KZEN Enterprise

The Most Comprehensive and Feature Rich
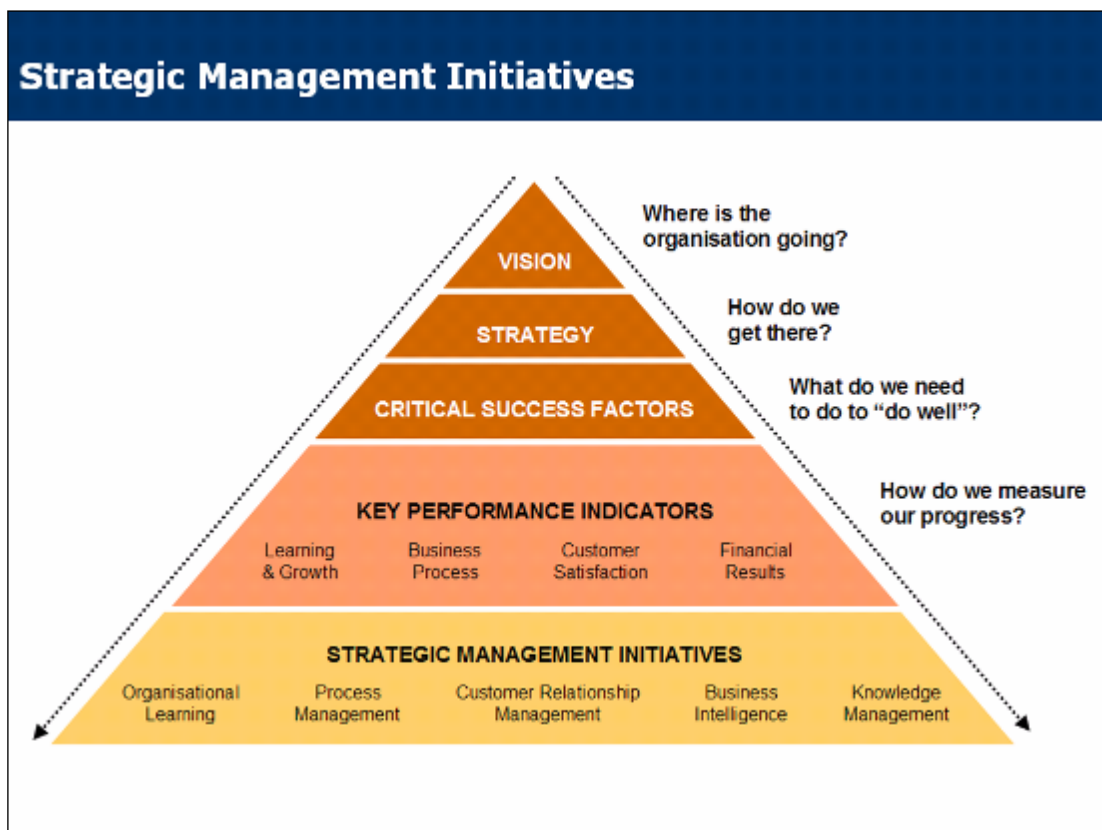**Human Capital Management System**

Product Write-up

KZEN Enterprise

ENTERPRISE HUMAN CAPITAL MANAGEMENT SYSTEM

THE MOST COMPREHENSIVE AND FEATURE RICH HUMAN CAPITAL SYSTEM
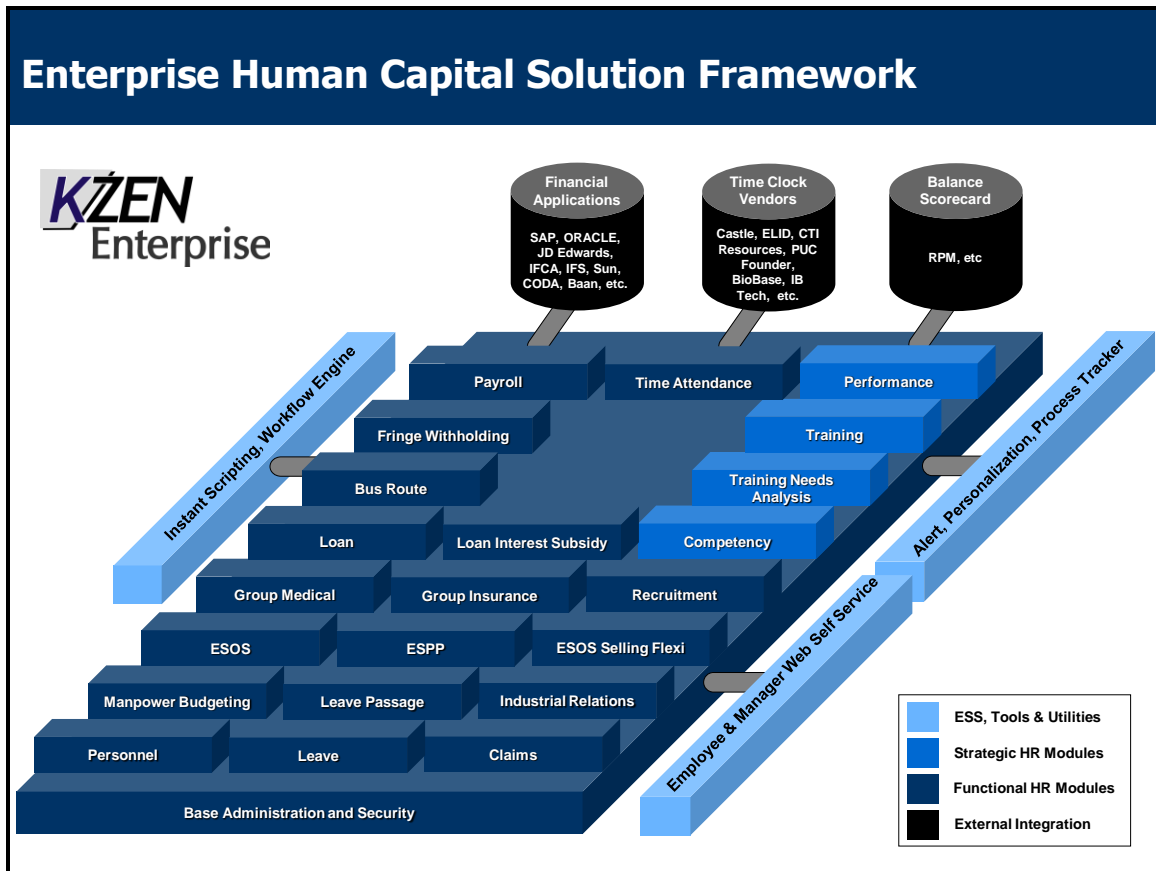
KZEN Enterprise Comprehensive Human Capital Modules

KZEN is at the forefront of Human Capital as it provides a comprehensive and innovative Enterprise Human Capital Management System (HCMS) that covers both the functional and strategic aspects of Human Capital Management. The incorporation of local industry best practices is based on our comprehensive functionality derived from customization and functionality requests from our extensive and diverse customer base originating from various and contrasting industries, all of which are then developed and offered as standard product feature and functionality to all our esteemed potential and existing customers. KZEN Enterprise HCMS is technologically superior in both design and architecture as it is developed on a modular basis which permits customers to acquire individual modules as per their organization's requirements in Human Capital. This is evident in our nominations received as the ONLY LOCAL HCMS vendor nominated as finalist in the category of Best of Software Applications for TWO consecutive years and emerged as the WNNER in the category of Best of General Application in 2005, recognizing both our Strategic and Functional modules at the MSC-APICTA awards.
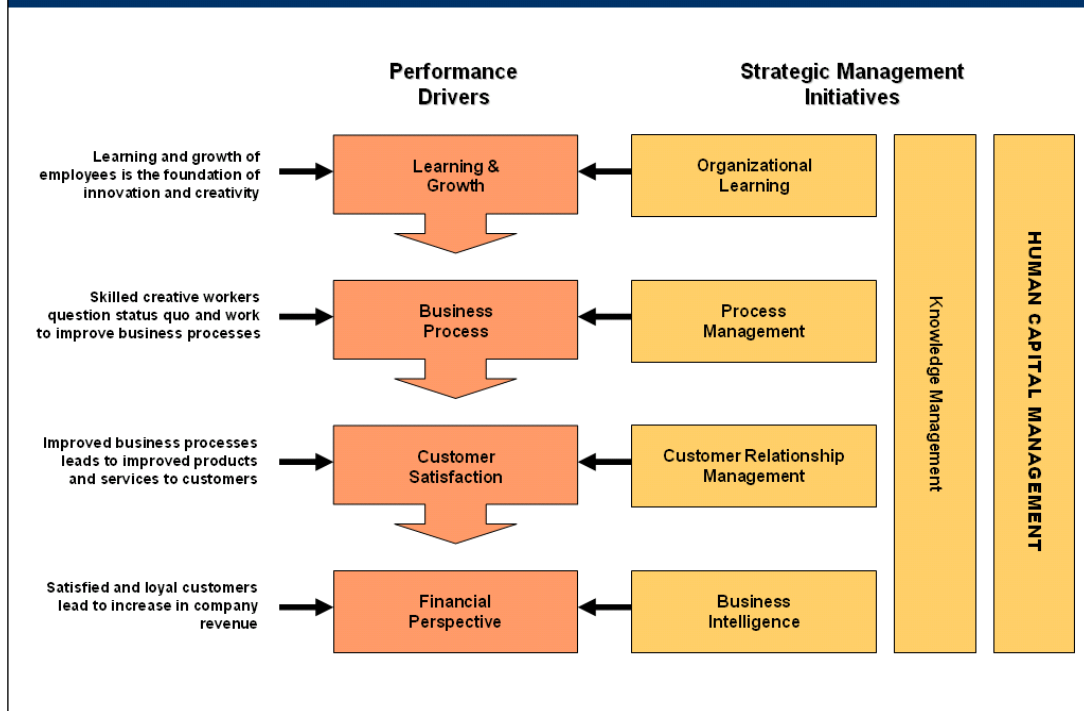
Strategic Management Initiatives

VISION — Where is the organisation going?

