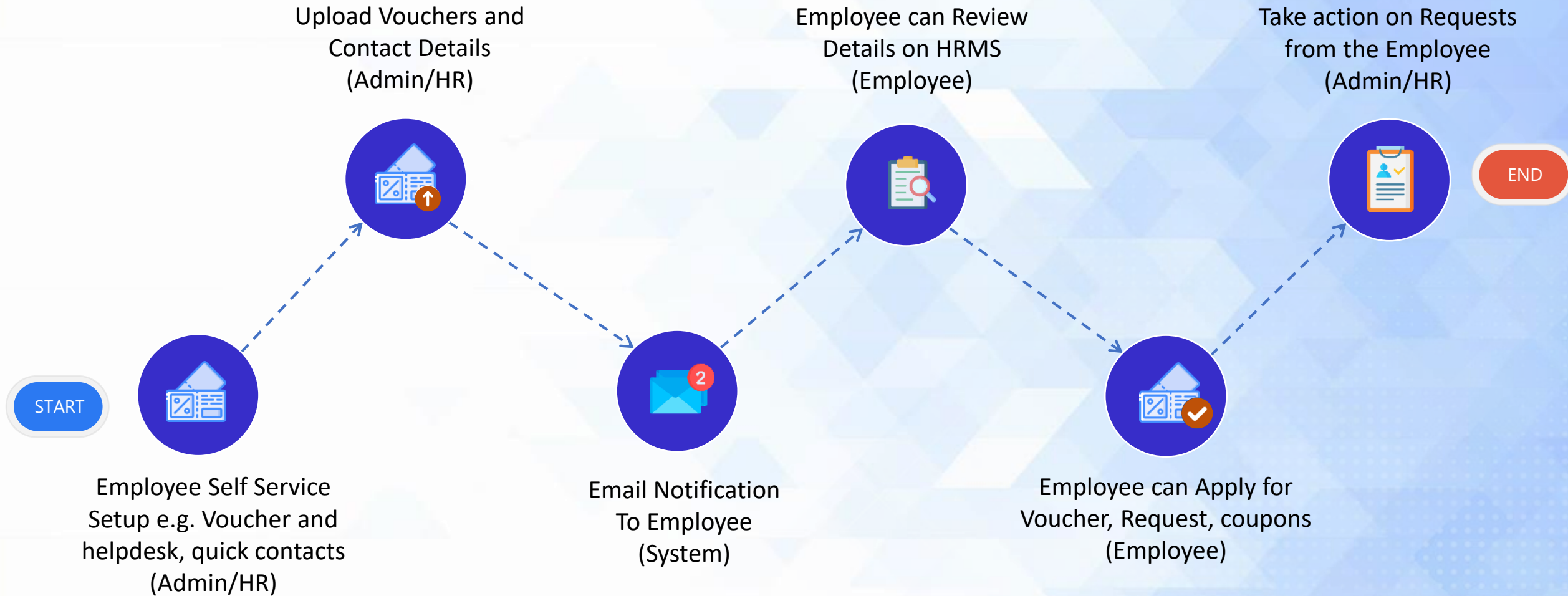
DIGITAL HRMS EMPLOYEE SELF-SERVICE SUITE



Get the Flexibility to Choose More Modules & Build your Customized Platform for every HR function.



EMPLOYEE SELF-SERVICE PROCESS OUTLINE



EMPLOYEE SELF-SERVICE MODULE BUILDING BLOCKS



Employee Self-Service Module		
Admin Rights	Notification	Business Card Request
Voucher Request	HR Helpdesk	Employee Summary
Support Contact		

Admin Rights

T/DG | Checked in at: 10:32 | Total Hrs: 00:38 | Actual Working Hrs: 00:38 | Recent Check: 24-Nov-2022 10:32 | Week Total Hrs: 17:26 | Week Actual Hrs: 17:26 | Break | Check-Out | 25 | User Profile

SETUP EMPLOYEE SELF SERVICE

Voucher Master | Create Voucher | Template Builder | Generate Documents | Helpdesk Category | Support Contacts Master

*Voucher Type: Status: ☒ Active ☐ InActive

*Set Voucher Amount:

Sr.No	Voucher Amount	Action
Click on Add button to add a new row.		
		<button>Add</button>

Submit Reset

List Of Vouchers

Voucher Type	Voucher Amount	Created By	Created On	Status	Edit
Sodexo	1000, 2000, 3000	Vikram Kumar	25-Feb-2022	Y	
Gift	3000, 5000	Vikram Kumar	18-May-2021	Y	

Page size: 10 | 2 items in 1 pages

- Admin gets access to configure vouchers, business cards, and request complaints and suggestions.
- Different workflows can be created for requesting types of letters, and types of requests in Master.
- Admin can set up contact details of respective departments for employees.

