



SilkRoad Technology Global Client Services

**BEST PRACTICES | IMPLEMENTATION EXPERTISE | OUTSOURCED STAFFING
SENIOR LEADERSHIP CONSULTING TALENT BRANDING & MARKETING**

Strategic Onboarding Thought Leadership Engagements

Understand and assess your current onboarding program and what can be done to map a more productive, engaging journey for new hires along a series of “firsts” including a first year or longer strategy.



**Best Practices
Presentation & Discussion**

Discussion around world-class onboarding best practices and components of winning strategies.



**Maturity
Assessment**

Tool to gauge onboarding maturity level against the core components of world-class onboarding.



**Strategic Working
Session/Discovery**

2-3 hour working session with onboarding advisors to understand current state and envision future opportunities.



**Mini Diagnostic
Working Session**

Tool / conversation to build a business case for automating or moving from transactional to strategic. This is more focused on detailing and quantifying the current state challenge (as opposed to envisioning the future).

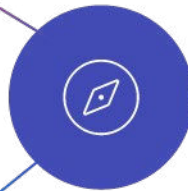
The Journey to a Winning Relationship

SilkRoad's Global Client Services provide a powerful combination of expertise and passion for a high-quality talent experience for every step of your talent initiatives. Customers rave about SilkRoad Global Client Services, especially the commitment and energy they sense from the very first conversations.

COMPLETE PARTNERSHIP WITH
A DEEP UNDERSTANDING OF
YOUR TEAM, PROCESSES AND
ORGANIZATION



ALIGNMENT WITH BUSINESS
GOALS



CONNECT DIRECTLY WITH A
SILKROAD EXPERT AVERAGING
15 YEARS OF EXPERIENCE



FULL SUPPORT FOR THE
CULTURE AND TALENT
MARKETING BRAND YOU ARE
CREATING



BALANCE BUSINESS WITH
THE EMOTION THAT DRIVES
EMPLOYEE INTERNAL PASSION



You'll reach your destination, bringing your vision to life and fully activating your organization to achieve business results.

Experienced Activators of Talent

What matters is results. Our team has spent thousands of hours working with customers of all sizes and in every industry segment to solve their engagement challenges. We bring our knowledge and experience as Fortune 100 human resources leaders and practitioners to your engagement. We're here to prompt, imagine, and share best practices to optimize technology and promote your talent culture awareness.

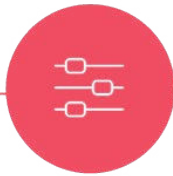
We've been in your shoes, ready to implement new technology but unsure where to begin. With the know-how from hundreds of successful projects, we share the best path to create a powerful, inspiring experience that impacts business outcomes.

Our Approach to the Transformation Journey

We drive transformation through dialog which focuses on resolving process issues that impede a quality experience as well as ways to save money and time. SilkRoad Global Client Services helps companies activate talent to impact business outcomes. By authoring personalized journeys for the workforce, organizations can deliver targeted experiences by employee role or type that puts customized experiences, apps and analytics where people want to work.



ESTABLISH A CLEAR
FUTURE STATE VISION



DEFINE GOALS AND
PROCESSES



BUILD OR GROW
"YOUR TALENTS AS A
BUSINESS"