STRATEGY — How do we get there?

CRITICAL SUCCESS FACTORS — What do we need to do to "do well"?

KEY PERFORMANCE INDICATORS — How do we measure our progress?
- Learning & Growth
- Business Process
- Customer Satisfaction
- Financial Results

STRATEGIC MANAGEMENT INITIATIVES
- Organisational Learning
- Process Management
- Customer Relationship Management
- Business Intelligence
- Knowledge Management

Balance Scorecard

For the past two decades, we have bear witness to countless organizations downsizing, rightsizing, reorganizing and globalizing, all in the quest to support the organization in the management of a rapidly changing competitive landscape and business environment, increasing demands to better serve customers, to better differentiate themselves from their competitors and to increase value in the bottom line to stakeholders.

The world-renowned Balance Scorecard methodology firmly indicates that in order to achieve an organization's objectives, the improvement of the four following indicators must be taken into consideration:

- Learning and Growth (Employee and Organizational Learning)
- Business Process (Cost Effective Processes)
- Customer Satisfaction (applicable to both Internal and External Customers)
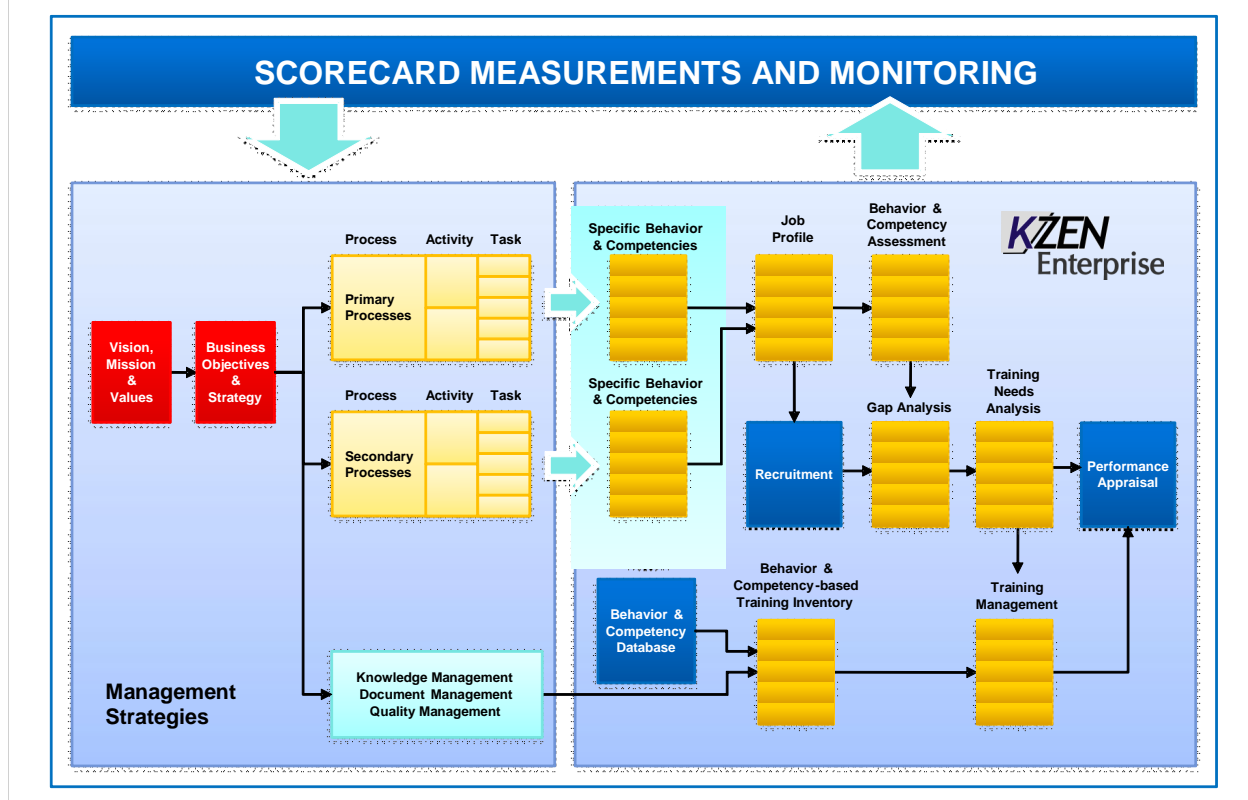- Financial Perspective (Increase Value to Stakeholder)

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Learning Organizations

As a result of this symbiotic relationship between these indicators, leading organizations realize that the **continuous employee competency development in the execution of strategy is the only real competitive advantage** for the future. After all, everything else such as products, services, processes, facilities etc, can be duplicated; people can't.

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KZEN Enterprise HCMS Strategic Framework Overview

SCORECARD MEASUREMENTS AND MONITORING

KZEN Enterprise HCMS Strategic Framework

In essence, there are two primary perspectives to Human Capital:

- **Functional Perspective** - which consist primarily of administrative aspects (payroll, leave, claims etc, and
- **Strategic Perspective** - which consist of the continuous development of employee competency in the execution of strategy in the achievement of organizational objectives. This also includes strategic reporting of Human Capital activities aligned to organizational objectives and strategy for analysis and decision making purposes.

In many organizations today, often the cause of failure to achieving organizational objectives roots from poor execution of strategy, not necessarily from the quality of the strategy itself. KZEN Enterprise HCMS is able to address this by identifying the competencies required in the effective execution of strategy by linking the continuous development of employee competency in the execution of strategy to organizational objectives and strategy as depicted in our Strategic Framework above.

As Human Capital becomes the cardinal competitive advantage in business, the nature of Human Capital Management is evolving at a tremendous pace, from that of an administrative and functional role, to one of great strategic importance in the contribution of value in the organization. The first step in realizing this transformation requires the comprehensive functionality and capabilities provided by KZEN Enterprise Human Capital Management System in the automation of functional and administrative Human Capital processes.

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ENTERPRISE HUMAN CAPITAL MANAGEMENT MODULES PROVIDED BY KZEN SOLUTIONS

KZEN Enterprise HCMS is technologically superior in both design and architecture. It is developed using Object Oriented Programming (OOP) on a Component Based Architecture which permits customers to acquire individual modules as per their organization's requirements in the Management of their Human Capital.

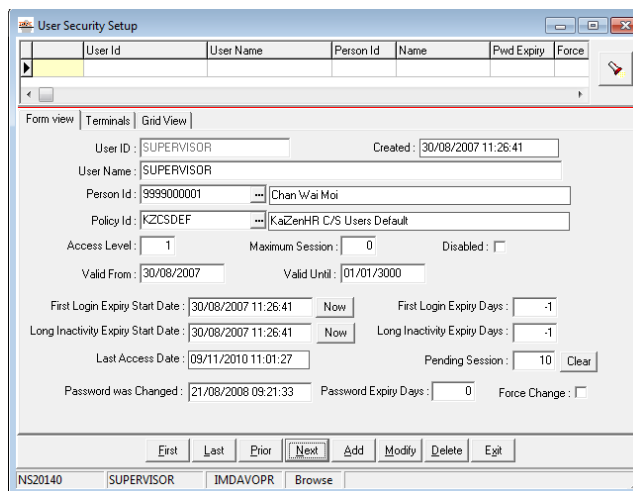KZEN Enterprise HCMS's comprehensive offering of Enterprise Human Capital Management modules are as follows:

- Base System Administration & Security Management
- Personnel Management
- Payroll Management
- Manpower Budgeting
- Recruitment Management
- Time Attendance Management
- Bus Route Management
- Industrial Relations Administration
- Leave Management
- Claim Management
- Employee Share Option Scheme (ESOS)
- ESOS Selling Flexibility
- Employee Share Purchase Plan (ESPP)
- Group Medical Insurance Management
- Group Insurance Management
- Loan Management
- Loan Interest Subsidy
- Leave Passage
- Fringe Withholding Benefit
- Job Competency Management
- Training Administration
- Training Needs Analysis
- Performance Management

Utilities provided:

- HR Dynamic Process Tracker with Process Automation Scheduler
- Personalization and Profiling Management
- Alert Management with integration to email
- e-HR Bulletin