Notification

The screenshot displays the T/DG Employee Self Service interface. The top navigation bar includes a sidebar with menu items: Home, Admin Configuration, Employee Management, My Details, Leave & Attendance, Employee Self Service (highlighted), TimePort, Recruitment, Resource Allocation, Performance Assessment, Policy Documents, Travel, Expense & Reimbursement, and LMS. The main content area shows the 'Employee Self Service' section for user Vikram Kumar (Employment Number: 00001, Designation: Manager). The 'Notification' tab is active, displaying 'Pending Help Desk Requests - (3)'. The requests are listed in a table with columns: Employment Number, Employee Name, Business Unit, Type, Category, Initiated On, Status, Status Date, and View Details. The table contains three rows of data. At the bottom, there is a pagination bar showing 'Page size: 10' and '3 items in 1 pages'.

Employment Number	Employee Name	Business Unit	Type	Category	Initiated On	Status	Status Date	View Details
00002	Abhishek Shukla	Test - Cloud Customer	Request	Letter	22-Nov-2022	Submitted	22-Nov-2022	View Details
00003	Shivangi Srivastava	HRMS	Request	Policy document	26-Apr-2022	In Progress	26-Apr-2022	View Details
00003	Shivangi Srivastava	HRMS	Request	Letter	26-Apr-2022	In Progress	26-Apr-2022	View Details

- View all the pending requests on the tab or Bell icon.
- Managers/HR or Authorized users can take required actions.
- Get an automated notification for the status of the request.
- View the status of requests.

Business Card Request

The screenshot shows the 'Business Card Request' form in the T/DG Employee Self Service portal. The form is for employee Vijay Kadam (Employee Number: GM014, Designation: LG-GM). The form fields are as follows:

Requester Name: Vijay Kadam		Business Unit: HR	Designation: LG-GM
Phone Number:	Extension:		
Enter Phone Number	Enter Extension		
Location:	*Mobile:		
Pune	Enter Mobile Number		
*Mail Id:	Fax:		
vijay.k@thedigitalgroup.com	Enter Fax		
*Number Of Cards:	Contact Address:		
Number Of Cards			
Comments:			

At the bottom of the form, there is a 'Submit' button and a 'Request Status' link. The footer of the page mentions 'Recommended browsers: Chrome V 64, Firefox V 58 | © 2020 The Digital Group Inc.'

- Add basic details in the fields which need to be printed on cards like email ID, phone number, and any comments which need to be considered for submission.
- Track the status of the request for self and/or for team members.

Voucher Request

The screenshot displays the 'Employee Self Service' portal for user Vijay Kadam. The interface includes a sidebar with navigation options like Home, Admin Configuration, Employee Management, My Details, Leave & Attendance, Employee Self Service (active), TimePort, Recruitment, Resource Allocation, Performance Assessment, Policy Documents, Travel, and Expense & Reimbursement. The main content area shows the 'Voucher Request' section with tabs for Notification, Business Card Request, Voucher Request (selected), HR Help Desk, Employee Summary, and Support Contacts. Below the tabs, there's a 'Voucher Request' section with a table showing 'No records to display.' and a 'Voucher Status' section with a table showing one record: a Gift Voucher for Flipkart, initiated on 07-Sep-2021, with an amount of 1000 and status 'Applied'. The footer includes recommended browsers and copyright information.

Employee Self Service
Home > Employee Self Service
Employee Name: Vijay Kadam
Employment Number: GM014
Designation: LG-GM

Notification Business Card Request **Voucher Request** HR Help Desk Employee Summary Support Contacts

Voucher Request

Voucher Type	Voucher Name	Month & Year	Active From Date	Active Till Date
No records to display.				