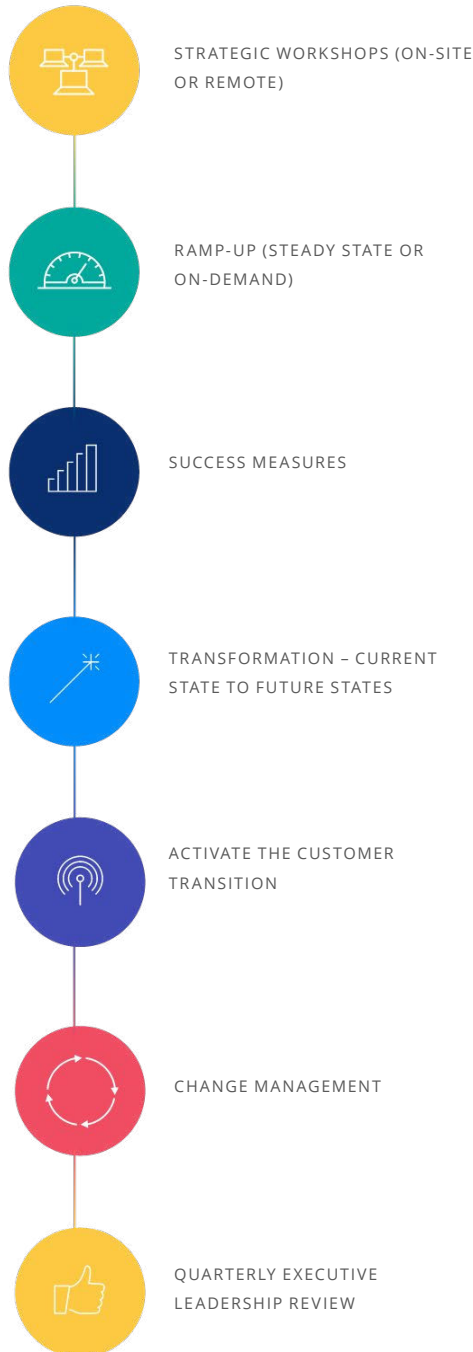
EXPLORE ALTERNATIVE
PROCESSES THAT TECHNOLOGY
CAN DO OR REPLACE

- Identify what works well and what is not working in current state
- Envision employee journey designed to drive specific business outcomes
- Establish a path to drive talent management initiatives to future state
- Create an engaging and dynamic talent brand landscape
- Provide additional experienced resources to achieve your goals
- Identify metrics to impact business goals that will build HR as a business
- Create communication and change management plan for value-added adoption
- Configure a baseline foundation for a predictable, quality process in the system
- Structure an integrated set of core deliverables
- Move forward for success

Senior Leadership Consulting

Today's complex modern workforce includes multiple generations, greater use of technology and often a new way of thinking. Achieving business outcomes requires new approaches and an objective consultant can serve as important reinforcement in educating your senior management team on today's needs.

We work closely with you to create a program that meets your organization's needs, including:



TALENT ENGAGEMENT TIPS

Take a deep breath. Make sure you have the team in place to make your dream happen.

Get your employees ready for a journey that really will build HR as a business.

Bring the human side into the mix and listen to the feedback, create constant communication between the stakeholders and teams.

Create a phased project approach when possible to activate your talent at different times of the project.

Never forget about talent marketing and branding campaigns.

"SILKROAD IS GREAT TO PARTNER WITH AND THEY ARE CUSTOMER-CENTRIC"

Marie Waugh, SVP HR, EHS, Foundation and Facilities at Suez

SilkRoad Technology Client Services: Part of Your Team

To help you move faster, bring expertise in house. We provide outsourced contract services, which puts an experienced talent management system administrator on your team to optimize your SilkRoad solutions.

SilkRoad Technology Client Services

Choose a service level designed for your needs– associate, advisory or architectural. We'll help you by:

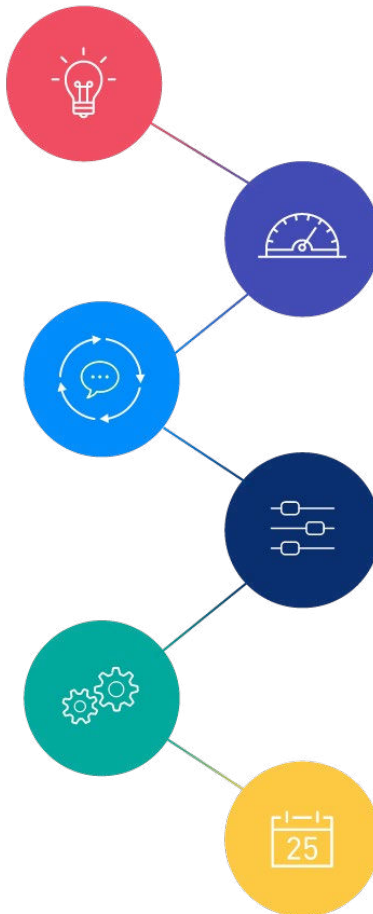
- Managing system maintenance, configuration changes and release planning
- Handling configuration changes and release planning, adoption planning and optimization opportunities
- Encouraging user adoption through education and user assistance
- Managing daily administrative tasks, such as creation of e-forms and reports
- Going Beyond by:
 - Driving change management
 - Strategizing solutions that complement company or team vision
 - Identifying quarterly goals and project strategies

SilkRoad Technology Team Members Solve Challenges

PROVIDE NEW IDEAS TO DRIVE YOUR HR BUSINESS AND TO ESTABLISH MEANINGFUL "BEST PRACTICES"