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BASE SYSTEM ADMINISTRATION & SECURITY MANAGEMENT

KZEN Enterprise Base System Administration & Security Module comprises of two key components. The first component provides a centralized source of coding management across all modules, whilst the second component, supports the full administration of security management. Security plays a pivotal role in any application, especially so for Human Capital due to the confidential and sensitive nature of employee data. However, every client will require flexibility in determining each user's security profile to limit access to certain information. This is achieved effortlessly in KZEN Enterprise HCMS by setting authentication procedures and assigning access rights to application objects such as screens and reports for every employee or groups of employees.
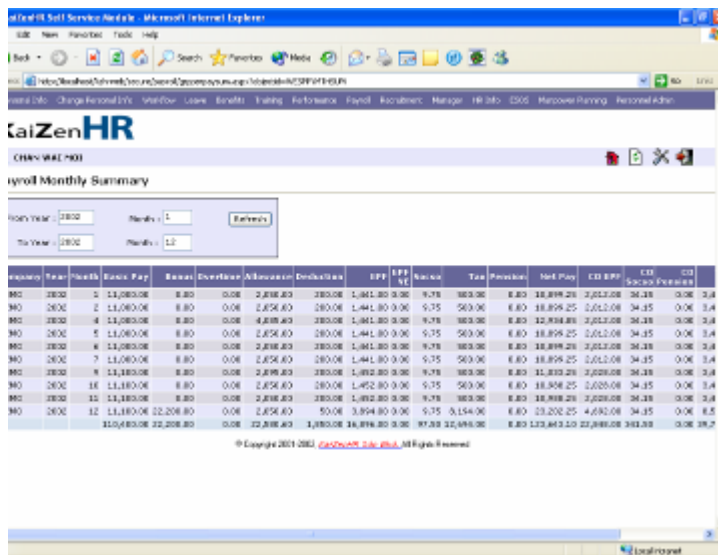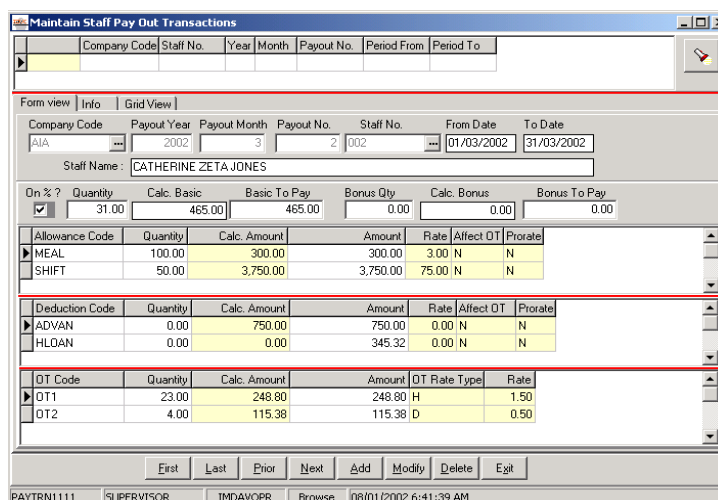

Some key features of the module includes:-

- Supports **user definable set of codes** to be used across all modules e.g. Companies, Division, Department, Section, Unit, Position, Grade, Employment Type, GL Linkage Code, Common and Special Holiday Groups, Nationality, Race, Religion and etc.
- Supports **multi company environments** where tracking and management of employee transfers / movement across subsidiaries / departments is easily achieved.
- Provides up to **7 levels or organization hierarchical structure** in reporting and analysis for decision making purposes.
- Supports comprehensive employee, spouse, family and reference numbers information.
- Provides a **powerful employee search engine** which permits the retrieval of employee information based on single / multiple filtering conditions utilizing all fields available in the table – employee no, employee name, designation, job grade, date join, date confirmed, salary range, department and etc.
- Supports user development of **additional fields** for storing of user definable employee information without requiring further customization.
- Configuration of **user authentication** procedure.
- Provides mapping of **Object Access Rights** for all authorized users.
- Provides an **audit trail** of every transaction with date and time stamping.
- Protects your data from being accessed at both **application and database levels**, where users are not able to use any third party tool to open / access the Database directly. This is one of KZEN Enterprise's key differentiators which ensures the security of your data at the highest level.

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PAYROLL MANAGEMENT

Payroll is probably one of the most important functional modules in Human Capital Management System. The need to pay employees accurately and on-time is of utmost important. Apart from getting the correct data for processing, payroll administration is constantly faced with the ever changing requirements to compensate employees.

KZEN Enterprise Payroll Management Module is a fully integrated module that permits data to be collated from source; thus, ensuring correct payments for employees. Our strength lies in its ability to allow users to easily map their business logics and policies into the system. This will enable the customer to scale and grow their application as per their business requirements.

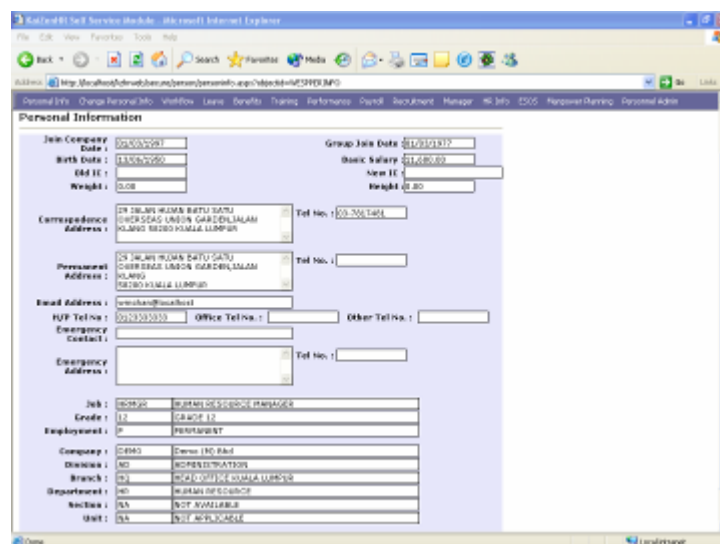Some key features of the module includes:-

- Flexibility in defining more than **10,000 Payroll Attributes** for Allowances, Deductions, Overtime, Banks etc.
- Ability to allow user to define **scriptable formulas** to be used in the computation of Salary, Leave Payback, Unpaid Leave, Overtime, etc.
- Possibly the **ONLY System** that allows you to define the number (**up to 99 times**) of Salary Runs per month.

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- Ability to **split the data entry** process by components of Payroll Attributes. This ideal for organizations having thousands of employees as well as organizations who practices **Extreme Security Administration** where even the users are not supposed to know the salaries of employees.
- Tracking and maintaining past **Benefit / Allowance / Deduction / Overtime Rates** used and compare with current rate to determine the changes in policies through the years.
- Providing **Management / Finance** Department with a Monthly Salary and Wages **Reconciliation** with Summary and/or Detail Transaction Listing.
- Ability to **interface** with external Accounting System – SAP, JD Edwards, Sun Accounting, CODA, IFS, BaaN, Acctrak etc.
- Accounting processes supported – GL Journal Voucher Generation, Bonus **Provision**, Leave Pay **Accruals.**
- **Bank Auto Credit Exporting** – supports Maybank, RHB Bank, Bank Of Commerce, Bank Simpanan Nasional, Public Bank etc.
- **Other External Exporting** – HSBC Trust Fund, ASN Deduction, Zakat Deduction.
- Ability to allow **OPEN Payroll Periods** where entries can be done for subsequent Months without closing the Current Period.
- Provides a wealth of more than **150 comprehensive reports** to choose from with the feature to display the report on preview.
- Ability to output the report to a file eg. **Excel, Lotus, ASCII** etc.
- **Full compliance** with the Statutory Requirements on EPF, SOCSO and TAXATION with the latest update on Table Rates.
- Maintaining a **EPF Voluntary Excess Table** on contributions exceeding the standard Rate of 11 % and 12 %. The allocation / entitlement of additional percentage (%) can be effected automatically by grade and years of service of the employee.
- Ability to handle **Simulation Runs of Increment and Bonus** for submission to Management for approval prior to actual payout.
- Scriptable monthly **Perfect Attendance** calculation process.
- Printing of all **Statutory Reports** including EPF Borang A, SOCSO 8A, CP 39 Tax Submission, EA Form, CP8D etc.
- Provides an **integration** to other KZEN Enterprise Modules eg. Time Management Module, Leave Module, Claims Module, Fringe Withholding Module, ESPP Module, Medical Benefits, Benefit-In-Kind from Loan Subsidy & Leave Passage modules.
- Self service to include e-EA, e-Payslip, e-PCB II and payroll summary for all years.
- OT application by employees with approval process online.

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PERSONNEL MANAGEMENT

Personnel information is the core of HCMS. It is the only module that integrates with all other modules. Therefore, it is imperative to keep the information correct and current at all times.

One of the features of KZEN Enterprise that differentiate us from most of our competitors is the ability to keep historical information. The effective-date design of the KZEN Enterprise system gives you a complete view of all your employee history and business rules; thus, enabling you to analyze and process employee information and all other related transactions on a date and time basis.