Voucher Status

Initiated Date	Voucher Type	Voucher Name	Availing Month & Year	Active From Date	Active Till Date	Voucher Amount	Status	Action
07-Sep-2021	Gift Voucher	Flipkart	September, 2021	07-Sep-2021	30-Sep-2021	1000	Applied	

Page size: 5 1 items in 1 pages

Recommended browsers: Chrome V.64, Firefox V.58 | © 2020 The Digital Group Inc.

- Company can provide the meal/gift voucher facility to their employees.
- Request gift vouchers to avail of tax benefits which include meal vouchers, gift vouchers, and more.
- Track the status of the request for self an/or for team members.

HR Helpdesk

The screenshot displays the T/DG HR Helpdesk interface. The top navigation bar includes a sidebar with categories like Home, Admin Configuration, Employee Management, My Details, Leave & Attendance, Employee Self Service (highlighted), TimePort, Recruitment, Resource Allocation, Performance Assessment, Policy Documents, Travel, and Expense & Reimbursement. The main header shows the user's name (Vijay Kadam), employment number (GM014), and designation (LG-GM). The 'Employee Self Service' section is active, showing a 'HR Help Desk' form. The form has tabs for Notification, Business Card Request, Voucher Request, HR Help Desk (selected), Employee Summary, and Support Contacts. The 'Request For' dropdown is set to 'Name Change'. The 'Details' field contains the text 'Abhiyash needs to be changed to Abhiyash Narvariya'. There are 'Submit' and 'Reset' buttons. Below the form, the 'Request Status' section shows a table of help desk requests. The table has columns for Type, Request For, Initiated By, Initiated On, Status, Status Date, Location, and Action. A single request is listed: 'Suggestion' by 'Team Get Together' initiated by 'Vijay Kadam' on '07-Sep-2021' with a status of 'Submitted' in 'Pune'. The page shows '1 items in 1 pages' and a 'Page size' of 5.

Employee Self Service

Employee Name: Vijay Kadam Employment Number: GM014 Designation: LG-GM

Notification Business Card Request Voucher Request **HR Help Desk** Employee Summary Support Contacts

HR Help Desk

*Category Type:
☒ Request ☐ Complaint ☐ Suggestion

*Request For:
Name Change

*Details:
Abhiyash needs to be changed to Abhiyash Narvariya

Support Document (.doc,.docx,.pdf,.xlsx,.xls):
Select

Submit Reset

Request Status

Help Desk Requests:
☒ Self ☐ Team ☐ All

Type	Request For	Initiated By	Initiated On	Status	Status Date	Location	Action
Suggestion	Team Get Together	Vijay Kadam	07-Sep-2021	Submitted	07-Sep-2021	Pune	

Page size: 5 1 items in 1 pages

- Submit various requests (e.g. Employment letter, Bonafide letter, etc.), complaints, and suggestions to the HR department.
- Track the status of a request.
- Managers can also view the list and status of requests raised by their team members.

Employee Summary

The screenshot displays the 'Employee Self Service' portal for T/DG. The top navigation bar includes a 'Check-In' button and a notification bell. The left sidebar lists various services: Home, Admin Configuration, Employee Management, My Details, Leave & Attendance, Employee Self Service (selected), TimePort, Recruitment, Resource Allocation, Performance Assessment, Policy Documents, Travel, and Expense & Reimbursement. The main content area is titled 'Employee Summary' and shows details for Vijay Kadam (Employee Number: GM014, Designation: LG-GM). The 'Work Details' section lists functional and reporting managers, employment type, base and work locations, status (Active), and company/total experience. The 'My Reporting' section shows the organization (Digital Group Infotech) and options for direct or indirect reportees. A table below lists the employee's details: GM014, Active, Vijay Kadam(GM014), HR. The footer indicates recommended browsers and copyright information.

Employee Name: **Vijay Kadam** Employment Number: **GM014** Designation: **LG-GM**

Work Details

- Functional Manager (L1): Sonal Joshi (GM002)
- Reporting Manager (L2): Rishab Saxena (GM011)
- Employment Type: Confirmed
- Base Location: Pune
- Work Location: Pune
- Status: **Active**
- Company Experience (In Years and Months): 3 Years And 1 Months
- Total Experience (In Years and Months): 13 Years And 4 Months

My Reporting

Organization: Digital Group Infotech

☐ Direct Reportees ☐ Indirect Reportees **Apply**

Employment Number	Status	Employee Name	Business Unit
GM014	Active	Vijay Kadam(GM014)	HR

Page size: 10 1 items in 1 pages

Recommended browsers: Chrome V 64, Firefox V 58 | © 2020 The Digital Group Inc.