ADVISE ON BEST PRACTICES TO DRIVE EMPLOYEE ENGAGEMENT THROUGHOUT THE TALENT LIFECYCLE

HELP COVER TIME OR RESOURCES FOR "ANOTHER PROJECT"



KEEP UP WITH BUSINESS CHANGES AND STAY AT THE FOREFRONT OF TALENT MANAGEMENT

ADAPT TO SUPPORT NEW OR EXISTING CORPORATE GOALS WITH EXISTING HR PROCESSES

CAREER EVENTS



Talent Branding & Marketing

To attract and keep your talent, you need a powerful presentation of your mission, brand promise and values.

Our eight-step program has guided hundreds of clients to employer brand success.

PART 1 - TALENT BRANDING SCOPE & REVIEW

Research & Discovery

Assessment & Analysis

PART 2 - SITE ARCHITECTURE AND WIRE-FRAMES

Site concept site-map design

PART 3 - CONCEPT COLLABORATION

Site concept site-map design

PART 4 - HOMEPAGE LAYOUT & REFINEMENT

Site concept site-map design

PART 5 - INTERIOR DESIGN

Upload content to design template

PART 6 - PAGE ESTIMATE

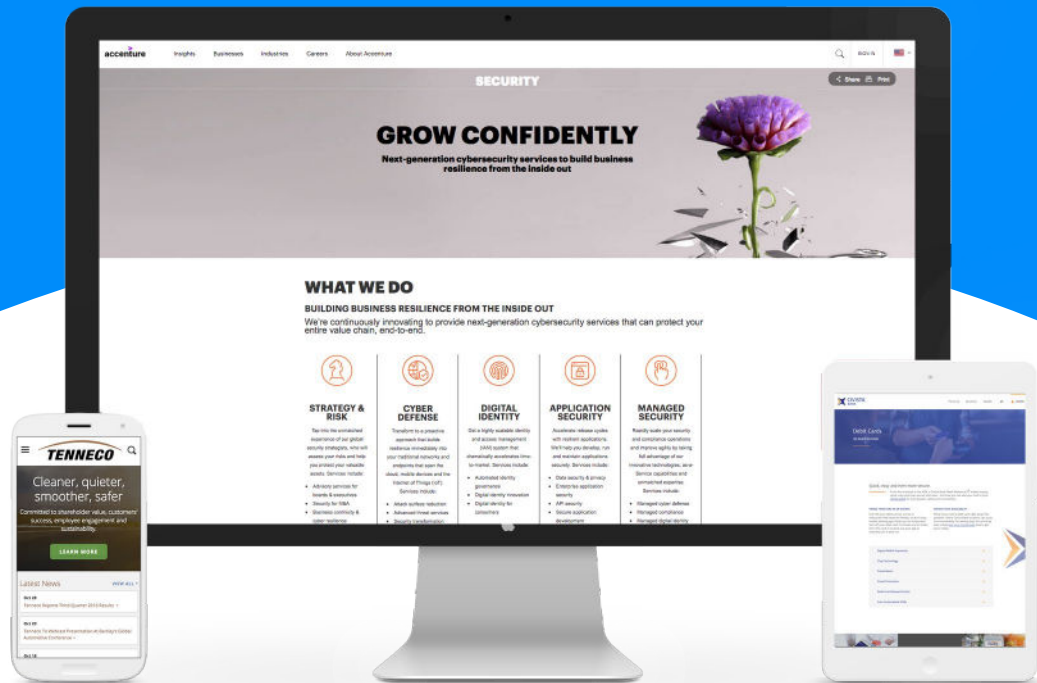
Portal development

PART 7 - HTML TEMPLATE DESIGN

PART 8 - CHANGE MANAGEMENT, MARKETING ALIGNMENT

SilkRoad Technology Global Client Services—Smart Investment

SilkRoad's Client Services offerings are smart investments to ensure your talent management investment is optimized to meet your objectives. For more information about designing journeys to activate talent, visit www.silkroad.com



SILKROAD.COM

SilkRoad Technology enables people to thrive in a changing workplace. Our software and services platform help our clients attract, retain and align people to their business. Our solutions start with Global Client Services to provide strategic HR and business expertise. SilkRoad Technology then designs secure solutions tailored to business requirements at scale for global companies. We deliver personalized experiences for employees to drive engagement across the employment lifecycle and enable measurable and better business outcomes.

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