Some key features of the module includes:

- Maintaining **Personal Information** including :
  - Personal Information eg. Name, Address, IC Number (Old / New),
  - Email Address, Telephone, Sex, Date of Birth, Marital Status, Nationality, Race, etc.
- Maintaining of comprehensive **Employee Information** comprising :
  - Work Related / Employment Information eg. Position, Grade,
  - Department, Section, Employment Type, Report To, etc.

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- Complete Date Information eg. Date Joined, Date Confirmed, Date Resigned, Contract Due Date, Visa Expiry Date etc.
- Salary Related Information eg. Basic Salary, EPF Contribution %,
- SOCSO Scheme, Voluntary Excess %, TAX Category, Pension
- Contribution, Wage Type etc.
- Storing of Employee Photo
- Spouse Name and IC Number
- Spouse Working Information including Place of Work
- Old and New IC Number
- Managing Record for Multiple Spouse

- Managing Family and Next of Kin Information including :
  - Name of Member
  - Type of Relationship (eg. Son, Daughter, Father, Mother, etc)
- Date of Birth
- Attaching of ongoing Notes to the Employee. Such Notes will be stored as transactions within the System and can be reviewed throughout the Employee's Service Period. It also captures the Date on which the Notes are documented. For some companies, these Notes comes in handy during the Appraisal / Review Period.
- Managing of all Reference Numbers eg. ASN, ASB, LUTH, EPF, SOCSO, TAX, etc. These References are used during the printing of related Statutory / Contribution reports. KZEN Enterprise allows you total flexibility in defining different type of References.
- Managing and administration of all Academic and Professional Qualification details.
- Recording the Previous Employment details of the person.
- Tracking of Documents issued with expiry dates to employees eg. Contracts, Work Permit, Bond.
- Managing all all Assets provided to Employees eg. Handphone, Uniforms, Shoes, etc. Value of the Asset is also maintained.
- Managing of Employees involving in Projects and tracking of Project Progress.
- Managing and administration of Employee Award Informations eg. Best Lecturer for 1999, Employee of the Year etc.
- Managing Employee Service History Records eg. Promotions, Increment, Transfer etc. All Service Records are kept and stored within the System for unlimited period (unless it is purged off).
- Administering of all Medical Checkups undertaken by Employees
- Ability to analyse on individual type of Service Movement eg. how many times has the Employee been given Increment and what is the amount / when was the last Increment Effected.
- Utilising the Service Record (eg. Years of Service / Grading) as a platform for Benefits and Compensation Management Programme.
- Ability to track Commencement Date and highlighting of Due Dates for Confirmation, Salary Increments, Gratuity, Retirement etc.
- Personal information viewing and update via ESS with approval process.

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KZEN Enterprise

RECRUITMENT MANAGEMENT

Attracting the right candidates for a particular vacant position is a difficult task and screening them is even more arduous activity. KZEN Enterprise makes it easy.

KZEN Enterprise Recruitment Management functions enhance and automate all your recruiting tasks, from manager submitting job requisitions to HR department making employment offers and hiring applicants. This high automated process includes screening and short listing candidates based on their personal and employment profile against those of the vacant position.

Some key features of the modules includes:
- Tracking of Requisition by Department Heads for vacancies. This information includes the number of vacant positions, the expected required period, the budget amount per position, etc.
- Tracking of all Candidate's information including but not limited to their Personal details.
- Providing Statistics on all Job Applicants in terms of Race, Sex, Position etc.
- All successful Applicants are transferred to the Employee Database and a Staff ID being assigned to it. Unsuccessful Applicants can be managed separately on a KIV File.
- Standard Letters (Appointment, Rejection, etc) can be generated from the System.

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- Ability to assist in shortlisting exercise from all applications based on set of criteria eg. qualifications, experience, skills etc.
- Managing Recruitment for different type of employees ie. Temporary, Contractual, Permanent, etc.
- Tracking of all Recruitment Cost eg. advertisement, stationaries, etc.
- Analysing the Recruitment Cost per Position Intake as well as the efficiency of various recruitment mediums eg. newspaper, agency, internet etc.
- Integration with external recruitment database such as JobStreet.com for candidates information

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MANPOWER BUDGETING

KZEN Enterprise Manpower Budgeting allows budgeting of headcount and automatically tracks the utilization based on the actual movement of the employees which may be updated via various sources.
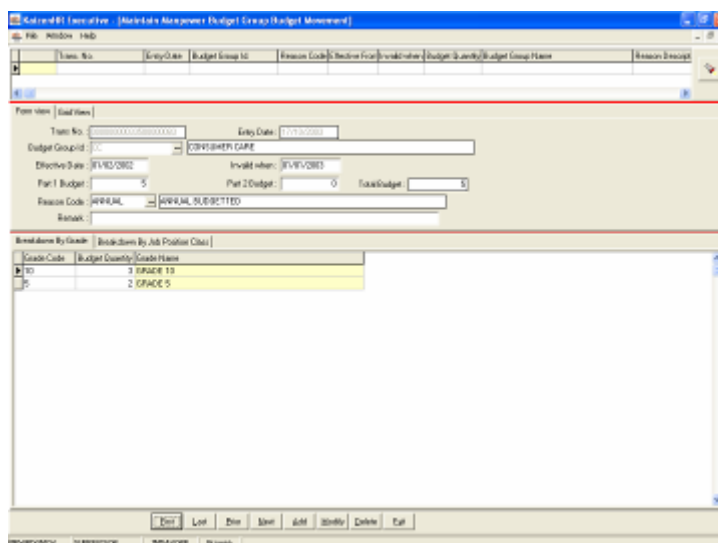
Some key features of the module includes:

- Reporting and analysis of Actual Manpower of a Department or across the Company
- Ability to generate **Manpower Requirement Analysis** by Department as well as for each individual Position. In addition, the System is able to **schedule** the planning of intake by implementing a **Manpower Intake Position Calendar**.
- Identifying Employees who are due for **Retirement** (according to their Age) so that Manpower Planning can be effected to ensure Replacement of these Employees Generating Manpower Analysis Reports such as **Staff Turnover** Analysis, Staff **Length of Service** Analysis, Absenteeism Rate, **Vacancy** List, **Manpower GAP** Analysis etc.
- Managing Total Cost of Recruitment for a Position including all media and staff cost. It also generates analysis on Average Cost by Position and Departmental Salary.
- Provides a linkage to KZEN Enterprise Personnel Module for accessing the Staff Record as well as for the updating of New Recruitment Record
- Ability to generate Manpower Analysis in Graphical Representations (Bar Chart, Pie Chart, Line Chart etc.)

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INDUSTRIAL RELATIONS MANAGEMENT

Labour issues constantly arise in the company either due to some form violation or grievances. Legislation requires the company to maintain a record concerning the problems and the steps taken to resolve them.

KZEN Enterprise Industrial Relations Management enables you to enter and track labour-related information for each incident. You'll find this information handy when trying to resolve any problems that arise as a result of a grievance or a disciplinary action. If you have an accurate, up-to-date record of the steps taken to resolve each problem, you can help your company avoid any liability problems.
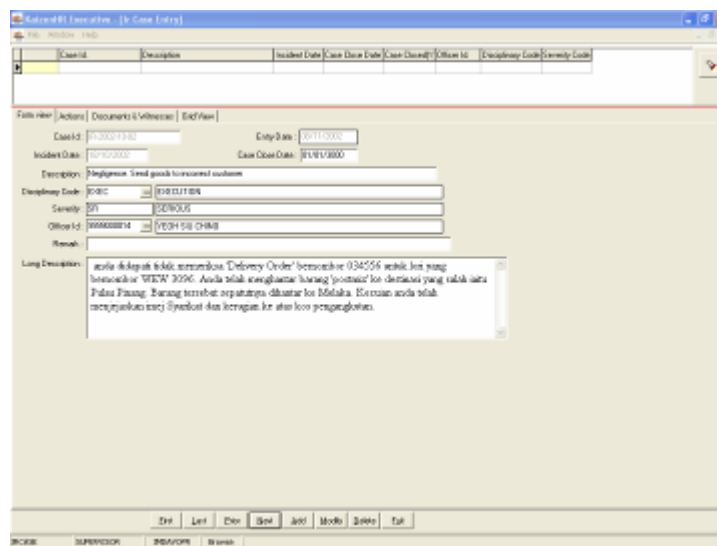
Some key features of the module includes:

- Flexibility in defining multiple type of **Disciplinary Actions**
- Identifying the **Severity Level** of Disciplinary Cases
- **Administering Employees** on Disciplinary. Information captured include Date of Disciplinary, Type of Offence, Severity Level, Action Taken.
- Preparation and printing of Disciplinary Letters
- Tracking of **Domestic Inquiry** sessions and panel members information.
- Administration of all **Compliants / Grievances**. Information captured include Date of Complaint, Reported To, Description of Complaint, Action Taken etc.