- The Employee Summary will be visible based on the permissions.
- Managers or HR can use this tab to raise requests on behalf of their employees.

Support Contact

The screenshot displays the T/DG Employee Self Service portal. The top navigation bar includes the T/DG logo, a 'Check-In' button, and a notification bell with 16 alerts. The main header shows the user's name (Vijay Kadam), employment number (GM014), and designation (LG-GM). The left sidebar lists various services: Home, Admin Configuration, Employee Management, My Details, Leave & Attendance, Employee Self Service (selected), TimePort, Recruitment, Resource Allocation, Performance Assessment, Policy Documents, Travel, and Expense & Reimbursement. The main content area is titled 'Employee Self Service' and contains a tabbed interface with 'Support Contacts' selected. The 'Support Contacts' tab displays a table with four columns: Department Name, Employee Name, Contact No, and Email Address. The table lists four contacts: HR (Sunil Kumar), Accountant (Naveen Reddy), recruitment admin (Vivek Sinha), and Project manager (Ankit Avlani). The bottom of the page shows a footer with recommended browsers and copyright information.

Department Name	Employee Name	Contact No	Email Address
HR	Sunil Kumar(GM003)	9999999999	naveen@thedigitalgroup.com
Accountant	Naveen Reddy(GM001)	8888888888	naveen1@thedigitalgroup.com
recruitment admin	Vivek Sinha(GM013)	9898989898	naveeng12345@thedigitalgroup.com
Project manager	Ankit Avlani(GM100)	9876543211	jdkfk@kfdj.com

- Quick contacts for easy reference.
- Provides the contact details for Departments in the organization and accordingly is visible to employees as set by the Admin.

ROLE BASED ACCESS

Employee Self-Service Module has multiple Logins/Roles – HR Admin, Employee

HR/ADMIN




- Add, Manage & Upload Vouchers/ Business cards and Contact details
- Activate/Deactivate Vouchers
- Manage Email Notification and Reminders
- Reports
- Monitor cards and Vouchers

EMPLOYEE



- Application and View of Vouchers (Gift and Meals)
- Raise Business card Request
- Suggestions, Complains, Feedback to HR
- Quick contact details of respective HR

KEY FEATURES




Helps to set up complete business HRMS workflows.



Easy to share policies and quick access to review.



Get all the updated information on a single page.



Reduce manual work and maintain online data e.g. vouchers, and gift coupons.



Keep a track record of all the requests and complaints along with their progress.



Streamlined flow and process for employees, managers, and admin.



Automated reminders and notifications.



Highly secured on cloud data.

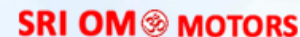


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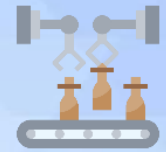
AUTOMOBILE



EDUCATION



REAL ESTATE



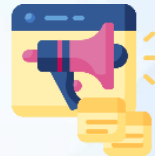
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RECRUITMENT
AGENCY



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MANAGEMENT



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UTILITIES




PHARMA


And many more other industries to which we cater HRMS as a solution.

GO MOBILE WITH YOUR HR PROCESSES


Discover Digital HRMS App
on Google Play & App Store
with advanced features for mobile users.




Geo Fencing




Fingerprint Signature




Chat Bot





Timesheet Recorder



Voice Command



Face Recognition



ABOUT US

Digital HRMS is an one-stop solution for all HR needs. It is a modular customizable HR software platform, developed by T/DG, that empowers your workforce, simplifies your operations and drives your business goals. For more information, visit www.digitalhrms.com

The Digital Group (T/DG) is a MNC and leading provider of a broad range of Information Technology services having software products across domains like HR, enterprise search, automation testing, telehealth, and more. It was incorporated in 1999 and Head-Quartered at Princeton, US. T/DG is a CMMI 5 level company with 1000+ employees and has IT Service Projects & Products as major business. For more information, visit www.thedigitalgroup.com

Awards & Certifications



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CMMISVC/5 / Exp. 2025-03-31 / Approval #58759



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CMMIDEV/5 / Exp. 2025-03-31 / Approval #58759



SOC 2 Type II Audit Completed