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BACKPAY ARREARS MANAGEMENT

KZEN Enterprise Back Pay Module, which is a part of the Payroll Management module, allows computation of any salary and allowances arrears due to any backpayment. The system will take into consideration whenever a change in Basic Salary will affect certain Allowances and Overtime rates, affecting also the computation for EPF, SOCSO and TAXATION.

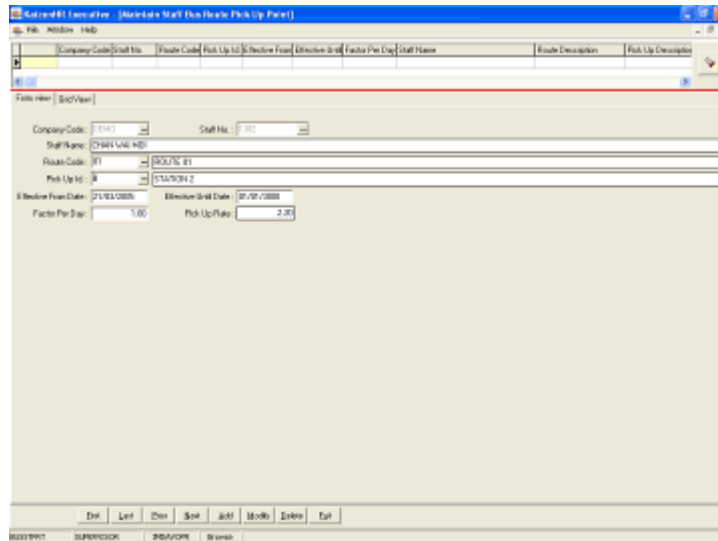Suitable for most companies which has unionized employees as most of the times as most collective agreement cannot be finalized on time.
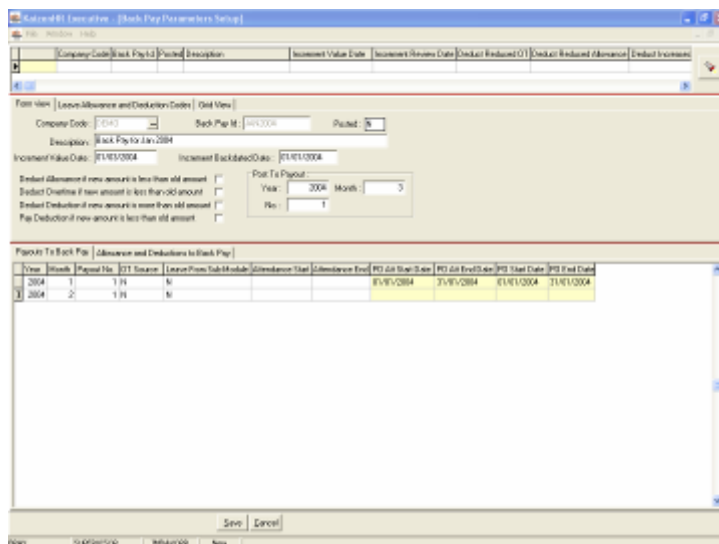
Some key features of the module includes:

- Support backpay arrears for **any period of time**
- Automatic calculation of **arrears for direct changes** such as salary amount and allowance rate
- Automatic calcution of **arrears for indirect changes** such as Overtime which can be affected by salary changes
- **Computation of arrears** is calculated for **every month** of payment made
- System produce **backpay statement** for every month and every item the arrears is calculated for
- Support **simulation** of backpay for the purpose of **management decision** and **impact budgeting**

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BUS ROUTE MANAGEMENT

KZEN Enterprise Bus Route Management Module, which is a part of the Time & Attendance Management module, allows tracking of employee utilization of company transportation provided.

The information tracked can be used to integrate to Payroll Module for the purpose of deduction of bus fare (if applicable) or to produce analysis of transportation utilization.

Some key features of the module includes:
- Administering of multiple **bus routes and pickup points**
- **Assigment of employee** to the corresponding bus route and pickup points
- Automatic **integration to Payroll** for the bus fare deductions

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TIME & ATTENDANCE MANAGEMENT

KZEN Enterprise Time Management System Module provides full functionality for management of time information in your organisation, including time collection, evaluation of time and capturing of absenteeism data. It also streamlines time all your day to day scheduling activities as well as automatically identify employees on leave, calculation of overtime and shift premiums.

The entire time evaluation process utilises business logic and rule based formula to support the unique requirements of any organisation in any industry. It can significantly improve the efficiency of your business by eliminating unneeded effort and simplifying routine, yet powerful enough to customize the time sheet for different groups of employees.

Accurate and timely collection of data is an integral part of time management. It provides the flexibility to use existing time collection devices (Bar Code, Magnetic Stripe, Proximity Readers, Smart Cards, Fingerprint Scans etc) to capture employee clocking data and easily transfer the data to KZEN Enterprise Time Management Module for processing.

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Some key features of the module includes:

- Administering of multiple **Shift Schedules** (working hours) for different groups of employees. A special day can be defined to cater for 5½ days working week pattern.
- Defining the **break time hours** applicable for each shift schedule.
- Assignment of work schedule to employees either by **Work Group or Individual** assignment
- Generation of **rotating Work Schedules / Rosters** with a user defined pattern cycle
- Defining and managing multiple **off days, rest day and holiday calendars** e.g. common holidays and regional holidays (based on the states holiday). A generation process can be used to generate the schedule based on a period (yearly, monthly etc.)
- Provide linkage to Leave Module to identify employees on **leave days taken**
- Tracking and reporting on **absenteeism, late, early leavers** records
- Computation of **regular pay, overtime and shift differential** based on planned working time, actual time recorded, your business rules and regulatory requirements
- Two methods of **overtime approval** i.e. pre-approved and/or post-approved. Pre-approved overtime will allow any overtime performed to be automatically paid based on a pre-set schedule. Post approval overtime will require supervisors verification on the hours to be paid based on actual hours performed.
- **Time Post Approval** allows online verification of attendance and hours worked for a period.
- **Scriptable Daily Incentives** computation based on the working hours e.g. OT Meal Allowance, Disturbance Allowance etc.
- Provides information about the **level of workforce availability** to support strategic staffing needs
- Managing and administering clockings for various groups of people (**Employees, Contractors, Visitors**) with tracking of card issuance, visitor's & contractor's details.
- Providing flexibility in assigning of **Temporary Cards** to Employees for loss of card, misplaced card etc. to ensure uninterrupted clocking activities.
- Full maintenance of **Card Transactions** (eg. Cancellation, Issuance etc)
- **Badge Number** can either be system generated or user defined (for external card).
- Ensuring **Integrity and Validity** of Uploaded Data for Processing according to Business Rules
- Allowing flexibility of **Data Reloading and Reprocessing**. This is very important as there are bound to be instances where data uploaded are not complete due to mechanical (time clock devices) failures, network problems etc. Most of the systems in the market do not provide this flexibility and you would be required to perform a backup and restore routine, which could be messy if your transactions are huge.
- Generating wealth of comprehensive **Time Management Analysis Reports** such as Employee Time Sheet, Late Attendance Listing, Absentism Report, Incomplete Clockings, Overtime Analysis, Early Goer Listing, Badge Assignment Reports etc.
- Pre-approved OT application online, ability to view attendance records online by employees and supervisors.
- Roster assgignment online with flexibility to update shift on ad-hoc basis.
- Online time post approval for supervisor to validate attendance data including work hours and OT hours for salary processing.

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KZEN
Enterprise

LEAVE MANAGEMENT

Managing employee leave is becoming one of the telling differences between enterprises to cut cost and increase productivity.

KZEN Enterprise Leave Management module will perform the varying leave accruals according to years of service and grade as well as allows you to maintain and track employee leave, both historical and current, so that you can better monitor both individual productivity and cost due to direct or indirect leave payouts.

Some key features of the module includes:

- Ability to **user define** all type of **Leave** (Annual, Meeting, Conference, Seminar, Study, Maternity, Compassionate, Unpaid, Paternity, Sick, Research, Sabbatical, Half Pay, etc.,
- Automatically handles **earmarking** of Leave upon application to effect accuracy in the transactions
- Employee entitlement based on assignment of **Leave Grouping** for easier administration.
- Tracking of **Leave Balances** (for various type of Leave) for each Employee
- **Scriptable Leave Entitlement** Computation – user defined criteria to be used for calculation of the entitlement
- Ability to **Carry Forward** any Leave Balance at the End of Year, subject to the organisations policy and procedures. Leave to be Carried Forward can also be capped to a maximum number of days.

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- Automatic **Brought Forward Balance forfeiture** or expiry.
- Ability to **Accumulate** Leave Balance for a specified number of years for the purpose of Pilgrimage / Overseas trip. Accumulation of leave can be tracked up to 6 years.
- Ability to **Cancel / Revert** any Pending Leave Application
- **Mass Leave Transaction** Generation & Approval – minimize data entry and/or maintenance of leave transactions.
- Ability to do manual **Leave Balance Adjustment** at any point of time eg. Additional crediting of Replacement Leave
- Allow **Entitlement Adjustment due to regrading** (promotion, transfer) during leave period
- Provides linkage to **Time Management System** for identifying employees on Leave
- Provides linkage to **Payroll System** for the deduction of Unpaid Leave and Pay In Lieu
- Generation of Leave Balance Report for **encashment** at Retirement
- Online leave application, leave balance and transactions viewing.
- Leave approval online with ability to view employees activity map for employee present headcount / percentage.

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![KZEN Enterprise logo]

LEAVE PASSAGE MANAGEMENT

KZEN Enterprise Leave Passage Management Module provides the abilities to manage the leave passage benefits given to the employee.

Some key features of the module includes:

- Ability to create the **Entitlement** by multiple companies, grade and employment type.
- Auto computation of the entitlement for a person
- User definable **Entitlement Period** (by year etc.)
- Ability to **Carry Forward** unutilized balance at the end of a period to the following period.
- Brought Forward **Balance Forfeiture / Expiry** setting.
- Tracking of the each **utilization** and details: Overseas / Local trip, destination etc.
- Provides **comprehensive analysis** and operation tracking reports
- **Integration** to Payroll for Benefit-In-Kind Tax Reporting

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CLAIM MANAGEMENT

Benefits have always been one of the tools to attract and retain employees. These benefits tend to proliferate in a unionized environment and often come with complex terms and conditions. These benefits entitle employee to make claims either as benefit or expense incurred. As a result, HR not only deals with large number of claims but processing each claim can be a complex activity of ensuring compliance.

KZEN Enterprise Claim Management allows you to define all the claims and enforces the business rules with regards to eligibility, quantum and ceilings. This will help ensure a consistent rule being applied to all claims and speedy processing to ensure payments are made on time.

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Some key features of the module includes:

- Ability to user define all type of **Benefits / Claims** eg. Medical Expenses, Dental, Mileage Reimbursement, Club Membership etc.
- Setting of **Eligibility Conditions** (eg. Years of Service / Grading) and **Limit Type** (per month/year) for each Type of Benefit
- Provides **analysis on total Claims** made per Month, Quarter, Yearly by Employee / Department etc.
- Restricting some type of Claims and Benefits to certain group of Staff and the maximum amount they are entitled by **Claim Grouping.**
- Tracking of claims processed and ensuring that it does not exceed the **limit.**
- Ability to do manual **Claim Balance Adjustment** at any point of time eg. Additional approval by management
- Ability to do **Benefit-In-Kind Tax Reporting** in the annual EA form
- Maintaining a list of **Panel Clinics** to administer Medical Claims
- Analysis on **Medical Claims** across Years (eg. Last Year with This Year)
- Analysis on **Medical Expenses** by each individual Staff and their dependents.
- Provide analysis of **Panel Clinics** and number of patients attended to by Department and the medical fees charged.
- Allows flexibility of Claims to be updated to Payroll for Payment together with salary
- **Recovery of overutilized** Claims via Payroll deduction
- Claim application online with configurable approval routes.
- Viewing of claim utilization, limit and balance online via ESS.

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LOAN MANAGEMENT

Companies are sometimes sympathetic when employees make heavy financial commitments like purchasing a house, a vehicle or a computer and offers assistance in the form of a loan. Although the process of the application can be complex but these benefits are extended once in a lifetime. The difficulty often lies with the deduction for the installment and the integration with payroll in an accurate and timely manner.

KZEN Enterprise Loan Management is able to compute loan interest and create repayment schedule. This module will provide the necessary information to payroll to facilitate monthly deductions.
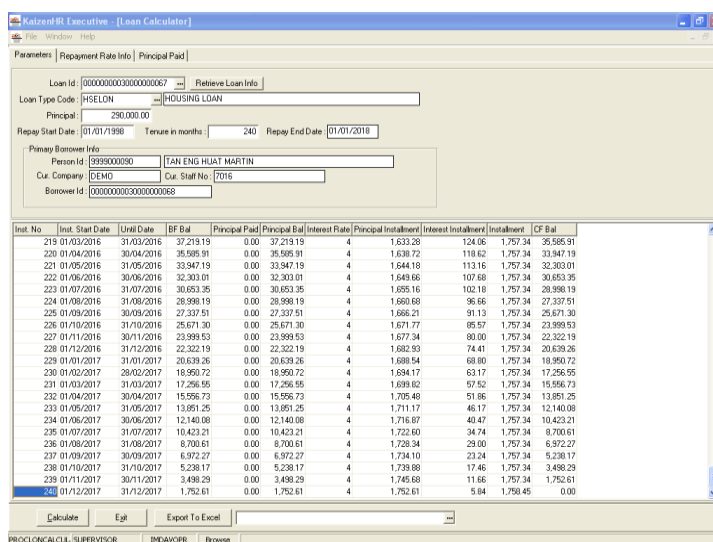
Some key features of the module includes:

- User definable types of loans.
- Supports **multiple loans** for each employee
- Ability to define **multiple borrowers** for each loan
- Maintain and tracks **Progressive Payment and Repayment Installments**
- Maintains complete records of loan principal repaid and interest earned.
- **Scriptable Loan Repayment Schedule Generation** supports Yearly Rest, Monthly Rest, Fix Rated type of loans
- **Auto Calculation** of progressive and repayment interest with ability to apportion amount among borrowers of the same loan.
- Maintain full loan balance reporting.
- Provides **comprehensive analysis** and operation tracking reports
- Maintains multiple companies database
- **Integration** to Payroll for Benefit-In-Kind Tax Reporting
- **Loan calculator** online for simulation of loan installment based on principal, interest and tenure details
- **Loan balance** viewing online

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KZEN Enterprise

LOAN INTEREST SUBSIDY MANAGEMENT

KZEN Enterprise Loan Interest Subsidy Management Module provides the abilities to manage all kinds of loan records provided by a company to its staff force and tracking of the subsidy entitlement and claims.
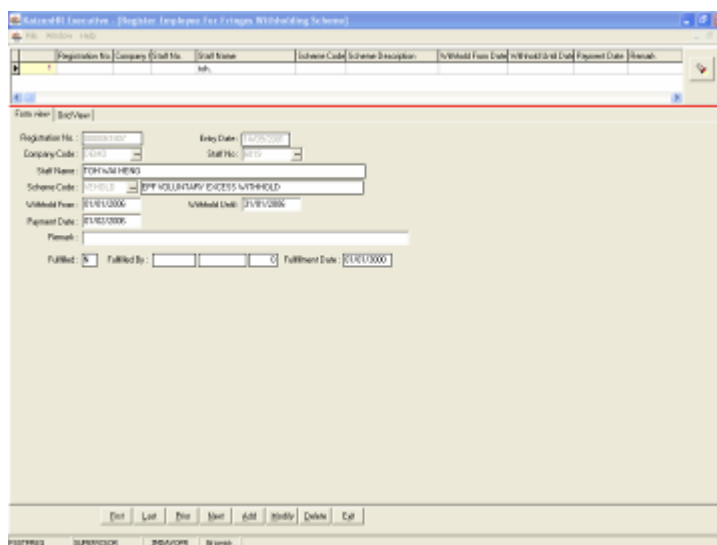
It provides the avenue to compute interest of loan and create the full loan repayment schedule to determine the subsidy to be paid to the staff.

Some key features of the module includes:-
- User definable types of loans.
- Supports **multiple loans** for each subsidy instance.
- Ability to define **multiple borrowers** for each loan.
- Maintain and tracks **Progressive Interest Subsidy and Repayment Interest Subsidy.**
- Maintains complete records of loan principal repaid and interest earned.
- **Scriptable Loan Repayment Schedule Generation** supports Yearly Rest, Monthly Rest, Fix Rated type of loans
- **Auto Calculation** of progressive and repayment interest subsidy with ability to apportion subsidy amount among borrowers of the same loan.
- Maintain full loan balance reporting.
- Provides **comprehensive analysis** and operation tracking reports
- Maintains multiple companies database
- **Integration** to Payroll for Benefit-In-Kind Tax Reporting

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FRINGE BENEFIT WITHHOLDING

KZEN Enterprise Fringe Withholding Module provides the abilities to manage fringes which may be administered by the company pending submission to statutory or external funds.

Some key features of the module includes:

- **User definable types** of fringe benefits
- **Assignment of employee** to the fringe plan and **define period of withholding**
- **Calculation of dividends** on outstanding fringe balances withheld
- **Release of withheld fringes** via Payroll to statutory bodies (EPF) or external fund

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![KZEN Enterprise logo]

GROUP HOSPITALIZATION & GROUP INSURANCE

Most companies provide hospitalization and medical coverage for their employees and sometimes extending these benefits to the spouse or entire family on shared basis. This extension often entails significant administrative work to keep the records of family members who are eligible for coverage and to make the necessary deduction from employee's salary.

KZEN Enterprise Group Hospitalization and Insurance modules allows HR to define the various hospitalization and medical scheme and enable employees to elect for the coverage and to keep the necessary dependent information up to date. The system is integrated with the Payroll module to facilitate monthly deduction, if required.
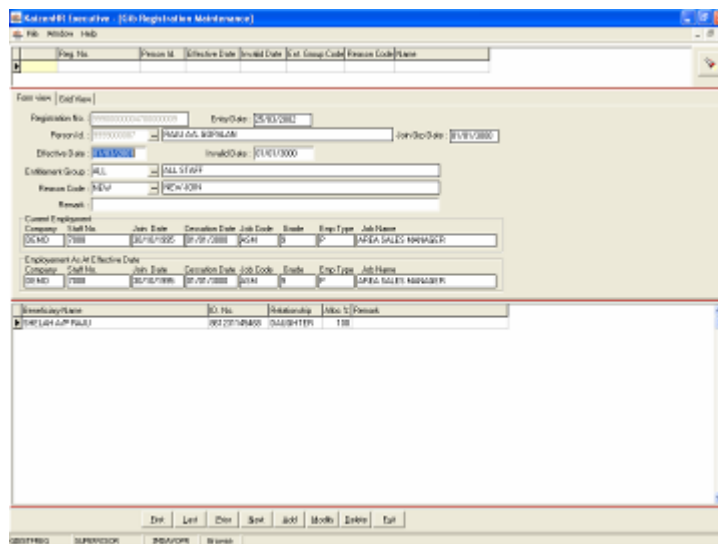
Some key features of the module includes:
- **User definable types** of insurance and hospitalization plan
- **Scriptable formulas** for the calculation of premium payable for insurance plans
- Date effected table to store **hospitalization premium** payable by employee and employer
- **Calculation of premium** on monthly or annual basis
- **Automatic termination** from insurance benefits upon employee resignation
- Integration with Payroll for **deduction of employee premiums**

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KZEN Enterprise

EMPLOYEE SHARE OPTION SCHEME

The KZEN Enterprise Employee Share Option Scheme system forms an additional component, specifically developed to be used by Public Listed companies in managing of their Share Option allocations to employees. The system provides flexibility in accomodating different ESOS bylaws and is in compliant to the required standards of reports and guidelines governed by statutory bodies like KLSE and MCD.
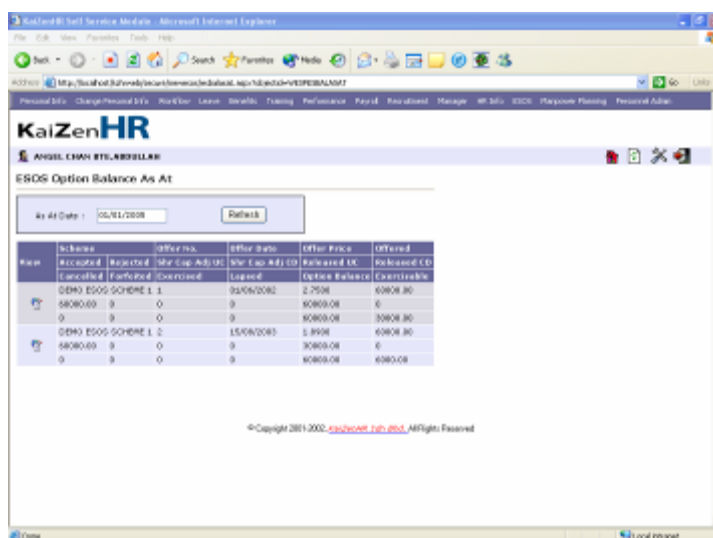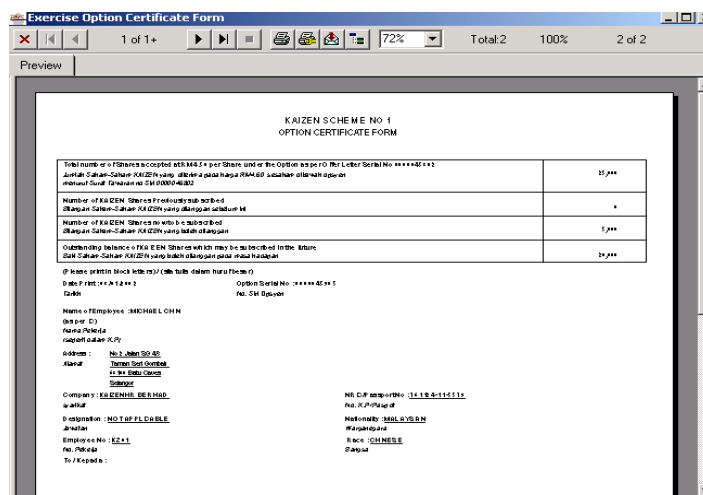
Some key features of the module includes:

- **User definable codes** for Security Firm Agent, Investor Type, Staff Category, Schemes, Stock Code, Stock Type, etc.
- Ability to define **Multiple ESOS Scheme and Offers**
- **Scriptable Entitlement and Exercising Rules Generation** – supports most ESOS bye-laws
- Provide **simulation of ESOS offer** based on defined bye laws rules
- Maintains complete tracking of **offer, acceptance, exercising & forfeiture** transactions
- Unlimited no. of years of **transaction history maintenance** capability
- Prints **letter of offer, option certificate form** and letter of offer acceptance
- Provides comprehensive analysis and operation balance tracking reports
- Maintains **multiple companies** database
- Provides **disk export** for share exercising transactions
- Allows Adjustment to the Offer Price and Balance due to **Bonus Issues, Share Capital Adjustments**

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- Support **Selling Flexibility** model
- Printing of ESOS offer letter online via ESS
- Submit ESOS exercise application online
- Viewing of ESOS offers details and balance online

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EMPLOYEE STOCK PURCHASE PLAN

The KZEN Enterprise Employee Stock Purchase Plan system provides the abilities to manage the staff purchases of stocks from either the local or oversea bourses.

Staff can elect to purchase a quantity of stock based on the eligibility and deductions to be made from the salary for a specified period.

Some key features of the module includes:

- Ability to define **Multiple ESPP Scheme and Offers**
- Supports **Multiple Exchange Rates** for Other Countries Stock Purchase
- **Monthly Conversion** of foreign currency rate to local rate for the salary deduction
- Maintains complete tracking of **payment** (either through salary deductions or over the counter) transactions
- Unlimited no. of years of **transaction history maintenance** capability
- Maintain **Up-To-Date balances** of the payment
- Maintaining of **Cancellation or Transfer** of the stock purchase
- **Integration with Payroll Module** for the salary deduction
- Provides comprehensive analysis and operation balance tracking reports
- Maintains **multiple companies** database

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KZEN Enterprise

TRAINING MANAGEMENT

Development of Human Resource is noted as one of the Key Factors in bringing Malaysia towards achieving its objective as an industrialized nation. People with the Right Knowledge, Skills and Competencies are the Core Asset of any organisation. Properly nurtured and guided, they can bring the organisation to compete internationally.

Companies can stay in the forefront of industry by motivating and preparing their employees for the challenges ahead through training. Tracking who and when to conduct training is important in a fast-paced global market in order to keep their employees up to date in the technologies, regulations, and procedures.

Some key features of the module includes:

- Managing a database of all **Courses** (internal / external)
- Administration of all Courses undertaken by Employees. Information captured including Course Type, Course Name, Duration, Institution, Instructor, Venue, Number of Days, Course Fee, etc.
- **Linkage to Competencies** being addressed by the course for the purpose of TNA.
- Maintaining the profiles of **Training Organizers, Providers and Trainers**
- Maintaining the **Training Course Schedule** (Training Calendar) for the courses to be conducted.
- Maintaining of a complete yearly **training development plan** for employee using the Person Training Schedule.

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- User defined **Budget Grouping** and flexible budgeting period. Also provides per head budgeting by Grade.
- Monitoring of budget by the **Budget vs Actual** costing report and Budget Variance report
- Maintaining **Training Event** information including Training Sessions, Trainers for each session etc.
- Maintaining **Participant records** : Status (Pending, Confirm, Waiting List), Expenses
- **Attendance Marking** for each training session
- Ability to capture all **other Cost** associated with the training, besides the Course Fee eg. refreshment, travelling, accommodation etc
- Analysis on the training amount invested, for each employee, by department or cost centre.
- Ability to identify courses that the employee had atteded throughout his/her career or to identify who are the people who had attended a particular course
- Option of either using Manual or Auto **Rescheduling** function
- Creation of **user define Survey Form & Type**
- Ability to user define and conduct multiple **Training Event Exercise** eg. Pre-Event Test, Post-Event Test, Course Evaluation, Multiple Trainer Evaluation etc.
- Computation of **Learning Gain Ratio** and Course Evaluation Result Summary
- Providing analysis on total cost of training by Department / Organisation
- Conducting **Annual Survey Test** to evaluate the effectiveness of your full years training programme
- Training & Development **Survey Exercise**
- **Publication of** training events online with registration / nomination option
- **Training survey** form available online for participants to fill in upon completion of training event
- **Viewing** of training history and training courses databank via ESS

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JOB COMPETENCY MANAGEMENT

KZEN Enterprise Job Competency Management exceeds the skill tracking functionality you'll find in most local HRMS. It enables the company to define the enterprise's jobs in terms of key competencies, and perform real-time gap analyses between your employee and their jobs. Eventually, management can plan the employees' careers and their future growth based on the company's competency requirements for growth and competitive advantage.

Some key features of the module includes:

- Ability to user defined up to 10,000 **Competency Category and Competencies**
- Grouping of Competencies needed for a job into Competencies Set
- Ability to assign **Person Specific Competency**
- Managing of **Job Description** and **Job Specification** Details
- Recording and Identifying of Knowledge, Skills, Abilities and Other Competencies (**KSAOC**) required to fulfill a Job Position
- Providing a **Framework** for Traninig Needs Analysis, Project Assignments and Succession Planning
- Ability to perform selection of Employees with specific Skill Sets, Knowledge or Ability
- Performing **Competency Review** Exercise and managing of performance

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- Supports **Multiple Reviewer** with different weightage
- Attachment of **Job Requirement Ratings** on Skill Attributes
- Administration of **Employee Skill Attribute Ratings**
- Analysis of **GAP Ratio** between Job Requirement and Employee Satisfaction Ratings
- Competency review can be done online with routing process to route the assessment form from employee to manager or vice versa.

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TRAINING NEEDS ANALYSIS

KZEN Enterprise Training Needs Analysis supports competency based training where the gap between employee and job competencies are identified and linked to appropriate courses. Depending on the demand, these courses will be scheduled and employees automatically enrolled. HR has the flexibility to override the process of preparing the course calendar and enrolment while employees can change the course and date of enrolment.

Some key features of the module includes:

- Ability to define the **Compulsory Courses** for a person
- Identifying the courses which is suitable for the employee based on the **GAP** analysis
- **Matching of Courses** to the Competency Gaps of the Employees based on the Job Needed Level and Course Achieved Level
- Ability to **Waive** a person from attending a course due to special reasons
- Maintaining a **Training Course Mock-Up Schedule**
- **Auto-Nomination** of employee to courses based on the availability of the course scheduled by the Mock-Up Schedule
- Providing analysis on the **estimated cost** of training based on the generated plan
- Ability to allow user to indicate the dates for the person to attend a course planned for him
- **Validation** of the indicated date against the Proposed Training Dates
- Generation of the actual Training Course Schedule (**Training Calendar**)
- Generation fo the actual Person Course Schedule (**Staff Training Plan**)

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KZEN Enterprise

PERFORMANCE MANAGEMENT

Through the use of KZEN ENteprise Performance Review Management, an organisation's progress relies on the linking of individual performance with that of the organisation. The system provides for the ability to promote performance goals and measures that grow out of the enterprise, division or department's business plans, the ability to align an employee's performance measures with that of the organisation.

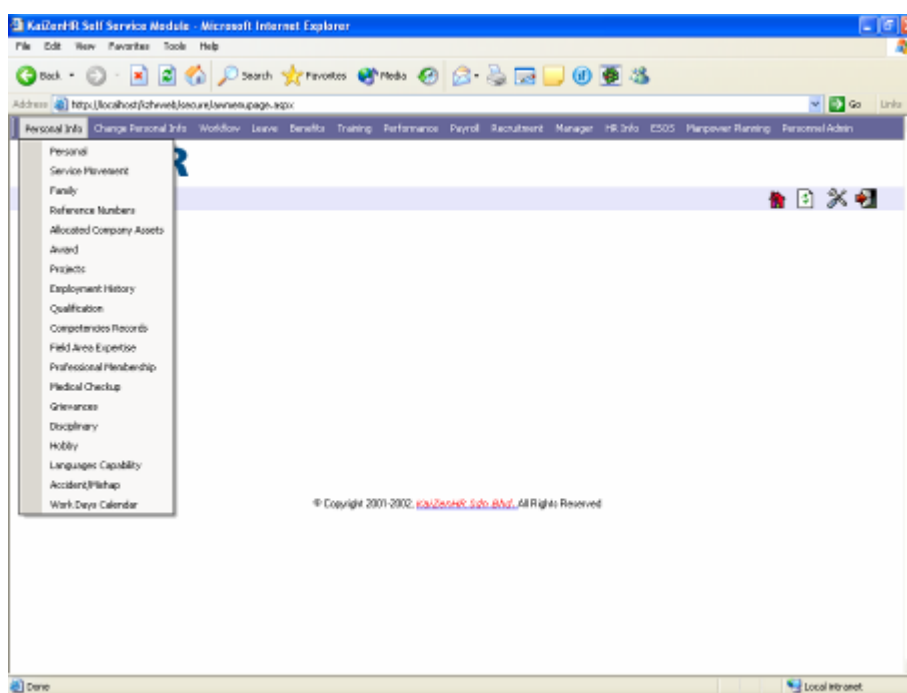Some key features of the module includes:

- **Appraisal Forms** can be user defined. Multiple Appraisal Forms can exist within an organisation. An Appraisal Form can consist of various Sections and each Section can contain many Question Items.
- Computation of scores is done on **Weightage Method**. Each Section can carry different Weightage (user defined). The rating for each Question Item can also be user customised.
- Supports Appraisal based on generic, competency or by **Key Result Areas**
- Flexibility in performing **multiple Appraisal Exercises** within the same year. Appraisal Exercises can be conducted by Project, Quarterly Review etc.
- Ability to conduct ad-hoc review at any time of the year.
- Allows distribution and **consolidation of Appraisal Scores** across multiple Appraisal Exercises done.
- Ability to conduct Appraisal Exercise **online** realtime

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- Supports **360 degree** Appraisal : Review can be done by Superiors / Peers / Self
- Setting a basis for **Performance Assessment** for purpose of Increment / Bonus
- **Multiple simulation** can be run based on different rewarding scheme.
- Comparison of impact to the organization based on the results of the different rewarding schemes.
- **Integration to Payroll** for posting of Actual Bonus / Increment
- Ability to review **history** of all past Appraisal Exercises done for an Employee

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KZEN Enterprise

E-HR WEB SELF SERVICE

KZEN Enterprise Web Employee Self Service provides the ideal medium for allowing employees to maintain their own data straight from their desktops, from an info kiosk or from a remote location, while liberating the Human Resources (HR) Department for more strategic work.

With KZEN Enterprise Web ESS, employees can be responsible for the maintenance of their own data and can get access to their information, on their own time, without requiring training on KZEN Enterprise or having core KZEN Enterprise applications on their desktops. Employees can have access to the **most up to date**, accurate data on record.

KZEN Enterprise Web ESS **leverages the power** of core KZEN Enterprise via a user-friendly interface. Companies are able to save time and money, empower their employees and create productive and **effective HR Departments**.

Some key features of the module includes:
- **Password Security** to ensure that each authorised users are given a unique Pin ID
- The ability to review **employee's own personal information** and update on certain information such as address , telephone number, emergency contact etc.
- Employees can view their own **Leave Balances** and submit **leave application** which will be routed via the defined workflow to the respective approver
- Employees can view their own **Claim Utilizations** and submit **claims** which will be routed via the defined workflow to the respective approver / verifier
- Employee can view their **working schedule** and submit **OT requests**
- Employee can view the **Training Calendar** and self nominate to attend **training courses** hich will be routed via the defined workflow to the respective approver / verifier
- For those attended training, they can submit their training **evaluation / test online**
- **Manager's Self Service** allow the manager to approve their subordinates requests / applications and also administer the day-to-day processes defined by HR
- Web enabled and user definable **workflow** functions that support approval processes
- Posting of the **company's policy and procedures**

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PROCESS TRACKER WITH TASK SCHEDULER

Task Scheduler

KZEN Enterprise Task Scheduler works in conjunction with Windows NT Task Scheduler in support of the setting up of user definable and configurable background tasks.

The background can be configured in accordance to user definable parameters as to the criteria, date and time, etc., on any information maintained within the entire KZEN Enterprise database, and will activate automatically upon those parameters is being met.

This serves as an excellent automation tool for the HR users in their day-to-day run of operation.

Process Tracker

KZEN Enterprise Process Tracker provides an avenue of being an excellent task list monitoring and management tool for the HR department.

Task and/or check list can be setup in accordance to operation procedure needs, such as Resignation process, New Joiner process, etc., catering to combination of tasks that is system based and manual operation based.

Besides being an excellent tool for process monitoring and management, it also provides an excellent avenue of acting as a straightforward operating procedure for new user to the operation as it serves as a checklist to be done for each instance of operation of the HR department.

PERSONALIZATION AND PROFILING MANAGEMENT

KZEN Enterprise is developed using Object Oriented Programming built on a Component based reusable architecture which incorporates the ability for Users to personalize their own access to individual Menus, Functions and Objects etc. In addition to that, Users may also easily assemble strategic Modules to be used by certain group of users e.g., Management without having any programming knowledge. This feature is extremely useful in empowering executives, HODs and Management in managing and analyzing information themselves.

ALERT MANAGEMENT SYSTEM WITH INTEGRATION TO EMAIL

KZEN Enterprise provides users with a built in alert management system that can serves as a reminder of activities that requires your attention. KZEN Enterprise provides a user definable alert management environment where information can be prompted as ALERTS every time you login to the System. These ALERTS can be personalized to each individual User requirements and also integrated to your email applications

Should you require further clarification or information, please do not hesitate to contact us at KZEN Solutions Bhd,
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